

Name _____ Index No. _____

2802/104
**FOOD AND BEVERAGE SERVICE
 THEORY**
 June/July 2015
 Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT
 MODULE I**

FOOD AND BEVERAGE SERVICE THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

This paper consists of **SIX** questions.

Question **1** is compulsory.

Answer question **1** and any other **FOUR** questions.

Each question carries 20 marks.

Write **all** your answers in the spaces provided in this question paper.

Do **NOT** remove any pages from this question paper.

Candidates should answer the questions in English.



For Examiner's Use Only

Questions	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

This paper consists of 16 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) Highlight **four** points to observe in the care of table linen. (4 marks)
- (b) State **four** factors that determine the style and design of a sideboard in a restaurant. (4 marks)
- (c) Identify **four** service/ancillary areas and give the function of each. (4 marks)
- (d) State **four** hygiene rules in respect to use of uniforms. (4 marks)
- (e) Highlight **two** reasons for each of the following practices in service:
 - (i) lining a tray;
 - (ii) placing glasses upside down on a tray. (4 marks)

2. (a) Explain **three** qualities of a wine glass. (6 marks)
- (b) Describe **three** degrees of coffee roastings. (6 marks)
- (c) Explain the following faults in beer:
 - (i) cloudy;
 - (ii) foreign bodies;
 - (iii) flat beer;
 - (iv) sour beer. (8 marks)



3. (a) Match the following foods with their appropriate accompaniments

Foods	-	Accompaniments
(i) Roast beef	-	Tartar sauce
(ii) Fish in bread crumbs	-	Grated parmesan cheese
(iii) Smoked salmon	-	Worcestershire sauce
(iv) Spaghetti Bolognaise	-	Roast gravy
(v) Tomato juice	-	Brown bread and butter.

 (5 marks)
- (b) Highlight **five** roles of the food and beverage manager regarding safety in the workshop. (5 marks)
- (c) Explain **five** categories of patients found in hospitals. (10 marks)
4. (a) Explain **four** areas of overlap between commercial and subsidised outlets. (8 marks)
- (b) Explain **four** factors that affect a customer's enjoyment of a meal. (8 marks)
- (c) Distinguish between the following:
 - (i) burns and scald;
 - (ii) strains and sprains. (4 marks)

5. (a) State **six** characteristics of a good service method. (6 marks)
- (b) Describe **three** methods of taking food and beverage orders. (6 marks)
- (c) Explain **four** factors to be considered when planning a bar. *Serve
order
hospitable* (8 marks)
6. (a) As a head waiter in a food and beverage outlet, identify **six** symptoms that would indicate the outlet is experiencing problems. (6 marks)
- (b) Explain **four** needs a person seeks to satisfy when eating out. (8 marks)
- (c) Explain the importance of the following attributes of food and beverage service staff:
- (i) customer satisfaction;
 - (ii) personality;
 - (iii) local knowledge. (6 marks)

