



**SCHOOL OF HOSPITALITY AND TOURISM  
HOSPITALITY DEPARTMENT**

**DHM 1216**

**FOOD AND BEVERAGE SERVICE THEORY III**

**JANUARY-APRIL 2015**

**DIPLOMA IN HOSPITALITY MANAGEMENT**

**DATE:24<sup>TH</sup> APRIL 2015**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

1. This paper consists of two sections A and B.
2. Section A is compulsory.
3. Answer any two questions from section B.

**SECTION A (30 MARKS)**

Answer all questions in this section

**Q1 a)** Describe the following types of breakfast

- i. Continental (3marks)
  - ii. Full breakfast (3marks)
- b) Outline the procedure for the service of breakfast to seated guests in a restaurant (7marks)
- c) Outline seven details which are recorded in a function booking form (7marks)
- d) Explain three guidelines which should be followed by staff when positioning items on a breakfast tray (6marks)
- e) Explain the meaning of the term function catering and give any four types of functions (4mks)

**SECTION B (40MARKS)**

Answer any Two questions from this section

**Q2 a)** Describe four features of each of the following types of buffets.

- i. Finger buffet (4marks)
- ii. Fork buffet (4marks)
- iii. Display buffet [4marks]

- b) Explain the meaning of each of the following terms as used in food and beverage service
- i. Floor/ room service (2marks)
  - ii. Lounge service (2marks)
  - iii. Hospital tray service (2marks)
  - iv. Home delivery (2marks)

**Q3a)** State four duties for each of the following members of function service staff.

- i. Banqueting manager (4marks)
- ii. Banqueting headwaiter (4marks)
- iii. Banqueting sales manager (4marks)

b) Describe each of the following classes of menu

- i. Table d'hôte (4marks)
- ii. A'la carte (4marks)

**Q4a)** Discuss ways in which each of the following factors influence customer menu choice

- i. Health (4marks)
- ii. Special diets (4marks)
- iii. Culture/religion (4marks)

b) Outline eight factors which guide the choice of food and drink by a customer in a restaurant (8marks)

**Q5a)** Discuss the historical development of the menu (5marks)

b) illustrate a banquet organizational structure (10marks)

c) Identify five items which are placed on the breakfast table when the customer is seated (5marks)