higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(J19)H

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

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09:00–12:00

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
FOOD AND BEVERAGE SERVICE N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A teapot differs from a coffeepot in the following manner:

A It is taller and thinner.
B It is bigger.
C It is shorter and wider.
D It is smaller.

1.1.2 An example of a wet cooking method:

A Grilling
B Braising
C Frying
D Roasting

1.1.3 A dirty ash tray should be replaced by a clean one …

A before the main meal.
B after the fish course.
C after the meal.
D throughout the meal.

1.1.4 Which ONE of the following is a freshwater fish:

A Kingklip
B Sole
C Trout
D Hake

1.1.5 A roux is …

A equal quantities of melted butter and flour.
B a type of vegetable.
C equal quantities of stock and flour.
D a type of dessert.

1.1.6 Late-harvest wine can be described as …

A dry.
B very sweet.
C semisweet.
D very dry.

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1.1.7 The rose serviette fold is often used for the presentation of …

A steak.
B bread rolls.
C soup.
D vegetables.

1.1.8 A purée soup can be described as a … soup.

A clear, thin
B thick, smooth
C chunky, thin
D chunky, thick

1.1.9 Which ONE of the following duties can be considered a mise en place duty:

A Setting of tables
B Washing of dishes
C Checking the bill
D Crumbing down of tables

1.1.10 Which ONE of the following would be considered a pallet-cleaning course:

A Relevé
B Sorbet
C Entremets
D Fromage

(10 × 1) (10)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–P) next to the question number (1.2.1–1.2.15) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Puff-pastry case filled with savoury and sauce	A	café au lait
1.2.2	Herrings pickled in white vinegar, rolled and skewed	B	café noir
1.2.3	Stuffed Italian pasta	C	mise en place
1.2.4	Flattened fillets rolled up and filled with force meats	D	entrée
1.2.5	Coffee with milk	E	entremets
1.2.6	Trolley or side table	F	guéridon
1.2.7	Snails	G	plat du jour
1.2.8	Eggs	H	vol-au-vent
1.2.9	Sweet course	I	escargots
1.2.10	Prepreparation of restaurant before service starts	J	barquette
1.2.11	Black coffee	K	cannelloni
1.2.12	Dish served before roast or main course	L	oeufs
1.2.13	Dish of the day	M	goujons
1.2.14	Boat-shaped pastry tartlet filled with savoury	N	paupiette
1.2.15	Thin strips of fillet, flour-coated and rolled	O	rollmops
		P	cappuccino

(15 × 1) (15)

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1.3 Give ONE term for each of the following descriptions of food and beverage service methods. Write only the term next to the question number (1 3.1–1.3 10) in the ANSWER BOOK.

1.3.1 Selling point and consumption area in licenced premises

1.3.2 Food served on customer's plate at side table or trolley, also include carving, cooking and flambage

1.3.3 Customer orders are served from a single point like a counter, hatch or snack stand and the customer consumes off the premises

1.3.4 Table laid with food for customers to help themselves

1.3.5 Commonly applied to a carvery-type operation

1.3.6 Series of counters at an angle to improve customer flow within a free-flow area

1.3.7 Island service points within a free-flow area

1.3.8 Service of preplated foods to customers

1.3.9 Selection as at a counter but in a food service area where customers move at will to random service points – customers usually exit via a till point

1.3.10 Provision of food and beverage services by means of automatic retailing

(10 × 1) (10)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.15) in the ANSWER BOOK.

1.4.1 The station head waiter must have a good knowledge of food and wine and its correct service.

1.4.2 The carver is responsible for the carving trolley and carving joints at the table as required.

1.4.3 Floor-service staff members are often responsible for an entire floor in an establishment.

1.4.4 The wine butler must also be a salesperson.

1.4.5 Lounge staff members are responsible for service of morning coffee, afternoon teas and aperitifs.

1.4.6 Oui is the term used to cancel an order.

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1.4.7 Automatic vending may be defined as selling by auction.

1.4.8 Mayonnaise is made from mixed pickle in a thickened, spiced sauce.

1.4.9 Irish coffee is normally served by the host at the table.

1.4.10 Mise en place means preparation after the service.

1.4.11 When purchasing flatware it is important to consider rush-hour turnover.

1.4.12 Housekeeping duties includes the reception area.

1.4.13 Before laying the tablecloth, the table and chairs should be in their correct position.

1.4.14 The triple wave is an attractive fold which may be used for special functions to hold the menu and a name card.

1.4.15 When serving coffee the waiter must remember to ask the guest if he/she would prefer it with or without milk or cream.

(15 × 1) (15)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Cover follows the principle that cutlery and flatware for the entire meal will be laid before the first course is served. After the order has been taken, the steward removes all unnecessary items and places that may be required.

2.1 Explain the steps that you as a waiter would take if a guest accidentally knocks over a glass. (10)

2.2 Describe the personality of a good and successful waiter. (4)

2.3 A waiter's personal hygiene is of utmost importance.

Explain each of the following with regard to good personal hygiene:

2.3.1 Uniform

2.3.2 Shoes

2.3.3 Jewellery

2.3.4 Hair

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2.3.5 Breath and teeth

2.3.6 Aftershave, perfume and nail varnish

(6 × 2) (12)

2.4 Define each of the following terms in detail:

2.4.1 Cover

2.4.2 Place setting

2.4.3 Mise en place

(3 × 3) (9)

2.5 Which factors must one consider when choosing tableware, glassware and small equipment for a restaurant? (5)

2.6 Give FIVE uses of a tray. (5)

2.7 Name the FIVE most common courses found on a table d'hôte menu. (5)

[50]

QUESTION 3

3.1 When serving tea or coffee there are certain rules one should consider.

3.1.1 From which side of the guest is tea and coffee served?

3.1.2 Demitasse is a small cup used to serve (tea/coffee).

3.1.3 Tea is served with (hot/cold) milk.

3.1.4 (Tea/Coffee) is accompanied by a pot of boiling water.

3.1.5 What is the correct temperature to serve coffee at?

(5 × 1) (5)

3.2 State 10 rules that must be considered when making coffee. (10)

3.3 Give the useful information that a label on a bottle of wine contains. (8)

3.4 Which factors influence the quality of wine? (8)

3.5 What does *vintage* mean? (2)

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3.6 What must be taken special care of when taking an order from someone who is hard of hearing? (5)

3.7 Give FIVE classifications of cheese. (5)

3.8 Name SEVEN food items found in an English breakfast. (7)
[50]

QUESTION 4

4.1 Give the advantages of a buffet service. (6)

4.2 Explain each of the following types of table service to customers at laid cover:

4.2.1 Silver service

4.2.2 Family service

4.2.3 Plate service

4.2.4 Russian service

4.2.5 Guéridon service

(5 × 3) (15)

4.3 French service occurs when guests help themselves to a dish on the table:

4.3.1 Explain the task of a waiter in this type of service. (2)

4.3.2 Give TWO advantages of this type of service. (2)

4.3.3 Give another name for this service. (2)

4.4 From which side of a guest should the following be done:

4.4.1 Food served

4.4.2 Beverage served

4.4.3 Plates cleared

(3 × 1) (3)

4.5 Give FOUR points that one must consider when carving a joint of meat. (4)

4.6 Name SIX items that must be placed on a sideboard in preparation for service. (6)

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4.7 Describe the procedure of taking a booking and list the essential information required from the customer. (10)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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