MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

FIRST YEAR **SECOND** SEMESTER EXAMINATION FOR, DIPLOMA IN HOSPITALITY MANAGEMENT

DHM 053 – FOOD AND BEVERAGE SERVICE I

DURATION: 2 HOURS

DATE:

TIME:

Instructions to candidates:

1. Answer question One and Any Other Two questions

2. Mobile phones are not allowed in the examination room.

3. You are not allowed to write on this examination question paper.

SECTION A: ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION ONE (30 MARKS)

a) Highlight six attributes of food and beverage service personnel (6 marks)

b) State two duties of each of the following food and beverage personnel

  i. Headwaiter (2 marks)
  ii. Carver (2 marks)
  iii. Apprentice (2 marks)
  iv. Bar manager (2 marks)
  v. Restaurant manager (2mks)

c) Explain any five advantages of using disposable linen in catering establishment
(10 marks)

d) State any four table accompaniments (4 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

a) Differentiate between table d' hote and ala' carte menu (10 marks)

b) Explain five factors to consider when purchasing service equipmentS. (10 marks)

QUESTION THREE (20 MARKS)

a) Explain the relationship of food service area and the following departments

  i. Housekeeping (2 marks)
  ii. Front office (2 marks)
  iii. Kitchen (2 marks)
  iv. Maintenance (2 marks)
  v. Human resource (2 marks)

b) Explain five components of meal experience (10 marks)

QUESTION FOUR (20 MARKS)

a) Identify four items which are part of big five of a waiter/waitress (4 marks)

b) Discuss functions of the following ancillary departments of food service areas

  i. Stillroom (2 marks)
  ii. Hotplate (2 marks)
  iii. Silver room (2 marks)
  iv. Linen store (2 marks)

c) Explain four reasons why a customer may prefer to eat out in a restaurant rather than cook at home (8 marks)