



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, CERTIFICATE
IN HOSPITALITY MANAGEMENT**

CHM 013 – 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) Define the following terms
 - i. Chinaware (2 marks)
 - ii. Glassware (2 marks)
 - iii. Tableware (2 marks)
 - iv. Cover (2 marks)
 - v. Misen-place (2 marks)
- b) List six attributes of food and beverage service personnel (6 marks)
- c) State any four table accompaniments (4 marks)
- d) Explain any five advantages of using disposable linen in catering establishment (10 marks)

SECTION B - ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Differentiate between table d' hôte and ala'carte menu. (10 marks)
- b) Explain five factors to consider when purchasing service equipment. (10 marks)

QUESTION THREE (20 MARKS)

- a) Explain three qualities of a good wine glass. (6 marks)
- b) Explain five reasons why a customer may prefer to eat out in a restaurant rather than cook at home. (10 marks)
- c) Identify four items which are part of big five of a waiter/waitress. (4 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the relationship of food service area and the following department:
 - i. Human resource (2 marks)
 - ii. Maintenance (2 marks)
 - iii. Kitchen (2 marks)
 - iv. Housekeeping (2 marks)
- b) Discuss functions of the following ancillary departments of food service areas:
 - i. Stillroom (3 marks)
 - ii. Hotplate (3 marks)
 - iii. Silver room (3 marks)
 - iv. Linen store (3 marks)