

**CHUKA**



**UNIVERSITY**

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**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF  
BACHELOR OF SCIENCE IN CATERING AND HOSPITALITY MANAGEMENT**

**BCHM 351: FOOD AND BEVERAGE SERVICE III**

**STREAMS: BCHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: TUESDAY 10/12/2019**

**2.30 PM – 4.30 PM**

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**INSTRUCTIONS:**

- **Answer Question One and any other Two**
- **Do not write anything on the question paper**

**SECTION A (30 MARKS)**

1. Briefly explain five important organizational factors in ensuring the smooth running of a restaurant operation. [5 marks]
2. Describe menu courses in a classic French menu that may be offered as main dish items. [6 marks]
3. Explain five important factors when purchasing food and beverage service equipment. [5 marks]
4. Explain challenges that are unique to outdoor catering. [6 marks]
5. Highlight any four technical skills in food and beverage service. [4 marks]
6. Explain ways to control sale of alcohol beverages in a banquet operation. [4 marks]

**SECTION B (40 MARKS)**

7. (a) As a restaurant supervision, discuss legal issues that are likely to influence your day to day operations. [10 marks]
- (b) Discuss how different service styles will influence the staffing levels. [10 marks]
8. (a) Discuss ways by which you would assess your performance as a restaurant supervisor. [10 marks]
- (b) Discuss factors that are likely to affect customer satisfaction with restaurant experience. [10 marks]
9. (a) Discuss any four cold preparations items you would consider when planning menu and state the point each can be offered in the menu. [12 marks]
- (b) As a restaurant supervisor, you are responsible for staff training. Discuss possible indicators of need for staff training. [8 marks]
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