



SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE/NAME: BHT 211: ADVANCED FOOD & BEVERAGE SERVICE

January – April 2018/2019 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Define the following terms as used in food and beverage service **(8 marks)**
- i) Mis en scene
 - ii) Crockery
 - iii) Menu prose
 - iv) Releve
- b) Mr. Kipchoge, a businessman has reservations for 12 guests in your hotel where you are working as a waiting staff. You have been assigned to serve them. Clearly show the sequence of table d'hôte service for the guests. They will be taking the main course only. All the guests are seated together **(10 marks)**
- c) Menus can vary greatly and a classic French menu can even go up to fifteen or more courses. Show the proper sequence of a three course menu identifying the cutlery required for each course **(12 marks)**

QUESTION TWO

- a) Maximum guest satisfaction and exceeding of guest expectation is the major goal of all staff members in the hospitality and tourism industry. Discuss the guest recovery L.A.T.E Model giving its importance in ensuring this major goal is achieved **(10 marks)**
- b) Identify the uses of the following food and beverage sections in a large restaurant **(5 marks)**
- i) Hot plate
 - ii) Pantry

QUESTION THREE

You have been employed as the food and beverage manager for a five star hotel in Maasai Mara game reserve. After one month you employed a new supervisor. Inform the supervisor on ten of the major duties he/she is expected to perform **(15 marks)**

QUESTION FOUR

Any professional service staff must clearly understand how to arrange items for table dhote and silver service. Clearly show the arrangement of items for one table dhote place setting for a three course meal. The setting should have two wines and coffee **(15 marks)**

QUESTION FIVE

- a) Define Total Quality Management (TQM) and give its relevance to the service of guests in the restaurant. **(10 marks)**
- b) Differentiate between hors doeuvre and entree types of menu sequence **(5 marks)**