

1802/203
FOOD AND BEVERAGE SERVICE
AND SALES THEORY
June/July 2023
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.

Marks to 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 **four** duties and responsibilities of a reception headwaiter. (4 marks)
2. Enumerate **four** uses of a dinner napkin. (4 marks)
3. State **four** factors to consider when choosing furniture for a restaurant. (4 marks)
4. Highlight **four** personal hygiene rules to be observed by restaurant personnel. (4 marks)
5. Identify **eight** pieces of crockery used in the restaurant. (4 marks)
6. State **four** points to note when preparing and refilling proprietary sauce bottles. (4 marks)
7. Enumerate **four** measures to take to prevent breakages when carrying dirty equipment from the restaurant to wash-up. (4 marks)
8. Highlight **four** reasons for using clear and legible handwriting when using manual systems in the restaurant. (4 marks)
9. State **four** duties and responsibilities of a barker during service. (4 marks)
10. Explain **two** sectors of food and beverage service operations. (4 marks)

SECTION B (60 marks)

Answer any FOUR questions from this section.

11. (a) Outline the procedure for handling light spillages on an occupied restaurant table. (7 marks)
- (b) Explain **four** advantages of using disposables in off-premises catering. (8 marks)
12. (a) State **five** characteristics of an a'la carté menu. (5 marks)
- (b) Explain the uses of **six** key items a waiter must always carry during service. (6 marks)
- (c) Differentiate between a sprain and a strain. (4 marks)

13. (a) Match each of the following sauces with their correct dishes:
- | | |
|----------------------------|----------------|
| (i) English mustard | Fish in batter |
| (ii) Tartar sauce | Cold meats |
| (iii) Worcestershire sauce | Roast lamb |
| (iv) Mint sauce | Irish stew |
- (4 marks)
- (b) Outline the order of service to the point of menu card presentation. (7 marks)
- (c) Describe each of the following alcoholic beverages:
- (i) brandy; (2 marks)
- (ii) tequila; (2 marks)
14. (a) Explain the uses of **four** basic equipment and materials required for flower arrangement. (8 marks)
- (b) Outline the flow of activities in 'free-flow' cafeteria system. (7 marks)
15. (a) Explain the meaning of the term 'mis-en-place'. (2 marks)
- (b) Describe each of the following non-alcoholic beverages:
- (i) mocktails; (2 marks)
- (ii) smoothie; (2 marks)
- (iii) milkshake. (2 marks)
- (c) (i) Explain the function of a still room. (2 marks)
- (ii) State the uses of **five** still room equipment. (5 marks)

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