



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

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

DHM 065 – FOOD AND BEVERAGE SERVICE II

DURATION: 2 HOURS

Instructions to candidates:

1. Answer all questions in section A and B and any Two questions in section B.
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 meaning of the following terms. (10 marks)
- i. Café complet.
 - ii. Continental breakfast.
 - iii. Suivent check.
 - iv. Retour en place check.
 - v. Supplement check.
- b) Outline four advantages of buffet services. (4 marks)
- c) Distinguish between assisted service and service in situ. (4 marks)
- d) Explain six causes of service equipment breakages in a restaurant. (12 marks)

SECTION B – ANSWER ALL THE QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Describe any five methods of billing guests in a restaurant. (12 marks)
- b) Outline any five basic buffet laying principles or setting up a buffet. (5 marks)
- c) As a food and beverage manager, you have been invited for a menu contest. Highlight five possible mistakes found in a menu card. (5 marks)

QUESTION THREE (20 MARKS)

- a) Highlight the undesirable characteristics of a waiting staff towards guests during service. (10 marks)
- b) Describe the following methods of food and beverage orders. (8 marks)
- i. Triplicate method.
 - ii. Duplicate checking method.
 - iii. Service with order.
 - iv. Pre-ordered system.
- c) Outline two non-alcoholic beverages. (2 marks)

QUESTION FOUR (20 MARKS)

- a) Distinguish between the following beverages. (6 marks)
- i. Liqueurs and liqueur spirits.
 - ii. Brandy liqueur and liqueur brandy.
 - iii. Vermouth and sherry
- b) Explain five basic technical waiting skills used by waiters. (10 mark)
- c) Outline four big five of a waitress. (4marks)