higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N570(E)(J4)N

JUNE EXAMINATION

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

4 June 2014 (X-Paper)
09:00–12:00

This question paper consists of 10 pages.

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Done

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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. This question paper comprises TWO sections:
3. SECTION A: SHORT QUESTIONS 50 MARKS
   SECTION B: LONG QUESTIONS 150 MARKS
   GRAND TOTAL: 200 MARKS
4. Number the answers according to the numbering system used in this question paper.
5. Start each question on a NEW page.
6. Answer questions clearly and use full sentences where necessary.
7. Leave a line between answers in every subsection, for example between QUESTION 1.1 and QUESTION 1.2 (each subsection of a question need not be on a new page).
8. Write neatly and legibly.

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SECTION A: SHORT QUESTIONS

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 Allow tea to brew for ... minutes to obtain maximum strength.

A 1 – 2
B 3 – 6
C 10 – 12
D 15 - 20

1.1.2 This billing me... ...ning in conjunction with the duplicate copy of ...

A Bill with orde...
B Bill as check...
C Voucher
D Separate bill

1.1.3 During silver service the ... is placed on the palm of the hand as protection against heat from the serving dish.

A service cloth
B drying cloth
C table cloth
D serviette

1.1.4 Always serve the wine ...

A before the food.
B after the food.
C with the dessert.
D with the coffee.

1.1.5 Dirties should always be cleared from the ...

A right side of the waiter.
B left side of the customer.
C left side of the host.
D right side of the customer.

1.1.6 The French menu term for beef.

A Blini
B Boeuf
C Bonito
D Bourguignonne

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1.1.7 Food service on trains on the move and away from home base suppliers.

A Bar service
B Vending service
C Gueridon service
D Rail service

1.1.8 This type of fold of a napkin is used to present rolls or melba toast.

A Cone
B Bishop's mitre
C Cockscomb
D Rose

1.1.9 Seafood and vegetables dipped in batter and deep fried.

A Tartufo
B Tempura
C Tian
D Timbale

1.1.10 Starters other than pasta and rice dishes.

A Ale
B Aperitif
C Antipastos
D Arrosto

(10 x 1) (10)

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1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.7) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.2.1	Thin clear soup	A	side plate
1.2.2	Coffee after dinner	B	fish plate
1.2.3	Main course	C	joint plate
1.2.4	Thick creamy soup	D	demitasse
1.2.5	Early-morning coffee	E	consommé cup and saucer
1.2.6	Entreé	F	teacup and saucer
1.2.7	Toast at breakfast	G	soup plate
		H	oval platter

(7 x 1) (7)

1.3 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 Grilling is a (moist/dry) cooking method.

1.3.2 Liqueurs are served (before/after) a meal.

1.3.3 Bacon is a thin strip of (pork/beef).

1.3.4 Gelatine is used to thicken (cold desserts/hot soups).

1.3.5 (Trout/Hake) is a freshwater fish.

1.3.6 (Fromage/Poisson) is the French term for cheese.

1.3.7 The (sorbet/entrée) is served to give a pause within a meal, allowing the palate to be refreshed.

1.3.8 The (waiter/station waiter) mainly fetches and carries and helps to clear tables.

1.3.9 The (sommelier/aboyeur) is the person serving wine in the restaurant.

1.3.10 The Italian term for a bartender is (Trancheur/Barista).
(10 x 1) (10)

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1.4 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 The person responsible for accepting any bookings and reservations in a restaurant.

1.4.2 The equipment used with the service spoon to enable the waiter to serve food from a flat onto the customer's plate.

1.4.3 The type of service where food is served onto the customer's plate from a trolley.

1.4.4 Service of pre-plated foods to customers.

1.4.5 A course served to stimulate the appetite.

(5 x 1) (5)

1.5 Indicate whether the following statements are TRUE or FALSE. Write down only 'true' or 'false' next to the question number (1.5.1–1.5.8) in the ANSWER BOOK.

