



**KISII UNIVERSITY**  
**UNIVERSITY EXAMINATIONS**  
**FIRST YEAR EXAMINATION FOR THE AWARD OF**  
**CERTIFICATE IN HOTEL AND HOSPITALITY MANAGEMENT**  
**FIRST SEMESTER 2023/2024**  
**[AUGUST-DECEMBER, 2023]**

**CHHM 00140: INTRODUCTION TO FOOD AND BEVERAGE SERVICE**  
**STREAM: Y1 S1** **TIME: 2 HOURS**

**DAY: MONDAY, 3.00 – 5.00 P.M.** **DATE: 27/11/2023**

**INSTRUCTIONS**

- 1. Do not write anything on this question paper.***
- 2. Answer Questions ONE and any other THREE Questions***

**QUESTION ONE**

- a) Explain six attributes of food and beverage operations personnel (6marks)
- b) Explain six equipment used in restaurants (6 marks)
- c) Write short notes on technical skills in food and beverage operations (5marks)
- d) Discuss the process of laying a dining table (4 marks)
- e) Explain the difference between alcoholic and non-alcoholic beverages giving examples (4 marks)

**QUESTION TWO**

Discuss food and beverage outlets in food and beverage service operations (15marks)

**QUESTION THREE**

Discuss types and capacity of glasses used in food and beverage operations (15marks)

**QUESTION FOUR**

Discuss the organizational structure of food and beverage operations (15marks)

**QUESTION FIVE**

Discuss various food and beverage service techniques (15 marks)