higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

28 NOVEMBER 2018

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B
	1.1.2	D
	1.1.3	D
	1.1.4	B
	1.1.5	B
	1.1.6	B
	1.1.7	A
	1.1.8	D
	1.1.9	B
	1.1.10	B
	1.1.11	A
	1.1.12	A
	1.1.13	C
	1.1.14	A
	1.1.15	C
	1.1.16	B
	1.1.17	A
	1.1.18	B
	1.1.19	A
	1.1.20	A

(20 × 1) (20)

1.2	1.2.1	E
	1.2.2	B
	1.2.3	K
	1.2.4	F
	1.2.5	G
	1.2.6	I
	1.2.7	H
	1.2.8	J
	1.2.9	D
	1.2.10	C

(10 × 1) (10)

1.3	1.3.1	Aperitif
	1.3.2	Aroma
	1.3.3	Au gratin
	1.3.4	Semi vegetarians
	1.3.5	Baklava
	1.3.6	Poaching
	1.3.7	Cider
	1.3.8	Serviette
	1.3.9	Self-service
	1.3.10	Psychological need

(10 × 1) (10)

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1.4 1.4.1 False
1.4.2 False
1.4.3 True
1.4.4 False
1.4.5 False
1.4.6 True
1.4.7 False
1.4.8 True
1.4.9 True
1.4.10 False

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Soup spoon
- Fish knife and fork
- Joint knife and fork
- Dessert spoon and fork
- Side knife (Any relevant 8 × 1) (8)

2.2
- Ask for assistance
- Inform the manager/supervisor
- Quickly attend to spoilt food to prevent further accidents
- Inform the kitchen to replace the meal, if required
- Clean the area thoroughly
- Arrange signage
- Secure the area
- Ask the waiter to inform guests of a delay, apologise and confirm their requirements
- Record the incident in an incident book (Any relevant 5 × 1) (5)

2.3
- It is faster
- It improves accountability
- It is easy to budget
- It is very convenient
- Fewer misunderstandings
- No frustration
- Increased throughput
- Immediate overview of online ordering sales
- The demand for online ordering is real
- It drives more revenue
- Order accuracy improves
- You keep the profits
- You will not lose business to the competition
- You collect crucial customer data (Any relevant 9 × 1) (9)

2.4 A-la-carte
- Wide selection to choose from
- Individual selling prices
- Food is semi-prepared
- Waiting order may take long
- Table laid with main gear only
- Table may be laid with a red wine glass for water/water glass

(Any relevant 5 × 1)

Table d'hôte
- Set menu
- Set price
- Served at a set time
- Service may be quicker to serve
- Full gear for required menu is set in advance (Any relevant 5 × 1)

(2 × 5) (10)

2.5
- Ensuring that the required profit margin is achieved for each food and beverage service area, in each financial period
- Updating and compiling new wine lists according to the availability of stock, current trends and customer needs
- Compiling, in liaison with the kitchen, menus for the various food service areas and for special occasions
- Purchasing all materials, both food and drink
- Ensuring that quality in relation to the price is maintained
- Determining portion size in relation to selling price
- Ensuring staff training, sales promotions and maintaining the highest professional standards
- Employing and dismissing staff
- Holding regular meetings with section heads to ensure that all areas are working effectively, efficiently and are well coordinated

(Any relevant 7 × 1) (7)

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2.6 Waiter

- Provides hospitality to guests in a restaurant/food and beverage establishment
- Knowledgeable on menu that is offered
- Serves food and beverages
- Clears food and beverages
- Ensures mise-en-place for service
- Not as skilled as a butler
- Works as part of a team
- Does not need a qualification (Any relevant TWO)

Butler

- Heads the team of a household/mansion
- Waiter providing personalised service to guests in their rooms
- Very skilled and knowledgeable or more skilled than a waiter
- Specialist training where one needs to attain a diploma specialising in such
- Responsible for all housekeeping staff in a household
- When working in a hotel, he/she is responsible for all needs of guests in term of food and beverage, and the personal housekeeping of guests
- May offer a variety of table service in the privacy of homes

(Any relevant TWO)
(2 × 2) (4)

2.7

- Professional appearance
- Hygienic appearance
- Knowledge of food and drink
- Local knowledge
- Personality
- Attitude to customers
- Good memory
- Honesty
- Loyalty
- Conduct
- Sales ability
- Sense of urgency
- Customer satisfaction
- Team player
- Able to handle complaints (Any relevant 5 × 1) (5)

