MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER

SCHOOL OF TOURISM AND NATURAL RESOURCE MANAGEMENT
BACHELOR OF HOTELS AND HOSPITALITY MANAGEMENT

COURSE CODE: BHM 1105
COURSE TITLE: FOOD AND BEVERAGE SERVICE

DATE: 6ᵀᴴ DECEMBER 2018   TIME: 0830 - 1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in section **A** and any other **THREE** in section **B.**

This paper consists of 2 printed pages. Please turn over

SECTION A

QUESTION ONE

a) Using examples differentiate the following terms as used in food and beverage service.   (**5marks)**
   i. Captive market and semi captive market
   ii. Loose module and loose random furniture arrangements in dining areas.
   iii. Table d'hôte menu and À la carte menu
   iv. Espresso and cappuccino coffee
   v. Liqueur and liquor
b) Explain FIVE reasons for the following   **(5marks)**
   i. Weak coffee
   ii. Bitter coffee
c) Identify any FIVE napkin folds used in food beverage operations.
                                                                                      (5marks)
d) Explain FIVE technical skills that waiters must possess.   **(5marks)**
e) Give FIVE examples of white wines and five for red wines.   **(5marks)**

QUESTION TWO

a) Explain SEVEN elements of the meal experience for food and beverage service operations.   **(7 marks)**
b) Develop a four-course table D'hote menu with two items for each category.   **(8marks)**

QUESTION THREE

a) Explain three silver service cleaning methods   **(3marks)**
b) Identify FIVE major categories of classifying service based on the customer process.   **(12marks)**

QUESTION FOUR

a) Identify FIVE types of food service vending machines and how they operate.   **(5marks)**
b) Discuss FIVE variances of table service based on waiter.   **(5marks)**
c) Using examples, discuss FIVE influences of the modern menu.
                                                                                      (5marks)

QUESTION FIVE

a) Briefly discuss FIVE rules of matching food and drink for wines and beers.   **(5marks)**
b) Discuss food and beverage service sequence   **(10marks)**

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