1802/203
FOOD AND BEVERAGE SERVICE
AND SALES THEORY
Oct./Nov. 2016
Time: 3 hours

THE KENYA NATIONAL EXAMINATIONS COUNCIL

CRAFT CERTIFICATE IN FOOD AND BEVERAGE PRODUCTION AND SERVICE
MODULE II

FOOD AND BEVERAGE SERVICE AND SALES THEORY

3 hours

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INSTRUCTIONS TO CANDIDATES

*This paper consists of **TWO** sections; **A** and **B**.*
*Answer ALL questions from section **A** and any **FOUR** questions from section **B** in the answer booklet provided.*
All questions carry equal marks.
Candidates should answer the questions in English.

This paper consists of 3 printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

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SECTION A: CATERING PREMISES AND EQUIPMENT (40 marks)

*Answer **ALL** questions in this section.*

1. Highlight **four** points a waiter should remember in maintaining personal hygiene. (4 marks)

2. List **eight** items stocked in the sideboard (4 marks)

3. State four ways of serving soup to a guest. (4 marks)

4. Highlight **four** reasons for portioning food correctly. (4 marks)

5. Explain **two** points to note when storing Chinaware. (4 marks)

6. State **four** uses of a waiter's cloth. (4 marks)

7. Describe the following styles of service:

   (i) American service (2 marks)

   (ii) English service. (2 marks)

8. Highlight **four** common customer complaints in the restaurant. (4 marks)

9. State **four** functions of food and beverage order taking. (4 marks)

10. Highlight **four** advantages of selling canned beer. (4 marks)

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SECTION B: FOOD AND BEVERAGE CONTROL (60 marks)

*Answer any **FOUR** questions from this section.*

11. (a) Outline steps to follow when serving accompanying sauces. (4 marks)

    (b) State **five** reasons for developing good clearing techniques of dirties. (5 marks)

    (c) Explain the meaning of the following wines:

    (i) organic wines; (2 marks)

    (ii) de-alcoholised wines; (2 marks)

    (iii) liqueur wines. (2 marks)

12. (a) Highlight **three** points to consider when designing a menu card. (3 marks)

(b) State **two** appropriate accompaniments to each of the following dishes:

(i) Minestrone soup (1 mark)

(ii) Chilled melon (1 mark)

(iii) Prawn cocktail (1 mark)

(iv) Chicken Tikka (1 mark)

(v) Roast duck (1 mark)

(c) Outline the flow of activities in a traditional cafeteria system. (7 marks)

13. (a) List **eight** different napkin folds used in a catering establishment. (4 marks)

(b) Highlight **five** causes of accidents in a restaurant. (5 marks)

(c) State **six** skills that portray waiters' concern for guests. (6 marks)

14. (a) State **two** reasons for each of the following practices:

(i) adjusting cover immediately after taking food order; (2 marks)

(ii) using the title 'Madam' to a lady accompanying Mr. Peterson to a hotel. (2 marks)

(b) Highlight **five** ways of ensuring comfortability to blind guests in the restaurant. (5 marks)

(c) Describe each of the following:

(i) aerated waters; (2 marks)

(ii) squashes; (2 marks)

(iii) natural mineral water. (2 marks)

5. (a) State **four** functions of interior decoration in a food and beverage service area. (4 marks)

(b) Outline steps to follow when washing restaurant utensils manually using two-sink method of washing. (5 marks)

(c) Explain **three** causes poor quality drinking chocolate. (6 marks)

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