



MURANGA UNIVERSITY COLLEGE

(A constituent College of Jomo Kenyatta University of Agriculture and Technology)

SCHOOL OF HOSPITALITY & TOURISM

DEPARTMENT OF HOSPITALITY

CERTIFICATE IN HOSPITALITY MANAGEMENT

UNIT CODE: CHM 0113
UNIT TITLE: FOOD AND BEVERAGE SERVICE THEORY 1
SEMESTER: MAY-AUGUST 2015 SEMESTER
TIME: 2 HOURS
DATE: 18TH AUGUST 2015

END OF SEMESTER EXAMINATION

INSTRUCTIONS:

- 1. This paper consists of two Sections A and B.**
- 2. Section A is compulsory**
- 3. Answer any two (2) questions from Section B**

SECTION A: COMPULSORY (30 MARKS)

1. (a) Briefly explain the **FOUR** reasons or needs that a customer might be seeking when they eat out. (4marks)
- (b) Explain customer satisfaction? (2marks)
- (c) Briefly explain the following terms as used in F&B service:
- (i) Crumbing down (2marks)
- (ii) A menu (2marks)
- (iii) A course (2marks)
2. (a) Name **FOUR** table accessories. (2 marks)
- (b) Explain the **TWO** main methods of making cocktails. (4 marks)
3. (a) List **SIX** previous preparation duties in food and beverage service. (6 marks)
- (b) Identify **SIX** etiquettes of a food and beverage staff. (6 marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS

4. (a) Identify any **FIVE** factors that may influence the quality of wine. (5 marks)
- (b) During Planning, Mary who is a 1st year student had a question on the presentation and service of a local white wine to a guest. Having been approached with the challenge, outline the steps she should follow during her demonstration. (15 marks)
5. (a) State **FOUR** features of:
- i) Table d'hôte menu (4 marks)
- ii) A la carte menu (4 marks)
- (b) Explain the meaning of the following terms:
- i) Beverage (2 marks)
- ii) Horsd'oeuvre (2 marks)
- iii) Coffee (2 marks)
- iv) Entremets (2 marks)
- v) Accompaniment (2 marks)
- vi) Savoury (2 marks)
6. (a) Courtyard by Marriott, Pune in India is looking for stewards for their specialty restaurant. Apply for the post along with your resume. (10 marks)

- (b) Explain any **FIVE** factors put into consideration when buying furniture or fittings for a restaurant. (10 marks)
7. (a) Outline five reasons why waiters wear uniforms (5marks)
(b) List the “Big Five” of a waiter/waitress (5marks)
(c) Describe any **FIVE** documents used in the control of beverages in large establishments. (10 marks)
8. (a) State **FOUR** points that one should put into consideration when choosing an environment for wine tasting. (4 marks)
(b) Explain the **FOUR** main types of wine giving two examples in each case. (16 marks)
9. (a) Who is a waiter? (2marks)
(b) Discuss the undesirable qualities of a waiter. (18marks)