



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
MAY - AUGUST 2018 SEMESTER**

**BACHELOR OF SCIENCE IN HOSPITALITY
MANAGEMENT**

COURSE CODE: BSHM 102

COURSE TITLE: FOOD & BEVERAGE SERVICE THEORY

DATE: 6 AUGUST 2018

TIME: 11.30 AM – 2.30 PM

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

Case study: The Dior Restaurant

We had a thanksgiving dinner at the Dior restaurant in Miami City on Friday, December. 24th.ourdinner reservations were at 8pm. The restaurant was busy but not overwhelmingly crowded. We were seated promptly in the backroom and the waiter asked our preference for water. Another waiter asked for our drink order. Drinks came before water. Service was slow and in my opinion substandard for The Dior restaurant. Finally we ordered for the Christmas Eve Dinner (Kshs. 5,000 per person,which is really a premium price for a Christmas in my opinion).

Appetizers came eventually and when asked if we could possibly have a small combo of all the sides versus one, we were told they were not flexible in that, so we ordered an eight extra side. One waiter assured us though that she would "take care of us" whatever that meant and we saw nothing to back up that claim. It was at least a 30-40 minute wait for our entree to come, but not after I had to flag down a waiter to ask what the status of our dinner was.

We only saw one waiter come into the backroom of about 8 tables once in about a half hour. Entrees finally came and waiter said that she was waiting for the rest of our dinner order, no apology, no checking on us to say maybe there would be a delay, etc. On the plus side the food was very good. However, I am not used to THAT kind of service at The Dior restaurant. Don't get me wrong, I am NOT a complainer at restaurants but this service was UNACCEPTABLE. I would have thought that at least they would have offered some discount or removed something on the bill to offset the service. The waiter seemed a bit arrogant after I expressed my concern over our experience...VERY DISAPPOINTED...I would NOT recommend this Dior restaurant to anyone....Very expensive and not with the commensurate service you would expect from this high end of a restaurant in such a well-known hotel.

(Source: Lecturer)

- a) In reference to the above case, answer questions (i) and (ii) below.
- (i) 'The guests' experience portrays the weakness of the restaurant manager in leadership'. Discuss this statement. **[10 marks]**
 - (ii) Explain **FIVE** ways in which guests in this restaurant are to blame for the waiters' unprofessional behavior? **[10 marks]**

- b) Write short notes on the following:
- (i) Coffee [2 marks]
 - (ii) Espresso [2 marks]
 - (iii) Turkish coffee [2 marks]
 - (iv) Filter method [2 marks]
 - (v) Pot method [2 marks]
- c) Define the term 'Mid-scale' in relation to classification of restaurants. [2 marks]
- d) State and Explain **FOUR** types of commercial catering segments. [8 marks]

SECTION B: ANSWER ANY THREE QUESTIONS

Question Two

- a) Discuss the duties and responsibilities of the following using **TWO** points each:
- (i) Room service manager [2 marks]
 - (ii) Carver [2 marks]
 - (iii) Counter Assistant [2 marks]
- b) With the aid of a diagram, describe the 'Flute Glass'. [4 marks]
- c) Explain **FIVE** attributes of a waiter. [10 marks]

Question Three

- a) With **TWO** points each, appraise the following:
- (i) Spare linen store [4 marks]
 - (ii) Hotplate point [4 marks]
- b) Discuss how preparation of a restaurant is done before service [12 marks]

Question Four

- a) Write short notes on the following:-
- (i) French Classical Menu [5 marks]
 - (ii) English service [5 marks]
- b) State and Explain **FIVE** rules to be observed while serving. [10 marks]

Question Five

- a) Enumerate **TWO** benefits that hot beverages offer to a guest. **[4 marks]**
- b) What does a typical continental breakfast entail? Explain using **THREE** points. **[6 marks]**
- c) Describe **FOUR** types of classification of wine. **[8 marks]**