

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND
HOSPITALITY MANAGEMENT**

DTHM 0241: SERVICE SUPERVISION AND BEVERAGE MANAGEMENT

STREAMS: DTHM (Y2S2)

TIME: 2 HOURS

DAY/DATE: MONDAY 14/04/2025

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS

- **Answer ALL questions in Section A and any other Two in Section B**
- **Do not write anything on the question paper**

SECTION A:30 MARKS

1. Briefly explain FIVE types of spirits, giving an example in each. (5 marks)
2. Highlight five cocktail making methods giving a cocktail example in each. (5 marks)
3. State and explain three different types of tea that can be sold in a hotel operation.(6 marks)
4. Elucidate on FIVE sales and promotion techniques used in bar operations (5 marks)
5. Briefly expound on FIVE beverage pricing methods. (5 marks)
6. In details, discuss FOUR major factors to consider when planning the bar layout (4 marks)

SECTION B:40 MARKS

7. a) Elaborate on the two main approaches considered when pairing wine and food. (10 marks)
b) In details, explain the procedure for wine order taking and service (10 marks)
8. a) Discuss the classifications of non-alcoholic beverages giving examples of those beverages. (10 marks)

b) Elaborate FIVE legal issues affecting selling and serving of alcoholic beverages.

(10 marks)

9. a) Explain the procedural steps followed when making beer.

(10 marks)

b) Discuss FIVE factors that one should consider when serving water to guests. (10 marks)

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