

2802/104
FOOD AND BEVERAGE SERVICE
THEORY
June/July 2019
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 SIX (6) questions.
Answer question ONE (compulsory) and any other FOUR questions 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) Identify **four** of each of the following service equipment:
 - (i) chinaware; (2 marks)
 - (ii) glassware. (2 marks)
- (b) State **four** factors that have led to increase in use of disposables in fast foods outlets. (4 marks)
- (c) Enumerate **four** post service tasks carried out by waiters. (4 marks)
- (d) Highlight **four** duties of a maitre d'hotel. (4 marks)
- (e) State **four** disadvantages of silver style service. (4 marks)
2. (a) Enumerate **four** uses of a waiters cloth. (4 marks)
- (b) State **six** advantages of clearing tables correctly. (6 marks)
- (c) Outline the steps to take when handling a customer who has over consumed alcohol in the restaurant. (10 marks)
3. (a) Highlight **five** points to note when taking children's food order in a restaurant. (5 marks)
- (b) State **five** factors to consider when selecting restaurant linen. (5 marks)
- (c) Highlight **three** differences between assisted service and service in situ. (6 marks)
- (d) Explain **two** methods of putting out fire. (4 marks)
4. (a) State **two** faults in each of the following:
 - (i) flat beer; (2 marks)
 - (ii) cloudy beer. (2 marks)
- (b) State **six** causes of customer dissatisfaction with meals. (6 marks)
- (c) Outline **ten** steps a waiter should take when dealing with lost property. (10 marks)

5. (a) Identify **five** reasons for observing hygiene in a food and beverage service area. (5 marks)
- (b) Highlight **four** challenges staff may encounter when handling payments. (4 marks)
- (c) Outline the procedure for brewing quality tea in a restaurant. (5 marks)
- (d) Outline the steps followed when dealing with a customer with mobility problems. (6 marks)
6. (a) Identify **six** items found in a dispense bar. (3 marks)
- (b) Highlight **five** factors to consider when selecting a catering premise. (5 marks)
- (c) State **five** attributes of food and beverage personnel. (5 marks)
- (d) With the aid of a diagram, explain the layout of a small hotel organization. (7 marks)

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