



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF SCIENCE (HOSPITALITY MANAGEMENT)**

HOM 200: FOOD AND BEVERAGE SERVICE THEORY (1)

DATE: THURSDAY, 5TH MARCH 2012

TIME: 8.00 A.M – 10.00 A.M

INSTRUCTIONS

Answer ALL questions in this Section

Section A: Compulsory

1. Using clear examples give the classification of soups. (10 marks)
2. State the attributes required of F& B Service Personnel. [10 marks]
3. Explain the following terms as used in food and Beverage Service.
 - i. Still Room
 - ii. Cruets
 - iii. Restaurant Captain
 - iv. Symmetry
 - v. Banqueting

Section B: Answer any Two questions in this section

4. (a) Explain the process of how a waiter should go about exchanging meat covers for fish covers when the guest is in the middle of his meal.
- (b)
 - i) Define the term 'up – selling' [2 marks]
 - ii) Explain the various up- selling tools and techniques commonly used by an F& B waiter [8 marks]

5. (a) Explain the measures you would take in the event that a guest complains that the soup presented to her is not what she ordered? [10 marks]
- (b) Explain the procedure of presenting and opening a bottle of red wine in the restaurant. [10marks]
6. a) Explain the type of communication must take place between the Food and Beverage Service department and the following department:
- i. Kitchen
 - ii. Stores
 - iii. Maintenance
 - iv. Housekeeping
- b) As the service personnel in charge of a table of six suggest appropriate accompaniments and sauces for the following main course choices:
- i. Fillet Steak
 - ii. Chicken Curry
 - iii. Batter- fried Fish Fillet
 - iv. Hawaiian Pizza
 - v. Grilled Lobster
7. (a) Discuss the preparation a waiter would make before the restaurant opens its doors for service? [12 marks]
- (b) Explain what is meant by 'guerdon service' [8 marks]