



Inspiring Innovation and Leadership

KARATINA UNIVERSITY

**UNIVERSITY REGULAR EXAMINATION
2018/2019 ACADEMIC YEAR**

BACHELOR IN HOTEL AND HOSPITALITY MANAGEMENT

**COURSE CODE: BHM 104: FOOD AND BEVERAGE SERVICE
I (THEORY)**

DATE: 10th APRIL 2019

TIME: 2:00pm-5:00pm

INSTRUCTIONS TO CANDIDATES

**Answer All Questions in Section A and any Three Questions
from Section B**

SECTION A: ATTEMPT ALL QUESTIONS (25 MARKS)

QUESTION ONE

a) Describe the following terminologies

- i. Cover
- ii. Station

4 marks

b) Differentiate between dinner and supper.

4 marks

c) Explain four (4) categories of tableware.

4 marks

d) State six (6) management responsibilities in regard to safety and protection from danger or harm.

6marks

e) Highlight seven (7) factors to be adhered to by the waiter to prevent accidents in the restaurant.

7 marks

SECTION B ATTEMPT THREE QUESTIONS ONLY (45 MARKS)

QUESTION TWO

a) Explain the following terminologies.

- i. Busboys
- ii. Sommeliers
- iii. Brasserie

6 marks

b) Outline the procedure of carrying out the mis-en-scene.

9 marks

QUESTION THREE

a) Differentiate between alá carté menu and table d'hôte menu.

4 marks

b) Illustrate a menu card for English Breakfast with eight (8) courses to serve on a buffet

11 marks

QUESTION FOUR

a) State five uses of a service plate .

5marks

b) Explain five (5) attributes of the food and beverage service personnel.

10marks

QUESTION FIVE

- a) Highlight five factors to consider when positioning the buffet counter. 5 marks
- b) As a restaurant manager in a three star hotel, prepare a briefing containing ten activities to be carried out by the service brigade. 10 marks

QUESTION SIX

- a) Illustrate the format of a restaurant reservation sheet. 5 marks
- b) Outline the service procedures for a three course meal. 10marks