

Name: _____

Index No: _____ / _____

2802/104

FOOD AND BEVERAGE SERVICE
THEORY

Oct./Nov. 2015

Time: 3 hours

Candidate's Signature: _____

Date: _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

DIPLOMA IN FOOD AND BEVERAGE MANAGEMENT

MODULE I

FOOD AND BEVERAGE SERVICE THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

Write your name and index number in the spaces provided above.

Sign and write the date of the examination in the spaces provided above.

*This paper consists of **SIX** questions worth **TWENTY** marks each.*

*Answer question **ONE** any other **FOUR** questions in the spaces provided in this question paper.*

All questions carry equal marks.

Maximum marks for each part of a question are as shown.

*Do **NOT** remove any pages from this question paper.*

Candidates should answer the questions in English.

For Examiner's Use Only

Question	1	2	3	4	5	6	TOTAL SCORE
Candidate's Score							

This paper consists of 16 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 **four** reasons why food and beverage service staff should report on duty before service begins. (4 marks)
- (b) Identify **four** factors that determine the number of staff required in a food and beverage operation. (4 marks)
- (c) State **four** disadvantage of using disposables in food services. (4 marks)
- (d) Highlight **four** factors that determine the method of service to be used in a food and beverage outlet. (4 marks)
- (e) State **four** rules for serving beverages. (4 marks)

2. (a) Explain the meaning of the following terms as used in food and beverage service:
 - (i) first aid;
 - (ii) entree;
 - (iii) tisanes;
 - (iv) vermouth;
 - (v) brigade.(10 marks)
- (b) Describe **two** ways of communicating food orders to the kitchen. (4 marks)
- (c) Classify liqueurs into three. (6 marks)

3. (a) Highlight **three** points a waiter should keep in mind before attending briefing. (3 marks)
- (b) Outline the cashiers action on receiving the duplicate food check from a waiter in the restaurant. (7 marks)
- (c) Identify **five** duties of each of the following members of restaurant staff:
 - (i) wine waiter; (5 marks)
 - (ii) head waiter. (5 marks)

4. (a) (i) Explain the meaning of the term “service conventions.” (2 marks)
- (ii) Explain the reasons for observing each of the following service conventions:
- Holding cutlery in the middle at the sides between the thumb and forefingers
 - Holding flats feed dishes and round trays on the palm of the hand
 - Silver serving food from the left hand side of a customer
 - Serving wine before food
- (8 marks)
- (b) Identify **six** ways of attracting customers to a food and beverage operation/outlet. (6 marks)
- (c) Distinguish between cider and perry. (4 marks)
5. (a) Identify **four** duties of an aboyeur during service. (4 marks)
- (b) Explain **three** advantages of using plate service. (6 marks)
- (c) Describe the following licences used in food and beverage outlets:
- (i) off licence;
 - (ii) occasional licence;
 - (iii) combined licence.
- (6 marks)
- (d) With the aid of a diagram sketch and label an appropriate glass to serve each of the following beverages:
- (i) sherry;
 - (ii) sparkling wine;
 - (iii) brandy;
 - (iv) lager.
- (4 marks)
6. (a) Highlight **three** benefits of using simple napkin folds during service. (3 marks)
- (b) Describe **four** types of dining seating arrangements used in food and beverage outlets; (8 marks)
- (c) Describe **three** special food checks used during service. (9 marks)