



ALUPE UNIVERSITY
COLLEGE

...Basis of Knowledge...

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OFFICE OF THE DEPUTY PRINCIPAL

ACADEMICS, RESEARCH AND STUDENTS' AFFAIRS

UNIVERSITY EXAMINATIONS

2018 /2019 ACADEMIC YEAR

SECOND YEAR SECOND SEMESTER REGULAR EXAMINATION

**FOR THE DEGREE OF BACHELOR OF HOTEL
AND HOSPITALITY MANAGEMENT**

COURSE CODE: BHM 217

COURSE TITLE:FOOD AND BEVERAGE SERVICE

DATE:26/4/19

TIME: 2.00-5.00 PM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

INSTRUCTIONS TO CANDIDATES

- Answer Question **ONE** and any other **TWO** questions
- Question **ONE** carries 30 marks
- Time allowed: 3 hours

Question One

- a) i.) What is a molton? (2 Marks)
- ii.) State the importance of a molton in food and beverage service. (4 Marks)
- b) List the various forms of table (waiter) service. (6 marks)
- c) Enumerate the necessary equipment for a table d'hôte cover. (6 Marks)
- d) i.) What do you understand by the term "crumbing down"? (1 Marks)
- ii.) Enumerate the "big five" in food and beverage service. (5 Marks)
- e) i.) State three situations that may require using a service salver. (3 Marks)
- ii.) Give the reasons of using a service salver as an under flat. (3 Marks)

Question Two

- a) Interpersonal skills are essential in food and beverage service. Discuss. (10 Marks)
- b) At the end of service a range of duties need to be completed, list these duties. (10 Marks)

Question Three

- a) With examples, discuss the types of sales promotion activities in food and beverage service. (10 Marks)
- b) Commercial operators make up the largest segment of F&B in Kenya and the world, with just over 80% market share, discuss. (10 Marks)

Question Four

Mutinda is a new food and beverage service employee of Sarova Woodlands Hotel Nakuru. You have been appointed by the hotel management to give Mutinda an induction of the hotel. In relation to his job, explain the relevant attributes expected of Mutinda. (20 Marks)

Question Five

Lauren is a fresh graduate from Alupe University College with a specialization in hotel and hospitality management. For a long time, she has developed a passion to work as a food and beverage service staff. In your view, discuss the qualities expected of Lauren to qualify for the position of the food and beverage service staff. (20 Marks)