

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF CERTIFICATE IN TOURISM
AND HOSPITALITY MANAGEMENT**

CHTM 00104: INTRODUCTION FOOD AND BEVERAGE SERVICE

STREAMS: CHTM Y1S1

TIME: 2 HOURS

DAY/DATE: TUESDAY 07/08/2018

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- Answer ALL questions in section A and any two questions in section B.
- Do not write anything on the question paper.

SECTION A: (30 MARKS)

1. Briefly explain any five sectors in food and beverage service industry. (5 marks)
2. Explain the duties of a station waiter in a five star rated hotel. (5 marks)
3. Briefly explain any five support sections to restaurant dining areas. (5 marks)
4. Briefly explain the types of table service methods that can be applied in restaurants. (5 marks)
5. Highlight the main steps in serving a bottle of wine. (6 marks)
6. Briefly explain the main food items in full English breakfast. (4 marks)

SECTION B: (40 MARKS)

7. (a) Explain the requirements for grooming and personal hygiene in food and beverage service. (10 marks)
- (b) Discuss the two main types of food menus highlighting their key differences. (10 marks)
8. (a) Describe the main steps in the food and beverage service sequence. (10 marks)

- (b) Using a well-labelled diagram, describe the cover arrangement for serving table d'hôte menu. (8 marks)
10. (a) Discuss any four categories of food and beverage service equipment. (12 marks)
- (b) Describe the main competencies necessary for food and beverage service personnel. (8 marks)
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