

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS  
MAIN/EMBU**

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

**DTHM 0143: INTRODUCTION TO FOOD AND BEVERAGE SERVICE**

**STREAMS: DTHM**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 07/07/2021**

**2.30 P.M. – 4.30 P.M.**

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**INSTRUCTIONS:**

- (i) Answer all questions in Section A**
- (ii) Answer TWO questions in section B**

**SECTION A**

1. Briefly explain three types of events catered for by banqueting sub department. (6 marks)
2. Briefly explain the procedure followed in serving a guest at the restaurant. (6 marks)
3. With examples explain 3 types of table ware used in restaurant. (6 marks)
4. Briefly explain two ways you can set a table and show the distinction in each. (6 marks)
5. Briefly explain two services convention principles accepted in foodservice operations. (2 marks)
6. Briefly explain four guest needs to be met during their dining experience. (4 marks)

**SECTION B**

7. a) Discuss five service methods that can be adopted in a food service outlet. (10 marks)  
b) Discuss the role played by five back of the house food service division. (10 marks)
8. a) Discuss food service operation cycle followed in running a food service outlet. (12 marks)

b) Discuss four technical skills a food service personnel should have. (8 marks)

9. a) With a diagram discuss the duties and responsibilities of foodservice personnel  
hospitality industry. (12 marks)

b) Define the term service in situ describing four ways it can be achieved in food service  
industry. (8 marks)

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