

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA/EMBU

**SECOND YEAR EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM
AND HOTEL MANAGEMENT**

DTHM 0241: SERVICE SUPERVISION AND BEVERAGE MANAGEMENT

STREAMS:DTHM Y2S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 08/07/2021

8.30 A.M – 10.30 A.M

INSTRUCTIONS:

Answer all questions in section A and any two in section B

Do not write on the question paper

SECTION A (30 MARKS)

1. Briefly explain any three types of bars. [6 marks]
2. Distinguish between any four types of restaurant operations. [6 marks]
3. State any three popular grapes used production of red wines and white wines respectively. [6 marks]
4. Briefly explain the two main categories of non –alcoholic drinks served in restaurant operations. [6 marks]
5. Wine labels are significant in guiding customer choice. Briefly explain four pieces of information contained on the labels. [6 marks]

SECTION B

6. (a) Discuss four important regulatory approvals for restaurant operations in Kenya. [12 marks]

- (b) Discuss any four ways of obtaining customer feedback in restaurant operations. [8 marks]
7. (a) As a sommelier in a five star hotel bar, discuss the typical procedure you would consider when serving bottled white wines at guest tables. [12 marks]
- (b) Discuss the traditions you would consider when suggesting to your guest on food and wine pairing. [8 marks]
8. (a) As bar manager, discuss four categories of alcoholic beverages you would consider when preparing a drinks list. [8 marks]
- (b) Using two relevant illustrations, discuss how the type of restaurant influences the service sequence and how to handle each. [12 marks]
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