higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

FOOD AND BEVERAGE SERVICE N5

4 JUNE 2014

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	D		
	1.1.3	A		
	1.1.4	A		
	1.1.5	D		
	1.1.6	B		
	1.1.7	D		
	1.1.8	D		
	1.1.9	B		
	1.1.10	C		
			(10 x 1)	(10)
1.2	1.2.1	E		
	1.2.2	D		
	1.2.3	C		
	1.2.4	G		
	1.2.5	F		
	1.2.6	B		
	1.2.7	A		
			(7 x 1)	(7)
1.3	1.3.1	Dry		
	1.3.2	After		
	1.3.3	Pork		
	1.3.4	Cold desserts		
	1.3.5	Trout		
	1.3.6	Fromage		
	1.3.7	Sorbet		
	1.3.8	Waiter		
	1.3.9	Sommelier		
	1.3.10	Barista		
			(10 x 1)	(10)
1.4	1.4.1	Reception headwaiter		
	1.4.2	Service fork		
	1.4.3	Gueridon service		
	1.4.4	Plated service/American service		
	1.4.5	Hors d'oeuvre		
			(5 x 1)	(5)

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1.5 1.5.1 True
1.5.2 False
1.5.3 True
1.5.4 True
1.5.5 True
1.5.6 False
1.5.7 True
1.5.8 False

(8 x 1) (8)

1.6 1.6.1 White wine glass – serving white wine

1.6.2 Tankard – serving beer

1.6.3 Cocktail glass – serving cocktails

1.6.4 Champagne flute – serving sparkling wine/champagne

1.6.5 Highball glass – mixed drink/cooldrink

(5 x 2) (10)
[50]

TOTAL SECTION A: 50

QUESTION 2

2.1 2.1.1 Side knife is used to spread butter on bread/toast/roll during the meal.

2.1.2 Butter knife is used to serve a butter portion.

2.1.3 Bread knife is used to slice bread into slices.

(3 x 2) (6)

2.2 2.2.1 Buffet Froid: cold buffet – includes a variety of cold meats and fish, cheese and egg items together with a range of salads and dressings.

2.2.2 Légumes: vegetables served with Relevé or Roast and also served as a separate course.

(2 x 2) (4)

2.3 A professional waiter should be tactful, courteous, good humoured and of an even temper.
They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time pays dividends. (6)

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2.4 2.4.1 Station head waiter – has the overall responsibility for a team of staff serving a number of stations within the section of a restaurant area.
Must have good knowledge of food and wine.
Must be able to instruct other members of the staff.

2.4.2 Waiter acts under instructions from the chef de rang.
Waiter mainly fetches and carries.
Does some of the service of either vegetables or sauces.
Does pre-prep tasks – cleaning.

(2 x 3) (6)

2.5
- Open the bar.
- Attend to bar silver requiring cleaning.
- Clear any debris left from previous day.
- Wipe down bar tops.
- Clean shelves and swab the bar floor.
- Check optics.
- Restock the bar with beverage items as required.
- Prepare ice buckets, wine coolers, service trays and water jugs.
- Check pad and wine lists.
- Prepare and check the liqueur trolley for glasses, stock and bottle presentation.
- Prepare the bar service top according to the standards of the establishment.

(Any 6 x 1) (6)

2.6 <u>On top of sideboard</u>: water jug, butter dish, check pad on service plate, assorted condiments and hotplate

<u>First rack:</u> side knives, joint knives, fish knives and forks, soups spoons, tea and coffee spoons, sweet spoons and forks, service spoons and forks

<u>Second rack</u>: bread basket, service salver, underflats

<u>Third rack:</u> coffee saucers, side plates, sweet/fish plates, joint plates

<u>Fourth rack/Bottom rack</u>: trays (8)

2.7
- Cone
- Bishop's mitre
- Rose
- Cockscomb
- Triple wave
- Fan
- Candle

(Any 5 x 1) (5)

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2.8 2.8.1 French service: Presentation of food service dishes individually to customers by food service staff for customers to serve themselves.

2.8.2 Family service: Main courses plated with vegetables placed in multi-portion dishes on tables for customers to help themselves.

2.8.3 Russian service: Table laid with food for customers to help themselves.

2.8.4 English service: Presentation and service of food by waiting staff, using a spoon and fork, onto a customer's plate, from food flats or dishes.

(4 x 2) (8)

2.9 Butler service (1)
[50]

QUESTION 3

3.1 Table number
Number of covers
Date
Signature of waiter (4)

3.2 Soup may be served pre-plated from a tureen at the sideboard. √
The waiter ensures that the soup is poured away from the customer. √
The underflat acts as a drip plate to prevent any spillage.√
Serve consommé in a consommé cup on a consommé saucer with a fishplate underneath. √ (4)

3.3 This shows the menu order and customer's bill combined on one sheet and would be allocated to each party of customers. √
When the order is taken each customer's requirements would be written down in the column next to the price column. √
This system speeds up the process of billing to the customer and allows specific control over payment received. √ (3)

3.4 Hot croissant/brioche/toast, butter and preserves
Coffee as beverage
Cereals
Fruits and fruit juices
Yoghurts
Ham and cheese (6)

3.5 Top copy = goes to the supplying department still room/dispense bar.
Second copy = stays with the lounge staff if they have to make out the bill for a chance customer/reception for account.
Third copy = remains with the lounge staff for reference. (3 x 2) (6)

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3.6 An à la carte menu:

Choice is generally more extensive.
Each dish is priced separately.
There may be a longer waiting time as some dishes are cooked or finished to order.

