

1802/203  
FOOD AND BEVERAGE SERVICE  
AND SALES THEORY  
June/July 2016  
Time: 3 hours



THE KENYA NATIONAL EXAMINATIONS COUNCIL  
TECHNICAL, INDUSTRIAL, VOCATIONAL AND ENTREPRENEURSHIP TRAINING  
CRAFT CERTIFICATE IN FOOD AND BEVERAGE  
PRODUCTION AND SERVICE

**MODULE II**

FOOD AND BEVERAGE SERVICE AND SALES THEORY

**3 hours**

**INSTRUCTIONS TO CANDIDATES**

*This paper consists of FIFTEEN questions in TWO sections; A and B.  
Answer ALL questions in section A and any FOUR questions from section B in the answer booklet provided.  
Each question in section A carries 4 marks while each question in section B carries 15 marks.  
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 (40 marks)**

*Answer ALL the questions in this section.*

1. State **four** rules to be observed in the event of a fire alarm ringing. (4 marks)
2. Outline **four** types of plates and **four** types of cups used in a restaurant. (4 marks)
3. Explain the difference between American form of service and English form of service. (4 marks)
4. State **four** aspects of personal hygiene in the restaurant. (4 marks)
5. Highlight **four** main varieties of disposables used in food and beverage service. (4 marks)
6. Describe the following:
  - (i) Tisanes. (2 marks)
  - (ii) Iced tea. (2 marks)
7. List **eight** records used in beverage control. (4 marks)
8. Explain **two** ways of controlling goods issued from the still room. (4 marks)
9. State **four** uses of a service salver. (4 marks)
10. Distinguish between setting a tray and a table for the service of breakfast. (4 marks)

**SECTION B (60 marks)**

*Answer any FOUR questions from this section.*

11. (a) Match up the following roast meats with their traditional sauces:

(i) Roast pork	-	Bread sauce
(ii) Roast turkey	-	Apple sauce
(iii) Roast lamb	-	Horseradish sauce
(iv) Roast beef	-	Mint sauce
(v) Roast duck	-	Cranberry sauce
(vi) Roast chicken	-	Orange sauce

(3 marks)
- (b) State **six** guidelines for selecting an appropriate wine to accompany a meal. (6 marks)
- (c) Describe **three** methods of washing dishes in a food and beverage establishment. (6 marks)



42. (a) State **four** reasons for clearing tables correctly. (4 marks)
- (b) Highlight **five** post-service tasks carried out in the restaurant. (5 marks)
- (c) Explain **three** disadvantages of silver style of service. (6 marks)
13. (a) State **four** factors to consider when choosing style and design of a dummy waiter. (4 marks)
- (b) Highlight **five** qualities of utility trays in the restaurant. (5 marks)
- (c) Explain **three** reasons for laying a molton on a buffet table. (6 marks)
14. (a) List **eight** main security risks in the catering and accommodation establishments. (4 marks)
- (b) State **five** duties of a waiter. (5 marks)
- (c) Outline steps to take if a customer is served with 'rare' chicken. (6 marks)
15. (a) Highlight **three** ways of saving time when serving guests in the restaurant. (3 marks)
- (b) State **eight** methods of making coffee. (4 marks)
- (c) Explain the meaning of the following:
- (i) crumbing the table; (2 marks)
  - (ii) taking reservations; (2 marks)
  - (iii) a station; (2 marks)
  - (iv) suggestive selling. (2 marks)

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