



Kasarani Campus
Off Thika Road
P. O. Box 49274, 00101
NAIROBI
Westlands Campus
Pamstech House
Woodvale Grove
Tel. 4442212
Fax: 4444175

KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2021/2022 ACADEMIC YEAR
END OF SEMESTER EXAMINATION
FOR CERTIFICATE IN HOSPITALITY MANAGEMENT

UNIT CODE: FOOD AND BEVERAGE SERVICE AND SALES
UNIT TITLE: CHM106

GROUP: .CHT I,

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

QUESTION ONE

- a) Define the following terms as used in food and beverage service and sales
 - i. Covers 2 marks
 - ii. Beverages 2marks
 - iii. Mis-en scene 2marks
 - iv. Mis –en place 2 marks
 - v. Ancillary section 2marks
- b) List any four categories of alcoholic beverages 4 marks
- c) Outline four food and beverage outlets that falls under restricted market. 4 marks
- d) Briefly outline two roles of each the following food service brigade.
 - i. Food and beverage manager. 2 marks
 - ii. Barista. 2 marks
 - iii. Head waiter. 2 marks
 - iv. Sommelier .2 marks
- e) As a food service personnel , explain FOUR techniques that you would apply in order to promote your foods and beverages. 4 marks

QUESTION TWO (20 MARKS)

- a) The main role of every food and beverage outlet is to satisfy guest needs and wants. Explain FIVE variables that a customer seeks to satisfy when dining out. 10 marks
- b) Guest have just entered your restaurant and you being a waitress on call describe how you will handle him/her from the time he/she walks into restaurant to the time he/she walks out. 10 marks

QUESTION THREE (20 MARKS)

- a) Briefly explain five uses of a service plate.10 marks
- b) Highlight FIVE characteristics of a table dhote menu.10 marks

QUESTION FOUR (20 MARKS)

A waiter is described as a food and beverage service personnel whose main duty is to serve the guest while at a food outlet.

- a) Explain the Four main characteristics of a successful server.8 marks
- b) Advise your staff on the Hygienic practices that they should have during service.12 marks

QUESTION FIVE (20 MARKS)

- a) Describe the role of back areas that support other food service areas.10 marks
- b) Briefly explain the procedure of crumbing down after the service of main course.10 marks

