Suan

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.

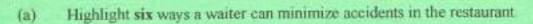
This paper consists of 3 printed pages.

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

Turn over

X	(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)	State four functions of table napkins. Highlight four limitations of an a la carte menu	(4 marks)
2	(a)	Highlight four roles of a food and beverage manager regarding safety in the	
	(b)	restaurant. Identify six symptoms of a person suffering from shock.	(4 marks) (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 bev service.	erage (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 communic difficulties.	ation (7 marks)
	(c)	Describe four types of liqueurs	(8 marks)
4	(a)	Highlight four aspects of interior design of a dining room.	(4 marks)
	(b)	Explain three roles of the aboyeur during service.	(6 marks)
	(c)	As a restaurant supervisor, explain three benefits of good memory to waiters	(6 marks)
	(d)	Differentiate between the following:	
		(i) cuts and bruises, (ii) sprains and strains.	O and a
/5.	(a)	As a food and beverage supervisor, emphasize to still room staff on five rule to observe when making tea.	(4 marks) (5 marks)
	(b)	State five characteristics of a good service method.	(5 marks)
	(c)	Explain five common menu design mistakes	(10 marks)
		Table 1 Screening	

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(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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(6 marks)