higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(N29)H

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

29 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 10 pages.

Copyright reserved

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. Start each section on a NEW page.
5. Use only blue or black ink.
6. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the correct 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 The best way to deal with complaints about poor service is to ...

A do nothing.
B offer the guest a free drink.
C inform the maître d'hôtel.
D try to make excuses.

1.1.2 The term *cover* in the food and beverage industry refers to a …

A cloth you place over a spill.
B net used to protect the food from flies.
C place setting for one person.
D silver lid on an underlay.

1.1.3 When serving a room service meal, a waiter should …

A knock on the door, announce room service and wait until told to enter.
B look through the keyhole and see if the guest is inside the room.
C carry the tray to the room and leave it at the door for the guest to collect.
D knock and immediately ask for payment.

1.1.4 This form of food service allows the customer to assist themselves from a variety of foods on offer:

A À la carte
B Family
C À la Russe
D Buffet

1.1.5 The linen used under a tablecloth to dampen sounds is a/an ...

A overlay.
B underlay.
C dust cloth.
D dish cloth.

Copyright reserved

1.1.6 The role of the service cloth on a service plate carrying cutlery is to ...

A protect the waiter's hand against heat from the serving dish.
B polish the cutlery to remove any smudges.
C reduce noise and movement of the cutlery.
D ensure the waiter does not leave fingerprints on the plate.

1.1.7 A Gueridon is a ...

A movable sideboard or workstation on which food is prepared in front of the guests' tables.
B mobile table for coffee service.
C cigar and liquor handcart.
D trolley for taking used crockery and cutlery to the wash-up area.

1.1.8 Before laying the table cloth, the ... should be in the correct position.

A table and chairs
B flowers and condiments
C knives and forks
D cutlery and crockery

1.1.9 The head waiter is responsible for ...

A carrying the trolley and carving joints at the table.
B managing the food production team.
C accepting bookings and keeping the reservations up to date.
D cooking all call order items.

1.1.10 Identify the correct accompaniment for gammon:

A Slice of lemon
B Apple sauce
C Jus
D Fresh herb garnish

(10 × 1) (10)

Copyright reserved

1.2 The following are pictures of equipment used for the preparation and serving of food and beverage items.

Name the equipment and give ONE use of each. Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1



1.2.2



1.2.3



1.2.4



1.2.5



(5 × 2) (10)

1.3 Choose the word or term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Red wine	A	phyllo pastry filled with chopped nuts
1.3.2	Potage	B	filter coffee with milk
1.3.3	Pink wine	C	sweet dainty cakes
1.3.4	Cheese	D	Chenin Blanc
1.3.5	Roast lamb	E	Rosé
1.3.6	Café latte	F	Gruyère
1.3.7	Café au lait	G	mint jelly
1.3.8	Petit four	H	Merlot
1.3.9	Baklava	I	espresso with steamed milk
1.3.10	White wine	J	minestrone
		K	panna cotta

(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 coffee shop is a food and beverage outlet.

1.4.2 Beverages are served from the left-hand side.

1.4.3 Wine glasses are placed at a slant above the main knife.

1.4.4 The main aim of a restaurant operation is to achieve customer satisfaction.

1.4.5 The commis de rang is a waiter in training.

1.4.6 The seating arrangement depends on the size and shape of the restaurant.

1.4.7 Flatware, cutlery, glassware and hollowware are known as tableware.

Copyright reserved

1.4.8 An after-dinner coffee measure is between 90 and 180 mℓ.

1.4.9 Whiskey spelt with an 'e' represents a spirit distilled three times.

1.4.10 One measure serving for sherry is 500 mℓ.

(10 × 1) (10)

1.5 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.

1.5.1 The meeting point between the front of house service staff and the back of house food preparation staff

1.5.2 The expert responsible for wine service and ensuring proper wine storage

1.5.3 The small cup used to serve one serving of espresso coffee

1.5.4 The glass commonly used for whiskey on the rocks

1.5.5 Alcoholic still beverage obtained from the fermentation of harvested grapes

1.5.6 Sparkling wine made in the region of France

1.5.7 French term for dish of the day

1.5.8 French term which refers to the preparation of the restaurant before service starts

1.5.9 The French term for menu of the day

1.5.10 A small meat dish served with a rich sauce

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 The silver service procedure has a set sequence of how to serve customers at a table.

Discuss the correct procedure when presenting both the food menu and wine list to a table. (2 × 3) (6)

2.2 Write down SIX factors to consider when carving a whole beef sirloin. (6)

2.3 Define the term *HI-HO* and discuss the importance thereof. (4)

2.4 Name FOUR napkin folds used by the customer. (4)

2.5 Answer the following questions on menu types:

2.5.1 State TWO key characteristics of a table d'hôte menu.

2.5.2 State TWO key characteristics of an à la carte menu.

2.5.3 State TWO examples of items that are present on a healthy eating menu.

2.5.4 State TWO key characteristics of a cycle menu.

(4 × 2) (8)

2.6 The appearance of a waiter is always important. Give TWO rules for each of the following:

2.6.1 Hair

2.6.2 Nails

2.6.3 Body odour

2.6.4 Shoes

2.6.5 Uniform

(5 × 2) (10)

2.7 Give SIX examples of how a waiter demonstrates their technical skills. (6)

2.8 State SIX pre-opening mise-en-place duties performed in the bar. (6)

[50]

Copyright reserved

QUESTION 3

3.1 Answer the following questions about the French Classical Menu:

3.1.1 Re-arrange the following menu items in the correct order as they would appear on the French Classical Menu. Write only the letter (A–P) next to the question number (3.1.1) in the ANSWER BOOK.

A Fromage
B Hors d'oeuvres
C Relevé
D Poisson
E Potage
F Entrée
G Rôti
H Farineaux
I Sorbet
J Legumes
K Salade
L Buffet froid
M Entremets
N Savoureux
O Dessert
P Oeufs

(16 × 1) (16)

3.1.2 Discuss the purpose of *sorbet.* (2)

3.1.3 Translate *buffet froid* into English. (2)

3.1.4 The Nouvelle Cuisine has replaced the French Classical Menu. Give a modern menu of FIVE courses. (5)

3.2 Name TEN tableware items required to lay one à la carte cover. (10)

3.3 State FOUR points to keep in mind when choosing flowers for a table. (4)

3.4 Name FIVE service styles for the table service method. (5)

3.5 Answer the following questions on restaurant reservations:

3.5.1 Explain a *waiting list.*

3.5.2 Give TWO examples of special requirements.

3.5.3 State TWO advantages of taking reservations. (3 × 2) (6)

[50]

Copyright reserved

QUESTION 4

4.1 Name the TWO main French categories of breakfast. (2)

4.2 Name TEN menu items found on the full English breakfast buffet. (10)

4.3 Differentiate between a *high tea* and a *full afternoon tea.* (2 × 2) (4)

4.4 Answer the following questions on specialised service methods:

4.4.1 Define *service in situ.* (2)

4.4.2 Give THREE examples of service in situ (except for the lounge). (3)

4.4.3 List FIVE types of items served in the lounge area. (5)

4.4.4 Give the French term for the waiters working in the lounge area. (2)

4.4.5 Provide TWO in-room food and beverage facilities. (2)

4.5 Describe the correct procedure to follow when serving white wine. (9)

4.6 Give FIVE rules when taking meal orders from customers. (5)

4.7 Name FOUR billing methods in the food service establishment. (4)

4.8 On completion of the meal, the guest will request the bill.

Who should check the bill before giving it to the table? (2)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved