

2802/104
FOOD AND BEVERAGE
SERVICE THEORY
June/July 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 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 the questions in this section.

1. Differentiate between captive and non-captive markets in food and beverage service. (4 marks)
2. Highlight **four** professional requirements of food service personnel. (4 marks)
3. Identify **two** areas for each of the following:
 - (a) food service; (2 marks)
 - (b) ancillary departments. (2 marks)
4. Highlight **four** factors that determine the choice of sideboard design for a food service area. (4 marks)
5. Outline **four** advantages of family style of service. (4 marks)

SECTION B (80 marks)

Answer any FOUR questions from this section.

6.
 - (a) State **four** characteristics of table d'hôte menu. (4 marks)
 - (b) Explain **three** furniture finishes used in food and beverage service areas. (6 marks)
 - (c) Explain **five** points a restaurant supervisor would use to capture children as their prospective customers. (10 marks)
7.
 - (a) Giving an example, explain the meaning of the term fortified wine. (2 marks)
 - (b) Explain **four** types of soft cheese used in food and beverage service. (8 marks)
 - (c) Explain **five** points to note when advising a customer on which beverage to choose to accompany a meal. (10 marks)
8.
 - (a) State **four** uses of a silver salver. (4 marks)
 - (b) Outline **six** rules to be followed when brewing tea so as to achieve maximum flavour. (6 marks)
 - (c) Explain **five** attributes of a waiter/waitress. (10 marks)

ROOSE WUNDE

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