

SUGA

2802/104  
FOOD AND BEVERAGE  
SERVICE THEORY  
June/July 2016  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT

FOOD AND BEVERAGE SERVICE THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

*This paper consists of SIX questions.  
Question ONE is compulsory and carries a total of 20 marks.  
Answer FOUR other questions worth 20 marks each.  
Answers to ALL questions must be written in the answer booklet provided.  
Candidates should answer the questions in English.*

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

- 1
- (a) State **four** reasons why menus should be checked prior to service. (4 marks)
  - (b) Highlight **four** duties of a bar man. (4 marks)
  - (c) Identify **four** considerations to make when choosing linen for restaurant. (4 marks)
  - (d) State **four** functions of table napkins. (4 marks)
  - (e) Highlight **four** limitations of an a la carte menu. *a la carte*  
→ Not fixed. (4 marks)
- 2
- (a) Highlight **four** roles of a food and beverage manager regarding safety in the restaurant. (4 marks)
  - (b) Identify **six** symptoms of a person suffering from shock. (6 marks)
  - (c) Explain **three** obligations of a waiter to the management. (6 marks)
  - (d) Distinguish between mise-en-place and mis en scene as used in food and beverage service. (4 marks)
- 3.
- (a) Outline the procedure of receiving payment through a personal cheque. (5 marks)
  - (b) Highlight **seven** points to note when dealing with a customer with communication difficulties. (7 marks)
  - (c) Describe **four** types of liqueurs. (8 marks)
- 4
- (a) Highlight **four** aspects of interior design of a dining room. *Order taking*  
*control* (4 marks)
  - (b) Explain **three** roles of the aboyeur during service. *order taking*  
*control* (6 marks)
  - (c) As a restaurant supervisor, explain **three** benefits of good memory to waiters.  
*→ Direct → Charge → Job control* (6 marks)
  - (d) Differentiate between the following:
    - (i) cuts and bruises,
    - (ii) sprains and strains.
 (4 marks)
- 5.
- (a) As a food and beverage supervisor, emphasize to still room staff on **five** rules to observe when making tea. (5 marks)
  - (b) State **five** characteristics of a good service method. (5 marks)
  - (c) Explain **five** common menu design mistakes. (10 marks)



6. (a) Highlight **six** ways a waiter can minimize accidents in the restaurant (6 marks)
- (b) State **four** uses of a silver salver. (4 marks)
- (c) Explain **five** factors that contribute to a non captive customer's preference of one restaurant over another. (10 marks)

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