

**CHUKA**



**UNIVERSITY**

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**RESIT/ SPECIAL EXAMINATIONS  
SECOND YEAR EXAMINATION FOR THE AWARD OF  
DIPLOMA IN TOURISM AND HOSPITALITY MANAGEMENT**

**DTHM 0242: FOOD SERVICE AND SALES**

**STREAMS: DTHM Y2S1**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 12/09/2018**

**8.30 AM – 10.30 AM**

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**INSTRUCTIONS:**

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

**SECTION A: (30MARKS)**

1. Briefly explain the concept of meal experience as used in restaurant service. [5 Marks]
2. List any five sectors in food and beverage service industry. [5 Marks]
3. Explain any five important attributes of food service personnel. [5 Marks]
4. Explain any five conventions to be followed in food and beverage service. [5 Marks]
5. Briefly explain how menu influences the service of food and beverages. [4 Marks]
6. Differentiate between aperitifs and liqueurs. [3 Marks]
7. Explain the two main ways of serving spirits. [3 Marks]

**SECTION B: (40MARKS)**

8. (a) Briefly summarize the procedure of serving a bottle of white wine to guest table. [10 Marks]
- (b) Discuss the two main types of food menus highlighting their key differences. [10 Marks]

9. (a) Describe the main steps in the food and beverage service sequence. [12 Marks]
- (b) Using a well-labeled diagram, describe the cover arrangement for an a la carte menu. [8 Marks]
10. (a) Discuss any four categories of food and beverage service equipment. [12 Marks]
- (b) Describe the main classifications of alcoholic beverages. [8 Marks]
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