



UNIVERSITY MURANG'A COLLEGE
(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)
SCHOOL OF HOSPITALITY AND TOURISM

SPECIAL EXAM

DEPARTMENT: HOSPITALITY

UNIT CODE: HT0208

UNIT TITLE; FOOD AND BEVERAGE SERVICE

CLASS: HT/FB/14C

INSTRUCTIONS DATE TIME: 2HRS

SECTION A IS COMPULSORY

ANSWER ANY OTHER TWO QUESTIONS ON SECTION B

SECTION A (COMPULSORY) 30MKS

- 1a) State any 5 factors to consider when deciding the food and beverage service method in an establishment. (5mks) Explain 3 categories of food and beverages industries. (6mks)
- b) Outline 5 customer needs that he might be seeking to satisfy when visiting food and beverage service method in an establishment. (5mks)
- c) Explain 3 categories of food and beverages industries. (6mks)
- d) Enumerate the function of the following food and beverage service areas.
 - i) Stillroom
 - ii) Dispense bar
 - iii) Silver room
 - iv) Hot plate
- e) State any 5 types of table coverings used in food and beverage service area. (5mks)

F) State any 5 factors to consider when deciding the food and beverage service method in an establishment. (5mks)

SECTION B

2a) Explain any 5 advantages of using a vending machine. (10mks)

b) Draw a well labeled organization structure of a large hotel. (10mks)

3a) Explain 5 basic main methods of food and beverage service. (10mks)

b) Enumerate 5 undesirable qualities of a waiter. (5mks)

c) List 5 uses of a salver. (5mks)

4a) Explain any 5 attributes of a food and beverage service personnel. (10mks)

b) List 10 points to be considered when purchasing equipment for food and beverage service area. (5mks)

c) State 5 uses of trays. (5mks)