higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(N28)H

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

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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 (1.1.1–1.1.20) in the ANSWER BOOK.

1.1.1 This menu offers individually priced side dishes:

A Set menu
B A-la-carte
C Buffet
D Degustation

1.1.2 Pre-dinner glasses must be removed ...

A after the bread has been eaten.
B just before main course is served.
C after wine has been ordered for the table.
D when drinks are finished.

1.1.3 This type of food is served as hors d'oeuvres:

A Petits fours
B Entrée
C Soup
D Canapés

1.1.4 A puree soup can be described as a … soup.

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

1.1.5 Extra covers not required at the table should be ...

A removed when the waiter is informed.
B removed according to each course.
C left, as someone might join them.
D left so as to not disturb the guests.

1.1.6 Late harvest wine can be described as:

A Dry
B Very sweet
C Medium dry
D Very dry

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1.1.7 When providing silver service of bread rolls, they should be served …

A From the guest's left.
B Using silver tongs.
C From the guest's right.
D To the host first.

1.1.8 The order (sequence) of service refers to ...

A writing up the food order docket.
B the preparation of the restaurant before service.
C the process to follow to prepare plunger coffee.
D the order of tasks to be completed when serving guests.

1.1.9 It is the waiter's responsibility to ensure that cutlery is hygienically clean and polished for service. To polish cutlery, you may use a polished cloth and ...

A wet sponge.
B hot water and vinegar.
C cold soapy water.
D cold water with a sanitiser.

1.1.10 An old-age home offers a daily changing menu. The appropriate style of menu for this establishment would be:

A Degustation
B Cycle
C A-la-carte
D Table d'hôte

1.1.11 Served as a palate cleanser.

A Sorbet
B Relevé
C Entremets
D Poison

1.1.12 The drinks list should be offered to the guest after the ...

A greeting and seating procedure.
B food menu has been offered.
C bread rolls have been served.
D food ordered has been taken.

1.1.13 When guests first arrive at the restaurant, the waiter is required to ...

A explain the style of service.
B offer the menu.
C acknowledge the guests.
D show the guests to their table.

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1.1.14 Complete mise-en-place of the dining room will promote ...

A smooth and efficient service.
B business discussion entertainment.
C opportunities for upselling.
D the customer tipping well.

1.1.15 Glass with a stem:

A Highball
B Old-fashioned
C Brandy balloon
D Tumbler

1.1.16 Refreshing coffee beverage made with blended ice and served chilled:

A Smoothie
B Frappé
C Milkshake
D Lassi

1.1.17 Probably the most famous crêpe dish in the world:

A Crêpe Suzette
B Crêpe Bergamot
C Crêpe Lobster
D Crêpe Creole

1.1.18 This coffee is made with one shot of espresso, two thirds of frothy milk, one third of steamed milk and dusted with chocolate on top:

A Flat white
B Cappuccino
C Café latte
D Vienna

1.1.19 A waiter will serve original Ceylon tea with ...

A honey and slices of lemon.
B cream.
C no accompaniments.
D hot milk.

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1.1.20 The floor plan is designed according to the ...

A reservation list.
B number of tables and chairs available.
C style of menu.
D time of the day.

(20 × 1) (20)

1.2 Choose a term/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1-1.2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Refers to hot and cold puddings	A	hors d'oeuvres
1.2.2	Includes all hot and cold soups	B	potage
1.2.3	Often refers to a small plate of salad	C	entrée
1.2.4	Served for a break between meals, allowing the palate to be refreshed	D	poisson
		E	entremets
1.2.5	Number of egg dishes	F	sorbet
1.2.6	Roasted game or poultry dishes	G	oeufs
1.2.7	Includes a range of cheeses and various accompaniments	H	fromage
1.2.8	Main roasts or larger joints of meat, which would be served with potatoes and vegetables	I	rôti
		J	relevé
1.2.9	Course consists of fish dishes	K	salade
1.2.10	Small, well-garnished dish, usually accompanied by a rich sauce or gravy	L	dessert

(10 × 1) (10)

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1.3 Give ONE term for each of the following descriptions. Write only the word or a term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3 1.3.1 Drink served prior to a meal in order to stimulate the appetite

