

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
EXAMINATION FOR THE AWARD OF OF CERTIFICATE IN TOURISM AND
HOSPITALITY MANAGEMENT**

CHTM 00104: INTRODUCTION TO FOOD AND BEVERAGE SERVICE

STREAMS: CHTM 00104 (Y1S1)

TIME:2 HOURS

DAY/DATE: THURSDAY 07/08/2025

2.30P.M. –4.30 P.M

INSTRUCTIONS:

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

SECTION A (30 MARK)

1. Briefly explain four service convention principles accepted in food service operations. (4 marks)
2. Discuss any three-food service supportive sections and the equipment's found in each. (6marks)
3. Briefly explain two types of table ware used in the food and beverage service sectors giving examples in each (4 marks)
4. Describe in details six factors to consider in purchasing equipment to be used in the food and beverage service area (6 marks)
5. Discuss five types of table service techniques applicable in restaurant. (5 marks)
6. Explain five attributes of a good food service personnel. (5 marks)

SECTION B (40MARKS)

- 7.(a) Discuss in details six methods of service that can be adopted in a restaurant (12 marks)
- (b) Discuss in details the procedure followed in serving a guest at the restaurant. (8 marks)

8.(a) Explain in details the organizational structure of food and beverage division of a hotel.

(12 Marks)

(b)Discuss four components that constitutes customers meal experience in a restaurant. (8 marks)

9. (a) Discuss factors to consider when coming up with a menu

(12 marks)

(b) Discuss eight basic technical skills necessary for service personnel

(8 marks)
