



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY AND TOURISM

UNIVERSITY ORDINARY EXAMINATION

2020/2021 ACADEMIC YEAR

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

DHM 081– FOOD AND BEVERAGE SUPERVISION

DURATION: 2 HOURS

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) State five ancillary areas that are found in food and beverage outlets. (5marks)
- b) Highlight six attributes of food and beverage service personnel. (6marks)
- c) Outline four factors that determine the style of food and beverage service. (4marks)
- d) Explain six supervisory functions of a kitchen supervisor. (12marks)
- e) Identify three advantages of good interior decorations in a restaurant. (3marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Explain five components of meal service. (10marks)
- b) Describe five pre- production tasks featured in order of work in catering establishment. (10marks)

QUESTION THREE (20 MARKS)

- a) Highlight five duties of each of the following;
 - (i) Banquet manager
 - (ii) Maitre d' hotel (10marks)
- b) Describe five basic objectives that should be met by any customer satisfaction surveying programme. (10marks)

QUESTION FOUR (20 MARKS)

- a) Discuss five catering considerations when planning an event menu. (10marks)
- b) Explain five skills of a food and beverage manager. (10marks)