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1802/203

**FOOD AND BEVERAGE SERVICE
AND SALES THEORY**

Oct/Nov. 2015

Time: 3 hours

Candidate's Signature _____

Date _____



THE KENYA NATIONAL EXAMINATIONS COUNCIL

**CRAFT CERTIFICATE IN FOOD AND BEVERAGE SERVICE
MODULE II**

FOOD AND BEVERAGE SERVICE AND SALES THEORY

3 hours

INSTRUCTIONS TO CANDIDATES

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

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

This paper consists of TWO sections; A and B.

Answer ALL the questions in section A and any FOUR questions from section B in the spaces provided in this paper.

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

Do NOT remove any pages from this booklet.

Candidates should answer the questions in English.

For Examiner's Use Only

Section	Question	Maximum Score	Candidate's Score
A	1-10	40	
B		15	
		15	
		15	
		15	
Total Score		100	

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.

Answer **ALL** questions in this section.

1. Explain **two** main reasons why simple folds for guest napkins are better than complex ones. (4 marks)

2. State **four** uses of a service salver. (4 marks)

3. Highlight the **four** factors to consider when purchasing a sideboard. (4 marks)

4. Explain the following attributes of food and beverage service personnel.

(i) Personality (2 marks)

(ii) Memory (2 marks)

5. Differentiate between non-captive markets and semi-captive markets. (4 marks)

6. Identify **eight** items of a full English breakfast. (4 marks)

7. Explain the following methods of making payment for food and beverages consumed. (2 marks)

(i) Cheque (2 marks)

(ii) Credit cards (2 marks)

8. State **two** reasons why wood is commonly used materials for making furniture in restaurants. (4 marks)

9. Describe the **two** reasons of having spare linen store. (4 marks)

10. Write a bill for a guest who has taken squash. (4 marks)

SECTION B: (60 marks)

*Answer any **FOUR** questions from this section.*

11. (a) Identify **six** types of linen mostly used in five star restaurants. (3 marks)
- (b) Describe **two** responsibilities of a reception head waiter. (4 marks)
- (c) Explain the **four** basic principles to be followed when setting up to take the room for the buffet service. (8 marks)
12. (a) Identify **three** special equipment necessary for guèridon service. (3 marks)
- (b) With the aid of a diagram, illustrate an alà carte cover. (4 marks)
- (c) Explain **four** needs that the customer may be seeking to satisfy apart from hunger needs. (8 marks)
13. (a) State **two** purposes of a hot plate in a food and beverage service area. (2 marks)
- (b) Differentiate between Irish coffee and café Royale. (2 marks)
- (c) State **three** important information that would be written on a "Retour" food check. (3 marks)

