

2802/104  
FOOD AND BEVERAGE SERVICE  
THEORY  
Oct./Nov. 2017  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT  
MODULE I

FOOD AND BEVERAGE SERVICE THEORY

3 hours

**INSTRUCTIONS TO CANDIDATES**

*This paper consist of TWO Sections; A and B.*

*Answer ALL questions in section A and any FOUR questions from section B 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) Explain **two** types of crockery used in food and beverage service. (4 marks)
- (b) State **four** factors to consider when cleaning a vending machine. (4 marks)
- (c) Distinguish between psychological and physiological needs of a customer. (4 marks)
- (d) Highlight **four** duties of a restaurant supervisor. (4 marks)
- (e) State **four** reasons why weak coffee may be produced. (4 marks)

**SECTION B (80 marks)***Answer any FOUR questions in this section.*

2. (a) Differentiate between counter service and free-flow service of self-service. (4 marks)
- (b) Outline the procedure of taking food and beverage order in a restaurant. (6 marks)
- (c) Highlight **ten** items in a full afternoon tea cover. (10 marks)
3. (a) Identify **one** use of each of the following glasses:
  - (i) slim jim; (1 mark)
  - (ii) port glass; (1 mark)
  - (iii) tulip; (1 mark)
  - (iv) flute. (1 mark)
- (b) Describe each of the following faults in wine:
  - (i) cooked wine;
  - (ii) acertification;
  - (iii) cloudiness. (6 marks)
- (c) As a waiter, outline the procedure of handling customer complaints. (10 marks)

4. (a) Explain **two** methods of assisted service used in food and beverage service. (4 marks)
- (b) Highlight **six** aspects to take into account when serving wines. (6 marks)
- (c) By giving an example in each case, describe each of the following non-alcoholic bar beverages:
- (i) aerated waters; (3 marks)
- (ii) squashes; (3 marks)
- (iii) syrups. (4 marks)
5. (a) Explain **two** uses of each of the following linen in food and beverage service:
- (i) slip cloth; (2 marks)
- (ii) waiter's cloth. (2 marks)
- (b) Describe each of the following types of services:
- (i) Russian service; (2 marks)
- (ii) echelon service; (2 marks)
- (iii) single point service. (2 marks)
- (c) Describe each of the following closures for wines:
- (i) natural corks; (3 marks)
- (ii) composite corks; (3 marks)
- (iii) synthetics. (4 marks)
6. (a) Give **two** meanings of the term 'cover'. (4 marks)
- (b) Identify **six** stillroom equipment. (6 marks)
- (c) State the classic menu sequence upto the tenth course. (10 marks)

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