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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2022/2023 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1625- FOOD AND BEVERAGE SERVICE AND SALES

Date: 6TH DECEMBER 2022

Time: 8.30 am – 10:30AM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Most hotels in Nairobi do not get the concept of classic menu sequence and its importance in the enhancement of meal experience hence customer satisfaction. Instruct your staff on the relevant menu sequence in an African concept (5 marks)
- b) Differentiate between the following methods of service (6 marks)
 - i) Table d'hôte menu and à la carte menu
 - ii) Café complet and café simple
 - iii) Direct discrimination and indirect discrimination
- c) All guests are important including those with disabilities, as a newly employed manager in a hotel in Nairobi you have realized that guests with mobility problems are not being taken good care of by the waitresses. Demonstrate to your staff on how they should take care of guests with mobility problem. (5 marks)
- d) Tea is one of the most preferable beverages by the guest in your hotel, even though you have realized it's not selling as you have wished due to quality issue, instruct your staff on the qualities they need to look at when preparing a good tea. (5 marks)
- e) Outline FIVE advantages of vending machines when used in a catering outlet (5 marks)
- f) Kiriri University of Science and Technology would like to construct a new demonstration restaurant for the hospitality department, you have been tasked by the university to give guideline on the construction. Explain to the management on the service areas that are necessary in that specific areas. Importance of the following service areas in hotel industry (5 marks)

QUESTION TWO (20 MARKS)

- a) The success of every waiter or waitress depends on quite a number of skills. Explain the five essential technical skills that a waitress should always have in order to give a quality service to her customers. (10 marks)
- b) As a bar lady of a newly established hotel in Mombasa you have realized there was no proper planning a bar you are working in, Pin point some of the mistakes that could not have been done well according to your skills on bar planning. (10 marks)

QUESTION THREE (20 MARKS)

- a) As a food and beverage manager you have got the role of designing a menu card. Illustrate factors that you need to put into consideration when designing a menu card. (12 marks)
- b) As a senior bar lady in a hotel in Kisumu your guest have requested for cocktails made by the methods indicated below. By identifying one example of a cocktail that can be prepared by each of the methods explain on the following methods of making cocktails. (8 marks)
 - i) Shaken
 - ii) Stirred
 - iii) Built
 - iv) Layered

QUESTION FOUR (20 MARKS)

- a) Describe five of the activities a waiter needs to carry out during mis en scene. (10 marks)
- b) As a supervisor in a given hotel explain to your staff the procedure of laying the table cloth. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Describe the following legal requirements for food service operation (10 marks)
 - i) Health safety and security
 - ii) Liquor and other licensing
 - iii) Selling goods by weight and measure
 - iv) Contract
 - v) Data protection
- b) Explain FIVE food and beverage merchandising stimuli that may be used by hotels in the city center. (10 marks)