

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

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

**DTHM 0242: FOOD SERVICE AND SALES**

**STREAMS: DTHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: FRIDAY 09/08/2019**

**2.30 PM – 4.30 PM**

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**INSTRUCTIONS:**

**Answer Question One (Compulsory) and any other Two Questions**

**SECTION A (30 MARKS)**

1. (a) Define the following terms as used in food service. [5 marks]
- (i) Sommelier
  - (ii) *Saccharomyces cerevisiae*
  - (iii) Mis-en-scene
  - (iv) *Saccharomyces ellipsoideus*
  - (v) Mocktail
- (b) Briefly explain FIVE attributes of food and beverage service personnel. [5 marks]
- (c) Explain the various categories of soft non-alcoholic beverages in a beverage sector [5 marks]
- (d) Explain FIVE factors to consider when purchasing F&B service equipment. [5 marks]
- (e) Explain FOUR differences between ALES and LAGERS. [4 marks]
- (f) Explain briefly main types of spirits in beverage sector. [6 marks]

**SECTION B (40 MARKS)**

2. (a) Describe the process of selling in food and beverage service. [8 marks]
- (b) Describe the factors to consider when planning for an outside catering. [12 marks]
3. (a) Assuming you were the Food and Beverage manager at Severin Sea Lodge a 4-star Hotel in Mombasa and you have been approached by the Human Resource Manager at Lowlands Hotel in Chuka to offer training to their waiting staff on the procedures of enhancing exemplary service delivery in their various food and beverage outlets. Discuss service sequence to a seated guest. [10 marks]
- (b) Discuss 5 aspects of supervision in food and beverage service. [10 marks]
4. (a) Describe the main steps involved in the production of beer until its ready for consumption. [10 marks]
- (b) Explain the various table serving methods used in Food and Beverage service. [10 marks]
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