

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

**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: MONDAY 29/03/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

- Answer **ALL** questions in section A.
- Answer **TWO** questions in section B.

SECTION A

1. Briefly explain the role of four food service sub-departments in a hotel. (4 marks)
2. Discuss five types of table service techniques applicable in restaurant. (5 marks)
3. With examples explain 3 types of table ware used in restaurant. (6 marks)
4. Explain five attributes of a good food service personnel. (5 marks)
5. Explain five service convention principles accepted in food service operations. (5 marks)
6. Discuss five factors considered in purchasing food service equipment's. (5 marks)

SECTION B

7. (a) Discuss service sequence followed in serving a walk in guest at the restaurant. (12 marks)
- (b) Discuss four components that constitutes customers meal experience in a restaurant. (8 marks)

8. (a) Discuss five basic technical skills necessary for a waiter. (10 marks)
- (b) Discuss table setting techniques for two commonly used of menus in a restaurant. (10 marks)
9. (a) Discuss the four food service divisions and equipment's found in each. (12 marks)
- (b) Discuss the procedure for serving wine to a seated guest in a restaurant. (8 marks)
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