



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

(DCAM M24 & DCAM S24)

HHC 2202: FOOD AND BEVERAGE SERVICE THEORY

(SUPPLEMENTARY/SPECIAL EXAMS)

SERIES: NOVEMBER, 2025

TIME: 2 HOURS

DATE: Pick Date NOV, 2025

Instructions to Candidates

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

- a) List the BIG FIVE that a waiter must have during service. (5mks)
- b) Explain five (5) factors to consider when choosing table linen and coverings (5mks)
- c) Highlight any five (5) hygiene rules to follow in order to maintain a professional and hygienic appearance as a service personnel. (5mks)
- d) Discuss five factors to consider when classifying food and beverage service sectors. (10mks)
- e) State five disposable equipment used during meal service. (5mks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Explain three(3) functions of the menu (6mks)
- b) Discuss the following types of breakfast:
 - Continental breakfast (5mks)
 - English Breakfast (5mks)
- c) State four qualities of a good menu card (4mks)

QUESTION THREE

- a) State seven (7) pre service tasks to be performed before actual food and beverage service(7mks)
- b) Discuss silver service as one of the service styles used in restaurants (10mks)
- c) Outline the procedure for serving a bread roll to seated guest during meal time (3mks)

QUESTION FOUR

- a) Discuss any five (5) types of hotel guests (10mks)
- b) Explain five reasons why it is important to know your guests (10)

QUESTION FIVE

- a) Discuss five (5) types of salesmanship (10mks)
- b) Explain the importance of salesmanship to a guest (4mks)
- c) State six (6) traits of a successful salesperson (6mks)