A table d'hôte menu:

Menu has a fixed number of courses.
Limited choice within each course.
Selling price is fixed.
Food is usually available at a set time. (7)

3.7 3.7.1 Punctuality is all-important. If staff are continually late on duty it shows a lack of interest√ in their work and a lack of respect for the management and customers. √ (2)

3.7.2 Staff conduct should be impeccable at all times, especially in front of customers. √
The rules and regulations of an establishment must be followed and respect shown to all senior members of staff.√ (2)

3.8 Place a centre to the cover = table mat/side plate.√
Lay tableware in order from the inside of the cover outwards. √
When laying a number of covers it is more efficient to lay each piece of tableware for all covers in sequence, √ i.e. all side plates, then all side knives.√ (4)

3.9
- Handling of linen and paper
- Clothing up tables
- Making napkin folds
- Handling clean crockery, cutlery and glassware
- Laying tables (Any 5 x 1) (5)

3.10
- The buffet should be set up in a prominent position in the room – be a display.
- There should be ample space on the buffet for display and presentation.
- The buffet should be within easy access of the still room and wash-up so that replenishment of the buffet and the clearing of dirties may be carried out without disturbing the customers.
- There must be ample space for customer circulation – correct setup.
- Provision should be made for sufficient occasional tables and chairs within the room.
- The total presentation of the room should be attractive and promote a good atmosphere. (6)

3.11 Napkin/side plate (1)
[50]

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QUESTION 4

4.1
- The dish is presented to the customer so that they can see the complete dish as it has come from the kitchen. √
- Hold the serving dish a little above the hot joint plate with the front edge slightly overlapping the rim of the hot joint plate. √
- The portion of meat is place in the 6 o'clock position (nearest to the customer) on the hot joint plate. √
- Potatoes must be served before vegetables. √
- Use a separate service spoon and fork for each different type of potato and vegetable dish to be served. √
- Potato is placed on the joint plate on the far side in the 2 o'clock position. √
- Any vegetables to be served are therefore placed on the joint plate nearer to the server√ and in the 10 o'clock position. √ (Any 4 x 1) (4)

4.2
- The bill will be presented to the guest in a folder on a service plate/salver, accompanied with a pen. √
- It is placed in front of the host from the right.√
- Do not hover around waiting for guests to pay; leave them alone to pay in their own time, but remain alert to collect payment. √
- The waiter must have the speedpoint machine nearby should the customer want to pay with a credit/debit card. √

(Any 3 x 1) (3)

4.3 4.3.1 The order for an aperitif is taken when the customer arrives – in the lounge or reception area. / If the customer prefers to go to the table, take the aperitif order at the table. (2)

4.3.2 Immediately after the food order has been taken and dispatched to the kitchen, the sommelier will check with the host to see if wine is required to accompany the meal. (1)

4.3.3 When the customers have finished the main meal and the table has been crumbed down, the sweet menu is presented. (1)

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4.4
- The sommelier/wine waiter should be able to advise and suggest wines to the host as required. √
- Immediately the food order has been taken the wine list should again be presented to the host so that he/she can order wine to accompany the meal. √
- Serve the wine at the correct temperature. √
- Present the wine which the host has selected on a service cloth held on the flat of your left hand, with the label directed to the host so that it can be easily read. √
- When the host has confirmed that the wine is correct, take the bottle firmly in your left hand, holding it at a 45° angle, and cut the foil and open the bottle, using a waiter's friend. √
- The cork can be presented to the host for inspection, especially with red wine.√
- Wipe the lip of the bottle with a service cloth and pour a mouthful of wine into the host's glass for approval. √
- After the host has approved the wine, fill the guests' glasses starting with the guest immediately to the right of the host. √ (8)

4.5 Mini bar
Tea and coffee-making facilities (2)

4.6 Espresso spotted with a spoonful of hot or cold milk or hot milk foam (2)

4.7 4.7.1 Au gratin: topped with breadcrumbs and grated cheese and browned under the grill.

4.7.2 Canapé: small pieces of bread, usually toasted and of varying shapes, or dry cracker/water biscuits, covered with a variety of savoury items and then served as appetisers.

4.7.3 Julienne: foods, especially vegetables, cut into fine, even strips.
(3 x 1) (3)

4.8 Dusting
Vacuuming
Polishing (3)

4.9
- Keep the size and shape in proportion to the table and number of covers.
- Flowers should never dwarf the food and place settings.
- Flowers should not get in the way of the diners.
- Smell should not be overpowering or unpleasant.
- Flowers should complement the colour scheme, fabrics, china, glassware and cutlery.
- The arrangement should not be too tall – must not interfere with the guest's view across the table. (6)

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4.10 The main aim is to achieve customer satisfaction – to meet the customer's needs, like:

- Physiological – hunger and thirst – food and drink
- Economic – need for good value
- Social – going out with friends
- Psychological – the need for enhancement of self-esteem
- Convenience – result of being unable to cook (5)

4.11
- The farewell should be warm and friendly, and as personal as possible.
- Assist those departing by moving their chairs for them, collecting their personal belongings and offering to call for a taxi.
- Wish them 'good evening' and thank them for coming.
- Tell them you are looking forward to seeing them again. (4)

4.12 Water jug
Butter dish
Side knives
Joint knives
Fish knives and forks
Soup spoons, tea and coffee spoons
Service spoons and forks
Coffee saucers
Side plates, sweet/fish plates
Joint plates (Any 6 x 1) (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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