



MAASAI MARA UNIVERSITY

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

SCHOOL OF TOURISM AND HOSPITALITY

**BACHELOR OF HOSPITALITY MANAGEMENT
COURSE CODE: HHM 1106-01
COURSE TITLE: FOOD AND BEVERAGE SERVICE
THEORY**

DATE: 7/2/2024

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

Answer **ALL** questions in **Section A** and any other **TWO** questions in Section B

SECTION A (20MARKS)

1. Use a diagram to illustrate the Table d 'hote table set up. **(2mks)**
2. State three essential service techniques. **(3mks)**
3. Outline three meanings of the word cover in F&B service. **(3mks)**
4. Distinguish between service a la russe and service a la Francaise **(4mks)**
5. Highlight the cover for Irish stew. **(3mks)**
6. State the general duty of the Food and beverage Manager. **(1mk)**
7. Outline 2 factors that determine the choice of furniture to be used in a food and beverage service area. **(2mks)**
8. Recall the meaning of the following service terminologies. **(2mks)**
 - a. Le service va commencer
 - b. Oui
 - c. Bien soié
 - d. Dépêchez-vous

SECTION B (30 MARKS) (ATTEMPT ANY 2 QUESTIONS)

1. a) Design a lay out for a new restaurant set up complete with all the service ancillary areas. **(10mks)**
b) you are a waiter assigned to provide tableside service for a special menu item, "Steak Diane." Describe in detail the steps you would take to perform this tableside service effectively **(5mks)**
2. a) Outline the tasks done in preparation for the service. **(10mks)**
b) prepare the necessary cover and accompaniments for service of tea. **(5mks)**
3. a) You are a restaurant manager, and a customer has just brought a complaint about their dining experience. The customer received overcooked steak, and their side dish was not what they ordered. Outline a step-by-step plan on how you would handle the situation to ensure the customer's satisfaction and prevent a negative online review. **(10mks)**
b) As a F&B Manager explain how you would ensure there is secure environment in your hotel. **(5mks)**
4. As a sommelier in a high-end restaurant, you are tasked with recommending wine and beverage pairings for a five-course tasting menu. Provide a detailed list of beverage pairings for each course, explaining your choices based on the flavours and ingredients of the dishes. Include both alcoholic and non-alcoholic option **(15mks)**

/END/