

2802/104
FOOD AND BEVERAGE
SERVICE THEORY
June/July 2017
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 **five** disadvantages of family service method. (5 marks)
- (b) Explain the meaning of each of the following terms as used in the bar:
- (i) decanting; (2 marks)
 - (ii) rosé wine; (2 marks)
 - (iii) ullages book. (2 marks)
- (c) Describe each of the following service areas:
- (i) still room;
 - (ii) hot plate;
 - (iii) silver room. (9 marks)
2. (a) State **five** advantages of silver style of service. (5 marks)
- (b) Highlight **four** reasons why hygiene is important in service area. (5 marks)
- (c) Explain the reason for each of the following service procedure:
- (i) billing guests; (2 marks)
 - (ii) clearing from the right; (2 marks)
 - (iii) servicing of beverage from the right side of the guest; (2 marks)
 - (iv) taking an order from the guest; (2 marks)
 - (v) crumbing down. (2 marks)
3. (a) Highlight **four** reasons for switching off electrical appliances at the end of service. (4 marks)
- (b) Identify **two** causes of each of the following:
- (i) permanent stains on linen; (2 marks)
 - (ii) chipping of china; (2 marks)
 - (iii) breakages of glasses. (2 marks)
- (c) Explain **five** attributes of food and beverage service staff. (10 marks)
4. (a) Highlight **four** ways in which a waiter can identify the host among a group of diners. (4 marks)
- (b) Explain the meaning of each of the following terms:
- (i) silver service; (2 marks)
 - (ii) vending; (2 marks)
 - (iii) hors d'oeuvre (2 marks)
 - (iv) gateau. (2 marks)
- (c) Explain **four** ideal storage condition for wines in the cellar. (8 marks)

5. (a) Explain **two** ways of serving aged red wine. (4 marks)
- (b) State **four** points to note when taking guest's beverage orders. (4 marks)
- (c) Distinguish between the following:
- (i) aperitifs and bitters; (4 marks)
 - (ii) porter and stout; (4 marks)
 - (iii) shady and brandy. (4 marks)
6. (a) State **four** instances when white gloves are worn by waiters during service. (4 marks)
- (b) Highlight **six** duties a restaurant cashier. (6 marks)
- (c) Outline **ten** steps followed when drops of gravy fall on the table cloth. (10 marks)

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