



## MURANG'A UNIVERSITY COLLEGE

(A constituent college of Jomo Kenyatta University of Agriculture and Technology)  
SCHOOL OF HOSPITALITY AND TOURISM

UNIT CODE: DHM1113

UNIT TITLE: FOOD AND BEVERAGE SERVICE I

SEMESTER: SEPT- DEC 2015

TIME: 2 HOURS

DATE: 9-12-2015

### INSTRUCTIONS:

1. The paper consist of two sections
2. Section A is compulsory
3. Answer any two questions in section B

### SECTION A: COMPULSORY (30 MARKS)

- 1.(a) Discuss the following styles of service:
- (i) Silver style of service (3marks)
  - (ii) Buffet style of service (3marks)
  - (iii) Gueridon style of service (3marks)
- b) State **Six** factors to consider when purchasing food and beverage service equipment (6marks)
- c) Explain **Four** needs that customers might be seeking to satisfy when they eat out (8marks)
- d) Highlight **Four** reasons for flat coffee (4marks)
- e) List down **Six** items of linen used in food and beverage service (3marks)

### SECTION B: ANSWER ANY TWO QUESTIONS. ALL QUESTIONS CARRY EQUAL MARKS

2. a) Explain **Four** etiquette of food and beverage service staff (8marks)
- b) Describe the following back of house service areas:
- (i) Still room (2marks)
  - (ii) Silver room (2marks)
  - (iii) Wash up (2marks)
- c) State **Six** qualities of a good sideboard (6marks)

3. (a) State **Six** responsibilities of food and beverage manager (6marks)
- (b) Explain **Four** factors to consider when planning a bar (8marks)
- (c) Describe **Three** types of dining arrangements (6marks)
- 4 (a) Highlight **Four** categories of alcoholic beverages (4marks)
- (b) Discuss **Four** factors that have led to the growth of disposables in the catering industry (8marks)
- (c) Explain **Four** factors that determine food and beverage service method (8marks)