

1802/203
FOOD AND BEVERAGE SERVICE
AND SALES THEORY
June/July 2017
Time: 3 hours



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

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

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. Identify **four** preparations tasks in readiness for the next food and beverage service shift. (4 marks)
2. Explain **two** disadvantages of having gravy smear across a food plate. (4 marks)
3. Highlight **four** points to consider when purchasing tables for restaurants. (4 marks)
4. Identify **four** reasons for wearing service uniform. (4 marks)
5. Describe the following catering sectors:
 - (i) commercial; (2 marks)
 - (ii) welfare. (2 marks)
6. Highlight **four** duties of a maitre d' hotel. (4 marks)
7. Describe the following alcoholic beverages:
 - (i) rum; (2 marks)
 - (ii) liqueur (2 marks)
8. Explain the difference between fixtures and fittings. (4 marks)
9. Outline **four** responsibilities of employees under the Health and Safety Act. (4 marks)
10. Highlight **four** factors an establishment will consider when choosing a particular food and beverage style of service. (4 marks)

SECTION B (60 marks)

Answer FOUR questions from this section.

11. (a) Identify **six** cover items for the service of an English breakfast (3 marks)
- (b) State **six** rules to follow when serving children in a restaurant. (6 marks)
- (c) Explain **three** differences between buffet and cafeteria service. (6 marks)

12. (a) Highlight **two** ways of ensuring hygiene for each of the following items of service:
- (i) service cloths; (2 marks)
 - (ii) tea cups. (2 marks)
- (b) State **five** reasons for bitterness in coffee. (5 marks)
- (c) Explain **three** advantages of an a la carté menu. (6 marks)
13. (a) Identify **eight** categories of glasses used in a restaurant. (4 marks)
- (b) State **four** advantages of computerized system of billing. (4 marks)
- (c) Outline the procedure of decanting a bottle of red wine. (7 marks)
14. (a) Outline the steps to follow when dealing with a guest with unsatisfactory appearance. (4 marks)
- (b) Highlight **five** characteristics of take away establishments. (5 marks)
- (c) Explain **three** ways in which table linen is misused by waiters. (6 marks)
15. (a) Highlight **five** limitations of guèridon service. (5 marks)
- (b) Identify **four** factors responsible for guests' satisfaction. (4 marks)
- (c) Outline steps to follow when handling a guest who has suffered from electric shock in the restaurant. (6 marks)

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