

**MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS 2016/2017 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 THEORY**

**DATE: 30TH JANUARY 2017 TIME: 8:30 – 10:30AM**

**INSTRUCTIONS TO CANDIDATES**

Answer **question ONE** and any other **THREE**

***This paper consists of 2 printed pages. Please turn over***

QUESTION ONE

a. Illustrate the organization of the food and beverage service. (5mks)

b. Identify five categories of service used by restaurants and features of each. (10mks)

c. As a restaurant supervisor you have been told that for lunch there is a group reservation coming for lunch. Discuss service sequence for this group. (10mks)

QUESTION TWO

a. Using examples explain the attributes of food and beverage personnel. (5mks)

b. Identify five technical skills essential to hospitality service employees. (10mks)

QUESTION THREE

a. Identify five napkin folds used in the restaurant. (5mks)

b. Outline and briefly explain the different methods of order taking. (10mks)

QUESTION FOUR

a. Identify ***Ten*** possible factors that influence establishments to choose disposables in their operations. (5mks)

b. Differentiate the following terms as used in food and beverage service (10mks)

* + 1. Captive market and non-captive market
    2. French service and echelon service
    3. Bistro and themed restaurant
    4. Assisted service and self service
    5. Espresso and cappuccino

QUESTION FIVE

a. List and explain the use of ***Four*** sections of the food and beverage service areas. (5mks)

b. with the aid of a diagram, explain the types of glassware used in the bar (10mks)

**//END**