

SCHOOL OF HOSPITALITY AND TOURISM
HOSPITALITY DEPARTMENT

HT 1145

Food and Beverage Service Theory I

Special/ supplementary Exam.

Diploma in Food and Beverage Management

Module 1

Date:

Time: 2 hours

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)

Q1. A) Explain the purpose and historical summary of each of the following sectors of the food service industry.

- i. Hotel (4marks)
- ii. Restaurant (4marks)

b) Identify Six sectors in the Food service industry under each of the following categories.

- i. General market (3marks)
- ii. Restricted market(cost provision) (3marks)

c) Illustrate the organization of a four-star Hotel (7 marks)

d) State three duties carried out by each of the following food and beverage services personnel.

- i. Head waiter (3marks)

- ii. Station head waiter (3marks)
- iii. Trainee commis/ apprentice (3marks)

Section B (40 marks)

Answer any TWO questions from this section.

Q2. A) Outline ten responsibilities of food service personnel in regard to a professional and hygienic appearance. (10marks)

b) Explain each of the following attributes of food and beverage service personnel.

- i. Punctuality (2marks)
- ii. Local knowledge (2marks)
- iii. Sense of urgency (2marks)
- iv. Memory (2marks)
- v. Honesty (2mark)

Q3. A) The choice of furniture and its placing, linen, tableware, small equipment and glassware will be determined by considering certain factors.

Identify these factors (5marks)

b) i. Classify food service china (4marks)

ii) Identify ten items of china used for food and beverage service in a restaurant (5marks)

c) Describe each of the following types of tableware.

- i. Flatware (2marks)
- ii. Cutlery (2marks)
- iii. Hollowware (2marks)

Q4. A) Explain five advantages of using disposables in food services (10marks)

b) Describe each of the following food and beverage ancillary departments.

- i. Stillroom (3marks)
- ii. Silver room/ plate room (3marks)

c) Explain the use of each of the following dispense bar equipment.

- i. Mixing glass (2marks)
- ii. Bar liquidizer/ blender (2marks)

Q5. A) Identify ten items of equipment found in a dispense bar (10marks)

b) Describe ten food items dispensed from a restaurant stillroom

(10marks)