



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2018/2019 ACADEMIC YEAR

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

DHM 081 – FOOD AND BEVERAGE SUPERVISION

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) Outline six duties a food and beverage manager is expected to carry out (6 marks)
- b) Give five factors that should be considered while deciding on the service method in a restaurant (5 marks)
- c) Highlight six major details that a client should give during a reservation (3 marks)
- d) Describe four points that explain the importance of a menu (4 marks)
- e) Outline four important points on wine storage (4 marks)
- f) Explain four supervisory functions of a manager (8 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain the meaning of the term etiquette as applied in food and beverage service (1 mark)
- b) Describe nine ways in which a waiter can portray proper etiquette (9 marks)
- c) Explain the service procedure of white wine (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain the meaning of each of the following categories of service (4 marks)
 - i. Table service
 - ii. Self service
 - iii. Specialized service
 - iv. Single-point service
- b) Describe two types of service under each of the categories above (8 marks)
- c) Explain four considerations to bear in mind when developing the structure of a menu (8 marks)

QUESTION FOUR (20 MARKS)

- a) Define the term customer satisfaction (1 mark)
- b) Describe eight ways of improving customer satisfaction (8 marks)
- c) Explain six duties expected of an employer according to the Occupational Safety and Health Act (OSHA) 2007 (6 marks)
- d) Explain how the triplicate checking system works (5 marks)