



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

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

DHM 065 – FOOD AND BEVERAGE SERVICE II

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) Explain the following terms
 - i. Mis-en-place (2 marks)
 - ii. Mis-en-scene (2 marks)
 - iii. Food and beverage service (2 marks)
- b) Identify five basic types of food and beverage service (5 marks)
- c) State two classification of beverages and give three examples of each (8 marks)
- d) Describe the procedure of order taking (11 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Outline four methods of order taking (8 marks)
- b) Using an illustration, explain the following special food checks
 - i. Suiwant (4 marks)
 - ii. Retour-en-place (4 marks)
 - iii. Supplement (4 marks)

QUESTION THREE (20 MARKS)

- a) Discuss automated point of sale as used in the restaurant (10 marks)
- b) Explain the following cigar terms (10 marks)
 - i. Binder
 - ii. Bunch
 - iii. Curing
 - iv. Filler
 - v. shapes

QUESTION FOUR (20 MARKS)

- a) Explain the following methods of payment (6 marks)
 - i. Cheque
 - ii. Euro cheques
 - iii. Credit cards
- b) Differentiate between English and continental breakfast (6 marks)
- c) State four uses of service salver and four uses of a service plate (8 marks)