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KIRIRI WOMENS' UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2023/2024 ACADEMIC YEAR
FIRST YEAR, FOURTH SEMESTER END OF SEMESTER EXAMINATION
FOR THE DIPLOMA IN HOSPITALITY MANAGEMENT
DHM 1625-FOOD AND BEVERAGE SERVICE AND SALES

Date: 12th April 2023
Time: 11.30am - 1.30pm

INSTRUCTION TO CANDIDATES:

ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Having been employed as catering manager in a hospital in Nairobi you have realized they commonly use plate service as a method of service. Use the knowledge you have gained in school, explain to the management why they should change to tray service. (5 marks)
- b) As an event manager you have been tasked to plan and execute an event attended by pope in Kenya during lent, come up with a three course meal for the invited catholic bishops in the event (6 marks)
- c) As a waitress you have received a guest who is not in a position to see, Identify FIVE main considerations when handling customer with sight problem in the hospitality industry (5 marks)
- d) Some of the guests have been complaining of bad coffee in your hotel advise your staffs on how to reduce such complaints in regard to factors that affect the quality of coffee. (5 marks)
- e) Vending machine has become very common in catering operation and this has affected most of the hotels negatively Outline **FIVE** disadvantages of vending machines when used in a catering outlet (5 marks)
- f) Service areas are key for service to be complete Explain the Importance of the following service areas in hotel industry
- i. Wash up (1 mark)
 - ii. Linen store (1 mark)
 - iii. Silver store (1 mark)
 - iv. Still room (1 mark)
 - v. Hotplate (1 mark)

QUESTION TWO (20 MARKS)

- a) Explain the five essential technical skill that a waitress should always have in order to give a quality service to her customers (10 marks)
- b) Describe five factors that one need to put into consideration when planning a bar . (10 marks)

QUESTION THREE (20 MARKS)

- a) Describe factors that need to be taken into consideration when designing a menu card. (8 marks)
- b) Explain on the following methods of making cocktails.
 - i. Stirred (2 marks)
 - ii. Built (2 marks)
 - iii. Layered (2 marks)
- c) Explain Importance of employing a well trained staff in food and beverage outlet (6 marks)

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 requirement for food service operation
 - i. Health safety and security (2 marks)
 - ii. Liquor and other licensing (2 marks)
 - iii. Selling goods by weight and measure (2 marks)
- b) Explain food and beverage merchandising stimuli that may be used by hotels in the city center. (8 marks)
- c) Outline advantages of disposables in a catering outlet (6 marks)