2.8

- Wash by hand or manually
- Automatic/Use of dishwasher (2)

[50]

QUESTION 3

3.1
- Select correct table sizes/shapes to be used
- Place tables as per table/floor plan
- Place chairs in the correct position
- Ensure that proper table cloth sizes are used
- Make use of a screen fold when clothing up a table
- Clean the table top and chairs/wipe them off
- Ensure that the bottom of the table is clean
- You may select an underlay silence cloth to place on the table
- Cloth up table with appropriate cloth
- Ensure that the table cloth is even on all sides
- Ensure that the table cloth covers the legs of the table
- Centre creases must run in the same direction/be in the centre
- Table cloth is free of any creases/soilage
- Overlap around the edge of table drops 30–45 cm all around
- When using two table cloths, the centre overlap on top of the table must face away from any doors (Any relevant 10 × 1) (10)

3.2
- Adjust the leg by screwing it to the required level
- Put cork under the foot of the leg
- Place table stabiliser under the leg of the table
- Place a wedge of cork, cardboard or paper under the shortest leg of the table
- If the table top was the problem, suggest that they move to another table

(Any 2 × 1) (2)

3.3
- A service plate
- Waiter's cloth or service cloth
- Service spoon and fork (3)

3.4
- Service spoons and forks
- Dessert spoons and forks
- Soup spoons, teaspoons, coffee spoons
- Fish knives and forks
- Joint knives
- Side knives
- Dessert plates
- Side plates
- Coffee saucers
- Under plates
- Service salvers
- Dirty linen in waste basket
- Check pads/Order books
- Service plates
- Assorted condiments
- Ashtrays
- Waiter jugs
- Bread baskets and butter
- Hotplates
- Trays (Any relevant 7 × 1) (7)

3.5
- Not too fragrant
- Not too big
- Suitable colours – match table cloth
- Must not block guests' view at the table
- Preferably fresh
- Use flower season (6)

3.6 3.6.1 Mark allocation – TWO marks for definition, ONE mark for advantage, ONE mark for disadvantage

Buffet service
- May be assisted/self-service
- May have a carvery
- Wide variety of foods on offer
- One set price offered (Any 2 × 1) (2)

Advantages
- Less wastage for kitchen
- Can serve more than one person at a time
- Not many waiters required
- Save labour costs (Any ONE) (1)

Disadvantages
- May be wastage, if not planned correctly
- Flow can cause customers to bottleneck at certain areas
- Not fine dining
- Very basic food (Any ONE) (1)

3.6.2 Gueridon service

- Food is cooked, finished or presented to the guests at a table, from a movable trolley.
- Food is served on to the customer's plate at a side table or trolley. It may include carving, cooking and flambéing.
- It includes carving, preparing salads and fresh fruit, and filleting.
- Usually found in higher-class establishments with an a-la-carte menu and service. The cost of the meal is higher than a table d'hôte meal.
- The reason for higher costs is that it demands a skilled service.

(Any 2 × 1) (2)

Advantages

- Waiters show off skills/showmanship
- Entertaining
- Profitable (Any ONE) (1)

Disadvantages

- Takes up a lot of space
- May be dangerous
- Long order waiting period (Any ONE) (1)

3.6.3 American service

- Service of pre-plated foods to customers
- Now also widely used for banqueting
- In this style of service, dishes are neatly plated in the kitchen
- Portion is predetermined
- For large functions or weddings
- For set menu service (Any 2 × 1) (2)

Advantages

- Very skilled/pretty plating
- May be quicker to serve
- Not as costly as individually priced dishes
- Portion control (Any ONE) (1)

Disadvantages

- May take time in plating
- Difficult to control exact plating/other (Any ONE) (1)

3.6.4 Snack bar service

- Tall chairs are placed along a counter so that the guests may eat food at the counter.
- In better establishments, the cover is laid out on the counter.
- Food is either displayed behind the counter for the guests to choose from or is listed on a menu card or simple blackboard.

(Any 2 × 1) (2)

Advantages

- Quick service
- Good table turns
- Profitable (Any ONE) (1)

Disadvantages

- Not fine dining (Any ONE) (1)

3.6.5 Room service

- Hotel service enabling guests to choose menu items for delivery to their hotel room for consumption there, served by the staff
- Room service is a subdivision in the Food and Beverage Department of higher-end hotels and resorts
- Room service varies from basic in-room tea- and coffee-making facilities, as well as possible minibars, to vending machines on floors or the service of a variety of meals in rooms.

