

1802/203
FOOD AND BEVERAGE SERVICE
AND SALES THEORY
Oct./Nov. 2022
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 in 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. State the uses of each of the following service equipment:
 - (i) cooler; (1 mark)
 - (ii) flute; (1 mark)
 - (iii) nonic; (1 mark)
 - (iv) snifter. (1 mark)
2. Identify **eight** still room equipment. (4 marks)
3. State **four** uses of a waiter's cloth. (4 marks)
4. Highlight **four** hazards likely to be found in a restaurant. (4 marks)
5. Explain the meaning of each of the following terms:
 - (i) resort hotel; (2 marks)
 - (ii) motel. (2 marks)
6. State **four** skills a waiter would apply to promote customer loyalty. (4 marks)
7. Enumerate **four** personal hygiene rules to be observed by waiters in the restaurant. (4 marks)
8. Highlight **four** factors to consider when choosing furniture for a restaurant. (4 marks)
9. Identify **four** flower arrangement shapes used in hotels. (4 marks)
10. State **four** needs a customer seeks to satisfy when dining out in a hotel (4 marks)

SECTION B (60 marks)

Answer any FOUR questions from this section.

11. (a) Highlight **three** post-service tasks carried out in the restaurant. (3 marks)
- (b) Differentiate between plate room and hot plate. (4 marks)
- (c) Outline the steps to follow when handling payment from a guest using the 'separate bill method'. (8 marks)

12. (a) (i) Explain the meaning of the term 'liqueur'. (2 marks)
- (ii) Outline the steps to follow when serving liqueur with cream. (3 marks)
- (b) Highlight **five** unexpected situations, waiters are likely to encounter in the restaurant. (5 marks)
- (c) Outline **five** principles of setting covers. (5 marks)
13. (a) Explain the difference between mis-en-scene and mis-en-place. (4 marks)
- (b) State **five** advantages of plate service. (5 marks)
- (c) Explain the meaning of each of the following terms as used in food service.
- (i) aboyeur; (2 marks)
- (ii) station; (2 marks)
- (iii) busboy. (2 marks)
14. (a) (i) Define the term 'non-alcoholic beverages'. (2 marks)
- (ii) Describe **two** categories of non-alcoholic beverages. (2 marks)
- (b) Differentiate between fixed price and cyclic menu. (4 marks)
- (c) Outline the first aid procedure for fainting. (7 marks)
15. (a) Highlight **four** health regulations to be observed by food handlers. (4 marks)
- (b) State **five** duties and responsibilities of a restaurant manager. (5 marks)
- (c) Explain **three** merits of a menu card in a restaurant. (6 marks)

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