

2802/104
FOOD AND BEVERAGE
SERVICE THEORY
Oct./Nov. 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 TWO sections; A and B.
Answer ALL questions in section A.
Answer FOUR questions in section B.
Write your answers 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.**

SECTION A (20 marks)

Answer ALL questions from this section.

1. (a) Identify **four** equipment used at the Dispense Bar. (4 marks)
- (b) Differentiate between loose module and loose random dining room seating arrangement. (4 marks)
- (c) Identify **four** areas where disposable equipment and materials are used in food and beverage service areas. (4 marks)
- (d) Highlight **four** types of wine and drink lists. (4 marks)
- (e) Identify **two** characteristics of each of the following food service areas:
 - (i) popular catering; (2 marks)
 - (ii) fast food. (2 marks)

SECTION B (80 marks)

Answer any FOUR questions from this section.

2. (a) Identify **four** forms of catering services provided by the vending machine. (4 marks)
- (b) State **five** characteristics of customer service in food service operations. (5 marks)
- (c) Explain **three** reasons for functional lighting in the dining room. (6 marks)
- (d) Identify **five** examples of interpersonal skills needed in a particular point during service. (5 marks)
*Confident - Team work
Honesty*
3. (a) Outline the food and beverage service sequence. (4 marks)
- (b) Highlight **seven** responsibilities of food and beverage manager. (7 marks)
- (c) Describe the following dish washing methods:
 - (i) manual (tank) method; (4 marks)
 - (ii) semi-automatic method. (5 marks)

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4. (a) Identify **four** factors that determine the seating arrangement in food and beverage service areas. (4 marks)
- (b) State **eight** points a server should be aware of when taking children's orders in the catering department. (8 marks)
- (c) Explain **four** determinants for the growth of the disposable or the "throw-away" market. (8 marks)
5. (a) Identify **four** advantages of tray service in hospitals. (4 marks)
- (b) Highlight **five** points that should be observed when carrying out work at the gueridon. (5 marks)
- (c) State **five** basic principles that must be followed when preparing customers buffets and counters. (5 marks)
- (d) Describe the following menus:
- (i) entrees;
 - (ii) sorbet;
 - (iii) releve. (6 marks)
6. (a) Identify the **four** areas of the environment conducive for tasting wine. (4 marks)
- (b) Highlight **seven** rules that should be observed when making coffee in bulk. (7 marks)
- (c) Outline **six** steps that should be followed when dealing with a customer who has mobility problems. (6 marks)
- (d) Explain the meaning of the following terms used at the Hot Plate area:
- (i) la service commencer;
 - (ii) arrêtez;
 - (iii) qui. (3 marks)
- Commitment
- le service
- Space

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