



# The Co-operative University of Kenya

## END OF SEMESTER EXAMINATIONS AUGUST-2018

### EXAMINATION FOR THE DIPLOMA IN CATERING AND HOTEL MANAGEMENT (YR I SEM I)

#### UNIT CODE: DCHM 1102

#### UNIT TITLE: FOOD AND BEVERAGE SERVICE THEORY

**DATE: 27<sup>TH</sup> AUGUST, 2018**

**TIME: 9:00 AM – 11:00 AM**

#### **INSTRUCTIONS:**

- Answer question **ONE (compulsory)** and any other **TWO** questions

#### **QUESTION ONE**

- a) Explain **THREE** types of Table wines (6 Marks)
- b) Explain the meaning of each of the following terms of Service
- i. Tableware (2 Marks)
  - ii. China (2 Marks)
  - iii. Beer (2 Marks)
  - iv. Aboyuer (2 Marks)
  - v. Squash (2 Marks)
- c) Explain **SEVEN** points to consider before purchasing a sideboard (14 Marks)

#### **QUESTION TWO**

- a) Highlight **FOUR** uses of a service salver (4 Marks)
- b) Highlight **SIX** points to note when Preparing cocktails (6 Marks)
- c) Explain **FIVE** factors that affect the meal experience of a customer (10 Marks)

#### **QUESTION THREE**

- a) Explain how the following influence Menu planning:
- i) Culture and religion (5 Marks)
  - ii) Vegetarianism (5 Marks)
- b) Explain **FIVE** advantages of installing a Vending machine in a restaurant (10 Marks)

#### **QUESTION FOUR**

- a) Highlight **FIVE** steps to take when dealing with the following customers
- i. Children (5 Marks)
  - ii. Customers with hearing difficulties (5 Marks)
- b) Outline the basic procedure of serving white wine (10 Marks)

#### **QUESTION FIVE**

- a) Explain **TEN** courses in the classic Menu sequence (10 Marks)
- b) Explain **FIVE** main areas in service that fall under Ancillary Areas (10 Marks)