1.3.2 Indicating smell, scent or fragrance and often alluding to wine

1.3.3 Topped with bread crumbs and grated cheese, and browned under the grill

1.3.4 Do not eat red meats or all meats other than poultry, or all meats

1.3.5 Turkish and Greek dessert made from filo pastry, chopped nuts and honey meat, fish or poultry, boned, stuffed and rolled

1.3.6 Cooking in a minimum amount of liquid held at simmering point

1.3.7 Alcoholic beverage obtained through the fermentation of apple juice

1.3.8 Square piece of cloth or paper used at a meal to wipe fingers or lips and to protect garments

1.3.9 Service where customers are required to help themselves from a counter or buffet

1.3.10 Need for enhancement of self-esteem and variety, fulfilling life style needs and a result of advertising and promotion

(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 (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 A waiter should always ask for tips after service.

1.4.2 A platter-to-plate service will be done from the right.

1.4.3 A waiter should be a good learner.

1.4.4 The Champagne region is not located in France.

1.4.5 Red wine is served chilled.

1.4.6 The Food and Beverage Service Department will always be associated with guests.

1.4.7 Showing customers to their table is not an example of the interpersonal skills needed at a particular point during the service.

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1.4.8 When compiling a menu it is important to include different cooking methods.

1.4.9 When an unforeseen incident arises, it must be dealt with promptly and efficiently.

1.4.10 Beverages should be served from the left.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Study the following menu and list the cutlery needed to set the table according to the menu.

MENU

LUNCH

Mushroom soup

Grilled herring served with lemons

Roast lamb
Mashed potatoes
Fresh garden vegetables

Fruit salad with ice cream

10/02/2016 (8)

2.2 It is a busy service and you are the food runner for the shift. As you leave the kitchen in a rush, another waiter is in your way and you collide with him, dropping your plates of food.

What appropriate actions should you follow? (5)

2.3 List the advantages of an electronic order system. (9)

2.4 Differentiate between *a-la-carte* and *table d'hôte* menus and give examples of each. (10)

2.5 Describe a food and beverage manager's role in five star hotels. (7)

2.6 Differentiate between a *waiter* and a *butler*. (2 × 2) (4)

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2.7 List the necessary attributes required for front-of-house food and beverage personnel. (5)

2.8 Name TWO methods of dishwashing. (2)
[50]

QUESTION 3

3.1 As a waiter, it is important to ensure the correct clothing up of guests' tables before service.

Explain the correct sequence of preparing the table and clothing it up correctly. (10)

3.2 During service a guest complains that the table is unstable and wobbling. (2)

What can you do to ensure that it is level and stable?

3.3 As a silver service waiter, what equipment is required for crumbing down a table after a main course? (3)

3.4 List SEVEN items to be placed in or on a sideboard. (7)

3.5 List SIX factors that should be kept in mind when choosing flowers for a function. (6)

3.6 Define each of the following and give ONE advantage and ONE disadvantage for each of them.

3.6.1	Buffet service	(2 × 2)	(4)
3.6.2	Gueridon service	(2 × 2)	(4)
3.6.3	American service	(2 × 2)	(4)
3.6.4	Snack bar service	(2 × 2)	(4)
3.6.5	Room service	(2 × 2)	(4)

3.7 Define the term *cover*. (2)
[50]

QUESTION 4

4.1 You are a maitre d'hôtel. A party of guests arrive at the restaurant.

State FOUR tasks you should do before escorting them to their tables. (4)

4.2 Discuss the correct sequence in which an order for a bottle of white wine is taken and served. (10)

4.3 Briefly explain the TWO main ordering methods. (4 × 2) (8)

4.4 A guest has requested to pay using a credit card.

As a waiter attending to the guest, list THREE checks you should make before processing the card for payment. (3)

4.5 4.5.1 Define the term *breakfast*? (2)

4.5.2 Give the correct order and examples of food and beverage items that are served to a customer experiencing a full English breakfast. (5)

4.6 State FIVE important factors to consider when preparing a plunger coffee. (5)

4.7 As a bartender, what rules would you consider when making cocktails? (7)

4.8 State SIX duties the chef de rang would complete at the end of a shift. (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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