TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT

(DCAMS18)

HHC 2202: FOOD AND BEVERAGE SERVICE THEORY

END OF SEMESTER EXAMINATION

SERIES: August 2019

TIME:2HOURS

DATE:Pick Date Aug 2019

<u>Instructions to Candidates</u>
You should have the following for this examination
-Answer Booklet, examination pass and student ID
This paper consists of FIVE questions. Attempt Choose instruction. Do
not write on the question paper.

SECTION A (Answer all the questions)   30 POINTS

QUESTION ONE

Q1a) Explain Two ways in which the following attributes affects food and beverage service:-

   i)   Knowledge of food and drink   4mks

   ii)   memory   4mks

b) Differentiate the following food service operations: -

i) Restaurant and a fast food   4mks

ii) Themed restaurant and ethnic restaurant   4mks

c) Explain Five factors to consider when purchasing restaurant equipment   10mks

d)Highlight Four reasons that may lead to customer dissatisfaction   4mks

SECTION B (Answer only <u>TWO</u> questions)

QUESTION TWO

Explain Four duties of each of the following restaurant staff:-

   i) Maître d' hotel ii)

      Sommelier iii)

      Commis de rang

   iv)   Demi- chef de rang   20mks

QUESTION THREE

a) Explain Five styles of service at a laid cover in a first class establishment   10mks

b) Distinguish between A la carte menu and table d' hote menu   10mks

QUESTION FOUR

   a) Explain the service sequence in a first establishment   10mks

   b) Explain three types of tableware   6mks

   c) Identify four different types of linen   (4 mks)

QUESTION FIVE

   a) Explain Five different sectors of food and beverage service industry   (10mks)
   b) Differentiate between duplicate and triplicate checking system   (10mk)