



# **MAASAI MARA UNIVERSITY**

**REGULAR UNIVERSITY EXAMINATIONS  
2022/2023 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM AND NATURAL RESOURCE  
MANAGEMENT  
BACHELOR OF HOTELS AND HOSPITALITY  
MANAGEMENT**

**COURSE CODE: HHM 1106  
COURSE TITLE: FOOD AND BEVERAGE SERVICE**

**DATE: 9<sup>TH</sup> DECEMBER, 2022**

**TIME: 0830-1030**

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**INSTRUCTIONS TO CANDIDATES**

Answer ALL questions in section A and any other two in section B.

*This paper consists of 2 printed pages. Please turn over*

## **SECTION A (20 MARKS)**

### **QUESTION ONE**

- 1a. Explain **FIVE** characteristics of a good tea (5 marks)
- 1b. Explain **FIVE** types of service methods used in food and beverage operations (5 marks)
- 1c. Elucidate **FIVE** reasons why a food and beverage personnel should have menu knowledge and service (5 marks)
- 1d. Explain **FIVE** sections in the food and beverage service area (5 marks)

## **SECTION B (30 MARKS)**

### **QUESTION TWO**

- a. Explain **FIVE** factors that may influence establishments to choose disposables in their operations. (10marks)
- b. Elaborate **FIVE** types of alcoholic beverages (5marks)

### **QUESTION THREE**

- a. Discuss, giving relevant examples **FIVE** types food and beverage service equipment (10 marks)
- b. Explain **FIVE** factors that influence meal experience (5 marks)

### **QUESTION FOUR**

- a. The duties to be carried out before service commences are many and varied according to the particular food and beverage service area. Discuss. (10 marks)
- b. With the use of illustrations, identify **FIVE** napkin folds used in the restaurant. (5 marks)

### **QUESTION FIVE**

- a. Explain **FIVE** purposes of a menu in a food and beverage outlet (5 marks)
- b. Describe in detail, the procedure for clearance following service (10 marks)

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