

1802/203

FOOD AND BEVERAGE SERVICE
AND SALES THEORY

Oct./Nov. 2016

Time: 3 hours



20 DEC 2016

THE KENYA NATIONAL EXAMINATIONS COUNCIL

**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 TWO sections; A and B.

Answer ALL questions from section A and any FOUR questions from section B in the answer booklet provided.

All questions carry equal 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: CATERING PREMISES AND EQUIPMENT (40 marks)

Answer ALL questions in this section.

1. Highlight **four** points a waiter should remember in maintaining personal hygiene. (4 marks)
 wash hands - clean - brush teeth - avoid coughing while serving the guest
 short nails - avoid jewelry
2. List **eight** items stocked in the sideboard (4 marks)
 salt, pepper, ketchup, mayonnaise, mustard, vinegar, olive oil, lemon juice
3. State **four** ways of serving soup to a guest. (4 marks)
 - pass - self service - spoon - ladle
4. Highlight **four** reasons for portioning food correctly. (4 marks)
 - minimize waste - avoid spillage - avoid overcooking - avoid undercooking
5. Explain **two** points to note when storing Chinaware. (4 marks)
 - according to size - clean and dry
6. State **four** uses of a waiter's cloth. (4 marks)
 - folded to carry silver, glass, etc.
 - used for cleaning
 - used for drying
 - used for wiping
7. Describe the following styles of service:
 - (i) **American service** (2 marks)
 - plates
 - (ii) **English service** (2 marks)
 - silver
8. Highlight **four** common customer complaints in the restaurant. (4 marks)
 - cold food - slow service - low quality food - unhygienic
9. State **four** functions of food and beverage order taking. (4 marks)
 - to take order - to inform the kitchen - to inform the bar - to inform the cashier
10. Highlight **four** advantages of selling canned beer. (4 marks)
 - easy to store - easy to serve - no need for glass - no need for ice

SECTION B: FOOD AND BEVERAGE CONTROL (60 marks)

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

11. (a) Outline steps to follow when serving accompanying sauces. (4 marks)
 - use the right equipment - use the right temperature - use the right amount
- (b) State **five** reasons for developing good clearing techniques of dirties. (5 marks)
 - to maximize table turnover - to avoid accidents - to avoid spillage - to avoid damage to furniture - to avoid damage to floor
- (c) Explain the meaning of the following wines:
 - (i) organic wines; wines produced from natural grapes (2 marks)
 - (ii) de-alcoholised wines; wines with no alcohol content (2 marks)
 - (iii) liqueur wines; - flavored and fortified wines (2 marks)

- (12) (a) Highlight **three** points to consider when designing a menu card. (3 marks)
 - attractive - functionality - durability
 - type of establishment

(b) State ~~two~~ appropriate accompaniments to each of the following dishes:

- (i) Minestrone soup - ^{grated} parmesan cheese, ^{crispy} breadcrumbs (1 mark)
- (ii) Chilled melon - Clusters Sugar and ~~dry~~ orange (1 mark)
- (iii) Prawn cocktail - ^{1/2} lemon juice and ^{1/2} lemon wedges slice (1 mark)
- (iv) Chicken Tikka - mint sauce and gravy (1 mark)
- (v) Roast duck - Roast gravy and mint (1 mark)

(c) Outline the flow of activities in a traditional cafeteria system. (7 marks)

13.c

(a) List **eight** different napkin folds used in a catering establishment. (4 marks)

(b) Highlight **five** causes of accidents in a restaurant. (5 marks)

(c) State **six** skills that portray waiters' concern for guests. (6 marks)

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(a) State **two** reasons for each of the following practices:

- (i) adjusting cover immediately after taking food order: ^{avoid delay} (2 marks)
- (ii) using the title 'Madam' to a lady accompanying Mr. Peterson to a hotel. ^{respect} (2 marks)

(b) Highlight **five** ways of ensuring comfortability to blind guests in the restaurant. (5 marks)

(c) Describe each of the following:

- (i) aerated waters; ^{flavored and color added} (2 marks)
- (ii) squashes; ^{- Topping} (2 marks)
- (iii) natural mineral water. ^{- natural water} (2 marks)

15.

(a) State **four** functions of interior decoration in a food and beverage service area. (4 marks)

(b) Outline steps to follow when washing restaurant utensils manually using two-sink method of washing. ^{use warm soap water in the first sink} (5 marks)

(c) Explain **three** causes poor quality drinking chocolate. ^{wash glass first} (6 marks)

Chocolate and long periods
Recepted
last inspection time
Boiling

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