

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

CHUKA AND EMBU CAMPUSES

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

CHTM 00104: INTRODUCTION TO FOOD AND BEVERAGE SERVICES

STREAMS: CHTM

TIME: 2 HOURS

DAY/DATE: TUESDAY 04/12/2018

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

- **Answer ALL question in section A and any three questions in section B.**
- **Do not write anything on this question paper.**

SECTION A: (30 MARKS – COMPULSORY)

1. Define the following terms as used in food and beverage service: (5 marks)
 - (a) Room service
 - (b) Menu
 - (c) Mis-en-place
 - (d) Service in situ
 - (e) Gueridon service
2. Alcohol beverages can be classified in five categories. With examples state the various categories. (5 marks)
3. Explain the following service methods as used in a hospitality establishment. (3 marks)
 - (a) Self-Service
 - (b) Single point service
 - (c) Assisted service
4. Explain three different types of banquets in function catering. (6 marks)

5. Describe factors to consider in purchasing of equipment to be used in a food and beverage service area. (5 marks)
6. Briefly discuss the functions of a menu in a food and beverage establishment. (6 marks)

SECTION B: (40 MARKS – Answer any TWO questions from this section)

7. (a) To ensure customer satisfaction and profit making in an establishment, foodservice operations are carried out in a cycle. Discuss the elements of a foodservice operation cycle. (12 marks)
 - (b) Guests visit hospitality establishment with specific needs and wants. With examples discuss customers' needs. (8 marks)
 8. Describe the procedure and sequence of servicing a walk in guest in an establishment from their time of arrival to departure. (20 marks)
 9. (a) Discuss five types of specialized forms of service in a hospitality establishment. (10 marks)
 - (b) Identify and explain the roles of event service staff. (10 marks)
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