

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**THIRD YEAR EXAMINATIONS FOR THE AWARD OF DEGREE
OF BACHELOR OF SCIENCE IN ECOTOURISM AND HOSPITALITY
MANAGEMENT**

FOOD 311: FOOD SERVICE SYSTEM MANAGEMENT

STREAMS: BSC (ECOT & HOSP)

TIME: 2 HOURS

DAY/DATE: TUESDAY 16/12/2014

2.30 P.M – 4.30 P.M.

Instructions: Answer ALL questions in section A (Total 30 marks) and select any TWO questions in section B (40 marks)

SECTION A: ANSWER ALL THE QUESTIONS (30 MARKS)

1. Define the following; [3 marks]
 - (a) Baine Marie
 - (b) Maitre d' hotel
 - (c) Trancheu

2.
 - (a) Explain two factors to consider when compiling a menu. [2 marks]
 - (b) Differentiate between mis-en-scene and mis-en-place. [2 marks]
 - (c) Name the types of napkin folds. [2 marks]

3. Outline responsibilities of each of the following service personnel:
 - (a) The F & B Service Manager [2 marks]
 - (b) The Maitre' d' Hotel [2 marks]
 - (c) The Waiter [2 marks]

4.
 - (a) What is hospitality management [2 marks]
 - (b) Highlight on the importance of tourism. [2 marks]
 - (c) Describe factors affecting tourism [2 marks]

5. (a) Highlight the characteristics of a good service style. [6 marks]
(b) Highlight factors to consider when carrying out a service. [3 marks]

SECTION B: Answer any 2 Question (40 marks)

6. Discuss the types of service giving advantages and disadvantages for each. [20 marks]
7. Explain the main areas that link the kitchen with service area 'ancillary departments' in a Five Star hotel. [20 marks]
8. (a) Describe qualities of a service personnel. [10 marks]
(b) Outline factors to consider when choosing service equipments. [10 marks]
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