

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

**THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE BACHELOR OF
CATERING AND HOTEL MANAGEMENT**

BCHM 340: FOOD AND BEVERAGE SERVICE III

STREAMS: BCHM Y3S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 26/07/2018

2.30 P.M - 4.30 P.M

INSTRUCTIONS:

- Answer **All** questions in **SECTION A** and **Any Two** in **SECTION B**
- Do not write anything on the question paper

SECTION A: [30 MARKS]

1. Briefly explain the concept of meal experience. [6 Marks]
2. Highlight the organizational issues influencing the operations of a food and beverage service operation. [6 Marks]
3. Briefly discuss the four essential competencies for food and beverage service personnel. [4 Marks]
4. Briefly explain the five main classifications of equipment necessary in food and beverage service operations. [5 Marks]
5. Highlight the factors to consider in determining the type of service method to adopt for a food service operation. [4 Marks]
6. Highlight the factors to consider in determining the menu for a banquet or function catering. [3 Marks]
7. List any four supervision issues of concern to food and beverage service managers. [4 Marks]

SECTION B

8. (a) Discuss the various uses of salads in cookery and food service. [10 Marks]

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(b) Discuss the main considerations when handling a guest complaint in a food and beverage service operation. [10 Marks]

9. Discuss the sequence of service in food and beverage service operations. [20 Marks]

10 (a) Using a well-labeled diagram illustrate the cover arrangement for an a la carte menu set-up [10 Marks]

(b) Discuss the various forms of table service that maybe adopted by food service operations. [10 Marks]

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