



Kasarani Campus  
Off Thika Road  
Tel. 2042692 / 3  
P. O. Box 49274, 00100  
NAIROBI  
Westlands Campus  
Pamstech House  
Woodvale Grove  
Tel. 4442212  
Fax: 4444175

**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2018/2019 ACADEMIC YEAR**  
**DIPLOMA IN HOSPITALITY AND TOURISM MANAGEMENT**

**DHM 1603 – FOOD AND BEVERAGE SERVICE TECHNIQUES**

Date: 10<sup>th</sup> April, 2018

Time: 11.00am – 1.00pm

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) State FIVE qualities to look for when choosing fabrics for restaurant linen. (5 Marks)
- b) Identify FIVE uses of a service plate (5 Marks)
- c) Outline FIVE responsibilities of a food and beverage manager (5 Marks)
- d) Identify any TWO indicators of hygienically maintained restaurant (2 Marks)
- e) Giving four examples in each case describe two main skills that the service brigade need in order to be successful in food and beverage service (8 Marks)
- f) Identify FIVE uses of a service salver (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Identify 4 areas where disposables may be used in the restaurant (2 Marks)
- b) State 8 factors that have led to the growth of disposable in food and beverage service areas (8 Marks)
- c) Explain 4 advantages and 4 disadvantages of using disposables food and beverage equipment (8 Marks)
- d) Identify 4 main linen items that may be used in a four star restaurant (2 Marks)

**QUESTION THREE (20 MARKS)**

- a) Distinguish between the following (6 Marks)
  - i) Table d'hote and ala carte menu
  - ii) Table ware and table accompaniments
  - iii) Espresso and coffee royale
- b) Examine 6 attributes of a food and beverage service personnel. (12 Marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe the FIVE main food and beverage service areas indicating equipment's found in both areas. (10 Marks.)
- b) Examine ten factors one need to consider when purchasing equipment for the food and service areas. (10 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Explain FIVE different types of specialized service (10 Marks)
- b) Examine the procedure of serving a guest (10 Marks)