

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**MAIN/EMBU**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND  
HOSPITALITY MANAGEMENT**

**DTHM 0241: SERVICE SUPERVISION AND BEVERAGE MANAGEMENT**

**STREAMS: DTHM (Y2S1)**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 21/09/2021**

**11.30 A.M. – 1.30 P.M.**

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**INSTRUCTIONS TO CANDIDATES**

- Answer ALL questions in section A and any TWO questions in section B
- Do not write anything on the question paper

**SECTION A (30 MARKS)**

1. Briefly describe any six types of bars in the hospitality industry (6 marks)
2. Describe five main food items that are used in production of cocktails in the bar. (5 marks)
3. Explain five non alcoholic beverages that can be served from a bar. (5 marks)
4. Briefly discuss four objectives of revenue control in the operations of bars in the hospitality industry. (4 marks)
5. Explain five reasons for the need of liquor license in bar operations. (5 marks)
6. Describe five characteristics of a good bartender. (5 marks)

**SECTION B (40 MARKS)**

7. a) Discuss five legal issues that affect the operations of bars and restaurants. (10 marks)  
b) Explain five circumstances under which a liquor license may be withdrawn from an operator of a bar and restaurant. (10 marks)

8. a) Discuss five mixology techniques used in the bar for making of cocktails. (10 marks)  
b) Describe the procedure of service of white wine to guests in the restaurant. (10 marks)
  
9. a) Explain five ways in which fraud might occur in the operations of beverage service in the restaurant. (10 marks)  
b) Discuss five customer care approaches used in restaurant to ensure that customers are satisfied with the product offered in the restaurants. (10 marks)

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