



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2011/2012
SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)
HTM 203: FOOD AND BEVERAGE SERVICE II

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DATE: TUESDAY 27TH MARCH 2012

TIME: 2.00 P.M. – 4.00 P.M.

INSTRUCTIONS

The paper consists of TWO sections, section ONE is Compulsory.

Answer TWO questions in Section Two.

SECTION ONE – COMPULSORY

Answer ALL questions in this section

1. State the considerations to be made when serving the following special guests
 - a) Immobile
 - b) Blind
 - c) Children(6 marks)
2. Explain how the following affect wine stored in a cellar
 - a) Temperature
 - b) Humidity
 - c) Light
 - d) Vibrations(8 marks)
3. State six points on how service staff would prevent possible hazards in the restaurant.
(6 marks)

SECTION TWO

Answer any Two questions in this section

4.
 - a) Outline Five points included in the incident report from (5 marks)
 - b) Discuss the responsibility of food and beverage manager in the training of restaurant brigade (10 marks)
5.
 - a) Outline the procedure of seating guests in the restaurant (5 marks)
 - b) Briefing of restaurant staff is an important stage in the food and beverage service cycle. Discuss. (10 marks)
6.
 - a) State five performance indicators used by food and beverage supervisor in the restaurant (5 marks)
 - b) Explain five fundamental points to be observed for safe food service (10 marks)