

2802/104  
FOOD AND BEVERAGE SERVICE  
THEORY  
Oct./Nov. 2018  
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 (6) questions.*

*Answer question ONE (Compulsory) and any other FOUR questions 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) Identify **four** of each of the following:
    - (i) sectors of food service industry; (2 marks)
    - (ii) ancillary departments in a hotel. (2 marks)
  - (b) Highlight **four** safety measures observed in a food and beverage service area. (4 marks)
  - (c) State **four** duties of a reception head waiter. (4 marks)
  - (d) State **four** uses of a service tray. (4 marks)
  - (e) Explain the meaning of each of the following terms:
    - (i) entrée; (2 marks)
    - (ii) hors-d'oeuvres. (2 marks)
2. (a) Identify **six** types of linen used in food and beverage service area. (3 marks)
  - (b) State **five** points to note before table setting. (5 marks)
  - (c) Highlight **six** interpersonal skills related to specific points of service. (6 marks)
  - (d) Outline the procedure to follow when dealing with a blind customer in a restaurant. (6 marks)
3. (a) Highlight **four** uses of a silver salver. (4 marks)
  - (b) State **four** duties of a food and beverage manager. (4 marks)
  - (c) Distinguish between food and beverage service and meal experience. (4 marks)
  - (d) Explain **four** benefits of food and beverage in relation to customers. (8 marks)
4. (a) Identify **four** means of purchasing coffee. (2 marks)
  - (b) State **five** factors to consider when selecting the design of a restaurant sideboard. (5 marks)
  - (c) Enumerate **five** factors to consider when choosing a method of service. (5 marks)
  - (d) Explain **four** types of breakfast served in a catering establishment. (8 marks)



5. (a) Identify **four** non-alcoholic beverages. (2 marks)
- (b) Highlight **six** ways of enhancing product knowledge of staff. (6 marks)
- (c) State **six** fire precautions to take in an establishment. (6 marks)
- (d) Using an illustration, explain each of the following special food checks:
- (i) suivant; (3 marks)
- (ii) accident. (3 marks)
6. (a) Highlight **four** benefits of a menu. (4 marks)
- (b) State **four** factors to consider when purchasing furniture for a restaurant. (4 marks)
- (c) Differentiate between interior decoration and decor as used in catering establishments. (4 marks)
- (d) Outline the procedure for decanting wine in a dispense bar. (8 marks)

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