

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF HOTEL MANAGEMENT

BCHM 252: FOOD AND BEVERAGE SERVICE II

STREAMS: BCHM (Y2S1)

TIME: 2 HOURS

DAY/DATE: MONDAY 09/12/2019

11.30 A.M. – 1.30 P.M.

INSTRUCTIONS:

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

SECTION A (30 MARKS)

1. Besides hotels and restaurants, explain any other five sectors where food and beverage service is essential [5 marks]
2. As a restaurant supervisor, briefly explain how you can apply your knowledge on the concept of meal experience to maximize performance. [4 marks]
3. Briefly explain any for support sections in a restaurant to the main dining areas. [4 marks]
4. Examine any four factors in determining the service style to adopt in a restaurant. [4 marks]
5. Briefly explain four factors to consider in developing a restaurant menu. [4 marks]
6. Explain four main considerations when designing the food and beverage service areas [4 marks]

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7. Briefly explain five important hygiene practices in food and beverage service [5 marks]

SECTION B (40 MARKS)

8. (a) As a restaurant manager, you have observed a general increasing trend of customer complaints. Discuss the possible steps you would take to resolve the problem. [12 marks]
- (b) As a manager for a newly opening casual dining restaurant, discuss the service equipment you would consider for purchase. [10 marks]
9. (a) As a hospitality consultant, you have been contracted to train staff for an upcoming fine dining restaurant on table service. Explain the content that would form your training manual. [12 marks]
- (b) Discuss what you would consider to include in your before lunch briefing as a restaurant supervisor. [10 marks]
10. (a) As a manager for a fine dining restaurant, explain the most appropriate service styles you would adopt. [10 marks]
- (b) With the aid of a well-labeled diagram, illustrate the cover set-up for an a la carte menu [10 marks]
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