



SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

UNIT CODE: BHM 210, UNIT NAME: INTRODUCTION TO FOOD AND BEVERAGE SERVICE THEORY I

September – December 2018/2019 End Semester Exam - Time: 2 Hours

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

SECTION A: COMPULSORY (30 MARKS)

QUESTION ONE

- a) Highlight **five** attributes of food and beverage service staff (5 marks)
- b) Describe **three** ways on how a waiter can identify a host in a restaurant (3 marks)
- c) Enumerate **five** features of an ala carte menu (5 marks)
- d) State five points considered while folding napkins (5 marks)
- e) Outline **four** points to consider when selecting chinaware for food service operation (4 marks)
- f) State four uses of a service plate (2 marks)
- g) Briefly explain the classification of table wine (6 marks)

SECTION B (30MKS). Answer any TWO questions

QUESTION TWO

- a) Explain **five** factors influencing the style of service in a restaurant (10 marks)
- b) With illustration show how to take food order using a menu of your choice (5 marks)

QUESTION THREE

- a) Briefly explain five non-alcoholic beverages found in a dispense bar, give example in each case (5 marks)
- b) Discuss **five** characteristics that define customer service in food service operations. (10 marks)

QUESTION FOUR

- a) Describe any **five** essential technical food and beverage service skills (5 marks)
- b) Explain five needs that a customer seeks to satisfy himself when taking meals away from home (10 marks)

QUESTION FIVE

- a) Outline five duties of a food and beverage manager (5 marks)
- b) Explain **five** food and beverage service methods (10 marks)