



# **GRETSA UNIVERSITY - THIKA**

## **UNIVERSITY EXAMINATIONS JANUARY - APRIL 2021 SEMESTER**

### **CERTIFICATE IN FOOD AND BEVERAGE SERVICE & SALES**

**COURSE CODE: CFBS 002**

**COURSE TITLE: FOOD & BEVERAGE SERVICE TECHNIQUES  
THEORY**

**DATE: 06 MAY 2021  
PM**

**TIME: 3.00 PM - 5.00**

#### **INSTRUCTIONS TO CANDIDATES**

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

**CAUTION:** All exam rooms are under CCTV surveillance during the examination period.

## **SECTION A: COMPULSORY**

### **QUESTION ONE**

- a) List any three uses of the following accessories in a restaurant:
- i. Waiters clothe **[3 Marks]**
  - ii. Service salver **[3 Marks]**
  - iii. Service plate **[3 Marks]**
  - iv. Side station **[3 Marks]**
- b) A waiter is a very important person in food and beverage service. Highlight:
- i. Four challenges he is likely to meet in his work environment **[4 Marks]**
  - ii. Four desirable attributes that he should have to overcome the challenges identified in C (i) above. **[4 Marks]**
- c) Write demonstration notes on how to:
- i. Show hospitality to guests in a restaurant **[5 Marks]**
  - ii. Take a food order from a guest. **[5 Marks]**
- d) Discuss five factors to consider when purchasing furniture to be used in a restaurant. **[10 Marks]**

## **SECTION B: ANSWER ANY THREE QUESTIONS**

### **QUESTION TWO**

- a) Differentiate Ala carte and Table d'hôte menus **[4 Marks]**
- b) Explain three benefits that a menu card provide during food service in a restaurant **[6 Marks]**
- c) As a waiter in a restaurant, explain how you would handle a guest property left on your station after service of lunch. **[10 Marks]**

### **QUESTION THREE**

- a) Explain the procedure of:
- i. Preparing cutlery for table set-up **[3 Marks]**
  - ii. Preparing glasses for table set-up **[3 Marks]**
- b) Outline four factors to consider before laying a tablecloth. **[4 Marks]**
- c) Discuss five duties of a restaurant supervisor. **[10 Marks]**

### **QUESTION FOUR**

- a) Specify five items that waiting staff should carry at all times as tools of service. **[5 Marks]**
- b) Describe the procedure of crumbing down. **[5 Marks]**

- c) Explain five personal hygiene measures that a waiter should adhere to while on duty. **[10 Marks]**

**QUESTION FIVE**

- a) As a waiter, explain how you would deal with the following situations;
- i. Handling children in a restaurant **[2 Marks]**
  - ii. Overconsumption of alcohol by a guest **[2 Marks]**
  - iii. A customer with special needs **[2 Marks]**
  - iv. Delayed food from a kitchen **[2 Marks]**
  - v. Having spilled a drink on a customer. **[2 Marks]**
- b) Explain the relationship between the Restaurant and other five departments in a Hotel. **[10 Marks]**