



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2019/2020 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM, HOSPITALITY AND
LEISURE STUDIES
BACHELOR OF HOTELS AND HOSPITALITY
MANAGEMENT**

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

DATE: 10TH DECEMBER 2019

TIME: 2.30-4.30PM

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- 30 MARKS

QUESTION ONE (30 MARKS)

- i. Explain the following terms as used in service:
 - a) Cocktail (1 marks)
 - b) Crumbing down (1 marks)
 - c) Adjusting cover (1 marks)
 - d) Aperitif (1 mark)
 - e) Aboyeur (1 mark)
- ii. LIST **FIVE** factors that may influence the quality of wine (5 marks)
- iii. List **TEN** general points one must consider when purchasing equipment for the service area (5 marks)
- iv. Elucidate **FIVE** rules to follow while laying a table (5 marks)
- v. Explain how a duplicate billing system works (4 marks)
- vi. As a station waiter/waitress, explain how you would change a soiled table cloth (6 marks)

QUESTION TWO (20 MARKS)

- a) Discuss five emerging issues and trends affecting outside catering. (10 marks)
- b)
 - i. Describe **FIVE** characteristics of wine (5 marks)
 - ii. give an example for each type above and the food that would work well with each characteristic (5 marks)

QUESTION THREE (20 MARKS)

- a) Describe the duties of **FIVE** service personnel (10 marks)
- b) Discuss **FIVE** different types of menus and their advantages (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the **FIVE** main service areas in a food and beverage outlet (10 marks)
- b) Describe **FIVE** modern food and beverage service methods. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Describe **FIVE** processes that should be followed to ensure a quality cup of coffee is served (5 marks)
- b) Using the examples below, explain reasons why coffee may turn out in the following way:
 - i. Weak coffee (5 marks)
 - ii. Flat coffee (5 marks)
 - iii. Bitter coffee (5 marks)

.....**END**.....