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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT**  
**YEAR ONE, SEMESTER FOUR**  
**DHM 1625: FOOD AND BEVERAGE SERVICE AND SALES**

Date: 13<sup>TH</sup> December 2024

Time: 2:30PM – 4:30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Outline **five** uses of staff uniforms in catering premises. (5 marks)
- b) Identify State Five factors that influence the quality of wine. (5marks)
- c) Briefly explain **five** factors to consider when purchasing food and beverage service equipment. (5 marks)
- d) Explain the five classifications of non-alcoholic dispense bar beverages. (5marks)
- e) A newly established hotel would wish to buy linen to be used in the restaurant. Outline on the FIVE qualities to look for when choosing fabrics for restaurant linen. (5marks)

**QUESTION TWO (20 MARKS)**

- a) Enumerate **four** characteristics of take away outlets. (4 marks)
- b) Explain **six** safety precautions observed in catering establishment. (6 marks)
- c) Explain **four** advantages of using vending machines in catering and accommodation establishment. (4 marks)
- d) Discuss **six** personal hygiene and professional qualities of service personnel in catering establishment. (6 marks)

**QUESTION THREE (20 MARKS)**

- a) Highlight six details indicated in a wine label that is important to a guest. (6 marks)
- b) Explain **five** undesirable actions performed by waiting staff that may annoy guests during service. (5 marks)
- c) Identify **FIVE** ancillary departments in a catering establishment (5 marks)
- d) Explain **FOUR** obligations of a waiter to the management. (4 marks)

**QUESTION FOUR (20 MARKS)**

- a) Enumerate **four** causes of accidents in the service area in catering establishments. (4 marks)
- b) Explain **three** forms of modern technology used in service area. (6 marks)
- c) Explain **four** reasons why a customer may never return to a restaurant. (4 marks)
- d) Highlight **six** payment methods use to clear bills during service in a restaurant. (6 marks)

**QUESTION FIVE (20 MARKS)**

- a) Outline **four** points to consider when serving table wine to four seated guests. (4 marks)
- b) Compare and contrast an ala carte and a table d'hote menu. (6marks)
- c) List **four** methods of Food and Beverage service methods and give one example in each case. (4marks)
- d) Fatuma intends to open a fast-food operation. Advise her on the **six** benefits of using disposables. (6 marks)