(Any 2 × 1) (2)

Advantages

- Served in the privacy of rooms
- Profitable for hotel (Any ONE) (1)

Disadvantages

- Costly for customers
- May not be as wonderful as when in a restaurant (Any ONE) (1)

3.7

- Refers to pax/number of guests
- May refer to place setting
- Place setting consists of FOUR components
- Glassware, cutlery, flatware and hollowware (2)

[50]

QUESTION 4

4.1
- Greet the customers/acknowledge them
- Check to see if they have a reservation
- Check the host's name when confirming the reservation
- If not, allocate a table, if available
- Confirm any special needs and the number of guests
- Assist with the customers' coat, if required (Any relevant 4 × 1) (4)

4.2
- Obtain the wine from the bar or storage area.
- Ensure mise-en-place, i.e. ice bucket, waiter's friend, required white wine glass, service cloths, etc.
- Ensure proper temperature, namely cold/chilled/10–12 °C.
- Present the wine bottle to the host with the label facing the host. This allows him or her to check that the correct wine will be served.
- Ensure that the correct glasses are placed on the table for wine to be served.
- Ensure that a clean napkin is tied to the bottle/hanging over the ice bucket.
- Using a waiter's friend, cut the foil all the way round.
- Remove the cork using the waiter's friend.
- Check for corked signs.
- Hold the bottle for pouring with the label facing upwards.
- Pour to the right of guests.
- Let the host taste the wine.
- Serve the ladies first.
- Serve the host last.
- Fill each glass two-thirds full.
- Put the bottle in the ice bucket if there is still wine left in it.

(Any relevant 10 × 1) (10)

4.3 Triplicate method
- Consists of three copies
- Found mostly in fine-dining restaurants
- Old system when dockets were issued to service areas manually
- Order is taken
- Top copy goes to the supply point
- Second copy is sent to the cashier for billing
- Third copy is retained by the waiter as a means of reference during service

Duplicate method
- Consist of two copies
- Used in popular/casual dining restaurants
- Oder is taken
- Top copy goes the supply point
- Second copy retained for service and billing methods
- Pre-ordered
- Individual, e.g. room service
- Hospital tray system

(Any relevant answer or example of this type of service e.g. functions)
(4 × 2) (8)

4.4
- That the establishment accepts the credit card system
- Expiry date
- Signed card
- Name of cardholder (Any 3 × 1) (3)

4.5 4.5.1
- Meal eaten in the morning, the first meal of the day.
- Breakfast can either be café simple or café complet.

(Any relevant answer) (2)

4.5.2
- Offer beverage or one example, i.e. coffee, tea, juice
- Cold buffet or one example, i.e. cold items, yoghurt, fruit, cereal, cheese
- Hot cereal – oats
- Offer beverage with/before main hot breakfast
- Hot breakfast – fried eggs, omelettes, etc.
- Pastry items/toast with preserves/bread selection
- Beverage – coffee/tea/juice

(Any relevant order of the above) (5 × 1) (5)

4.6
- Ensure that clean equipment is used
- Coffee is fresh and not stale
- Correct grind
- Good quality coffee
- Correct ratio of coffee to water is used/proper measures
- Plunger is pre-warmed
- Freshly boiled water
- Water is at the correct temperature (just off the boil) when making the coffee
- Coffee is left to brew for two to three minutes before plunging/pressing down the plunger
- Press the plunger down slowly (Any relevant order of the above) (5 × 1) (5)

4.7
- Follow the recipe
- Proper garnish with each cocktail
- Mix cocktails well
- Ensure that a chilled glass is used
- Do not overfill shaker/cocktail
- Use the correct glass
- Use clean ice (Any relevant answer) (7 × 1) (7)

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4.8
- Clean and sanitise areas
- Pack away equipment correctly
- Clean back-of-house service areas, e.g. the pass area/still room/service bench
- Polish equipment
- Fill up waiter's stations/side stations
- Remove rubbish, bottles and cardboard to the refuse area/organise recycling
- Set up tables for the next service
- Bag dirty linen and replace at pick-up point (Any relevant answer) (6 × 1) (6)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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