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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CHM 106- FOOD AND BEVERAGE SERVICE AND SALES**

Date: 9<sup>th</sup> December 2022  
Time: 8:30am-10:30am

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) State **six** personal hygiene rules a waiter/ress should observe in the restaurant. (3 Marks)
- b) Outline **five** reasons why a customer may never return to a restaurant. (5 Marks)
- c) Highlight **four** causes of bitterness in coffee. (2 Marks)
- d) Highlight **two** items to be cleared from the table after the service of a meal. (4 Marks)
- e) Outline **four** uses of a service cloth. (2 Marks)
- f) During silver service, name the side from which side the following activities are done; (4 Marks)
- i) Placing the joint plate before service. (1 Mark)
- ii) Silver serving main meal. (1 Mark)
- g) Describe **three** functions of a menu. (3 Marks)
- h) Highlight **four** characteristics of good coffee. (2 Marks)
- i) Identify **six** types of linen used in a restaurant. (3 Marks)

**QUESTION TWO (20 MARKS)**

- a) Explain **three** factors to consider when purchasing service equipment. (6 Marks)
- b) Explain **four** ways of controlling loss of service equipment in a food and beverage establishment. (8 Marks)
- c) Highlight **six** details contained on a wine label. (6 Marks)

**QUESTION THREE (20 MARKS)**

- a) Discuss four factors to consider in the storage of linen. (8 Marks)
- b) Describe **three** reasons for covering tables with table cloths. (6 Marks)
- c) Explain **three** factors to consider when designing a menu card to make it an effective selling tool. (6 Marks)

**QUESTION FOUR (20 MARKS)**

- a) The main role of every food and beverage outlet is to satisfy guest needs and wants. Describe **three** needs that customer will always seek to satisfy when eating outside. (6 Marks)
- b) Everyone will always want to succeed in their areas of specialization, explain **four** attributes that will make you be successful as food and beverage service personnel. (8 Marks)
- c) Describe **three** common complaints made by guests in a restaurant. (6 Marks)

**QUESTION FIVE (20 MARKS)**

- a) Discuss **four** ways in which disposables are used in a food and beverage establishment. (8 Marks)
- b) Explain **five** advantages of using disposables in a catering premise. (6 Marks)
- c) Explain **five** safety practices that should be practiced by waiters in the restaurant. (6 Marks)