

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THIRD YEAR EXAMINATION FOR THE AWARD OF BACHELOR OF SCIENCE  
DEGREE IN ECOTOURISM AND HOSPITALITY MANAGEMENT

FOND 311: FOOD SERVICE SYSTEMS MANAGEMENT

STREAMS: BCHM Y3S1

TIME: 2 HOURS

DAY/DATE: FRIDAY 8/12/2017

8.30 A.M - 10.30 P.M.

INSTRUCTIONS:

- Answer ALL Questions in Section A and any TWO Questions in Section B
- Do not write on the Question Paper

SECTION A [30 MARKS]

1. Explain the scope of food service operation. [5 Marks]
2. Briefly explain the five categories of food service equipment. [5 Marks]
3. Explain the concept of meal experience. [5 Marks]
4. Highlight the food service sequence in restaurant operations. [5 Marks]
5. Explain the service conventions guiding food service in formal restaurants. [5 Marks]
6. Highlight considerations in storage of food and beverages in hotel operations. [5 Marks]

SECTION B [40 MARKS]

7. Discuss the food systems that may be adopted by restaurant operations. [20 Marks]
  8. Discuss the service styles that may be applied by fast class restaurant operations. [20 Marks]
  9. (a) Discuss important measures in ensuring sanitation and hygiene in food service. [12 Mark]
  - (b) Describe a typical standard procedure in purchasing food and beverages in food service operations. [8 Marks]
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