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**KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CHM 106 FOOD AND BEVERAGE SERVICE AND SALES**

Date: 9<sup>TH</sup> AUGUST 2024

Time: 8:30AM – 10:30AM

**INSTRUCTIONS TO CANDIDATES**

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

**QUESTION ONE (30 MARKS)**

- a) Briefly outline **five** functions of a menu. (5 Marks)
- b) State and explain **FIVE** needs a customer wishes to satisfy when eating away from home. (5 Marks)
- c) State five types of linens and their uses in a restaurant. (5 Marks)
- d) Explain five uses of service plate during service in a catering establishment. (5 Marks)
- e) Highlight Five moral qualities of a food and beverage service personnel. (5 Marks)
- f) Explain Five factors to consider when purchasing furniture in a catering establishment. (5 Marks)

**QUESTION TWO (20 MARKS)**

- a) Explain **three** forms of modern technology used in service area. (6 Marks)
- b) Explain **four** reasons why a customer may never return to a restaurant. (4 Marks)
- c) Highlight **six** payment methods use to clear bills during service in a restaurant. (6 Marks)
- d) Identify four factors to consider when planning a menu for children. (4 Marks)

**QUESTION THREE (20 MARKS)**

- a) List **FIVE** methods of Food and Beverage service methods and give one example in each case. (5 Marks)
- b) Ken intends to open a fast-food operation. Advise him on the **FIVE** benefits of using disposables. (5 Marks)
- c) Outline **FOUR** points to consider when serving table wine to Four seated guests. (4 Marks)
- d) Compare and contrast welfare catering and transport catering. (6 Marks)

**QUESTION FOUR (20 MARKS)**

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

**QUESTION FIVE (20 MARKS)**

- a) Briefly explain **four** factors to consider when purchasing food and beverage service equipment. (4 Marks)
- b) Explain **six** safety precautions observed in catering establishment. (6 Marks)
- c) Discuss **five** personal hygiene and professional qualities of service personnel in catering establishment. (5 Marks)
- d) Identify State Five factors that influence the quality of wine. (5 Marks)