



# Scott Christian UNIVERSITY

## SCHOOL OF PROFESSIONAL STUDIES

### BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT

#### UNIT CODE/NAME: BHM 210: INTRODUCTION TO FOOD AND BEVERAGE SERVICE

September- December 2019/2020 End Semester Exam

- Time: 2 Hours

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

#### QUESTION ONE

Tea tot hotel wishes to open a number of restaurants in Machakos town. As a hospitality Consultant the management approaches you for advice;

- a) Describe TEN personnel the hotel should consider recruiting. (10 Marks)
- b) Explain FIVE qualities food and beverage service personnel should possess. (10 Marks)
- c) Highlight ten points the hotel should consider when purchasing service equipment. (10 Marks)

#### QUESTION TWO

- a) Describe five interpersonal skills that food and beverage service personnel should demonstrate. (10 Marks)
- b) Explain any five equipment items needed in bar section of a restaurant. (5 Marks)

#### QUESTION THREE

- a) Describe steps in the development of hotel industry in Kenya since 19th century (6 Marks)
- b) Give THREE examples of the following:
  - i. Cutlery (3 Marks)
  - ii. Glassware (3 Marks)
  - iii. Crockery (3 Marks)

#### QUESTION FOUR

- a) Describe SIX service equipment you would include in your purchase list for a newly opened fine dining restaurant (6 Marks)
- b) Describe the procedure you would follow when serving customers having a starter, main course and a dessert. (9 Marks)

#### QUESTION FIVE

- a) Explain FIVE activities involved in *mis en place* (5 Marks)
- b) With the aid of a well labeled diagram, illustrate the cover set-up for a table d'hôte lunch. (10 Marks)