1.5.1 A good memory is an asset to food and beverage service staff.

1.5.2 Shoes of serving staff must be clean and in fashion.

1.5.3 Staff should never argue with a customer.

1.5.4 A restaurant should be vacuumed on a daily basis.

1.5.5 A good wine glass should be plain and clear.

1.5.6 Waiters do not actually handle food; therefore personal hygiene is not so important.

1.5.7 The hands of waiters must be free from nicotine stains.

1.5.8 Any type of earrings could be worn by serving staff.

(8 x 1) (8)

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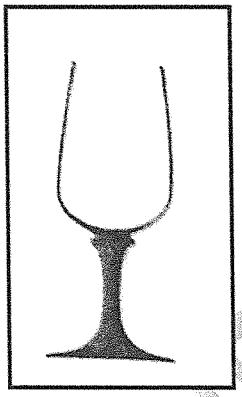
1.6 Identify the following glasses and give an example of a drink you would serve in each glass.

1.6.1



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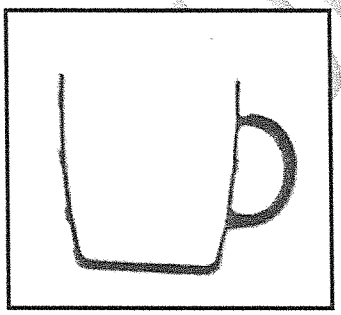

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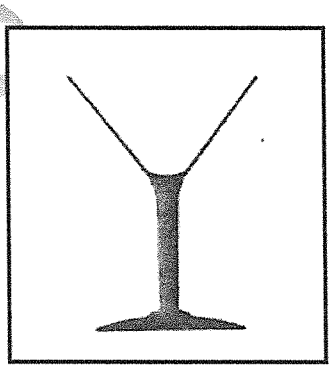

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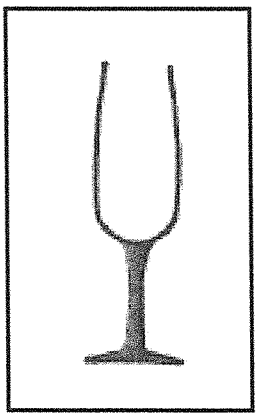

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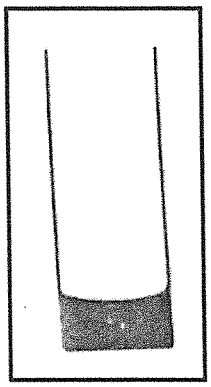
1.6.5



(5 x 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1 Explain the use of each of the following pieces of equipment:

2.1.1 Side knife

2.1.2 Butter knife

2.1.3 Bread knife

(3 x 2) (6)

2.2 Explain the following French terms on the classic menu:

2.2.1 Buffet froid

2.2.2 Légumes

(2 x 2) (4)

2.3 Describe the personality of a professional waiter. (6)

2.4 Discuss the tasks of the following waiters:

2.4.1 Station head waiter

2.4.2 Waiter

(2 x 3) (6)

2.5 State SIX 'mise en place' duties for the bar area. (6)

2.6 Describe the layout of the sideboard. (8)

2.7 Name FIVE decorative serviette folds. (5)

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2.8 Briefly explain the following styles of food service:

2.8.1 French

2.8.2 Family

2.8.3 Russian

2.8.4 English

(4 x 2) (8)

2.9 Give another name for French service. (1)

[50]

QUESTION 3

3.1 Which information must be filled in on the order slip before taking the order from the customer? (4)

3.2 Describe the silver service of soup. (4)

3.3 Describe the billing method *Bill with order* in food service establishments. (3)

3.4 List the food and drink served with a traditional Continental breakfast. (6)

3.5 The triplicate checking method is normally used for lounge service.

Explain where each copy should go. (3 x 2) (6)

3.6 Distinguish between an *à la carte* and a *table d'hôte* menu by giving a description of each. (7)

3.7 Why is the following of importance when it comes to being a good waiter?

3.7.1 Punctuality

3.7.2 Conduct

(2 x 2) (4)

3.8 Describe how a waiter should lay a basic cover. (4)

3.9 Staff wear white cotton gloves when carrying out certain preparation tasks. (5)

Name FIVE of these tasks.

3.10 Explain the basic principles to be followed when setting up a buffet. (6)

3.11 If a table d'hôte cover is being laid, what is the first item to be set on the table? (1)

[50]

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QUESTION 4

4.1 Explain the correct procedure for serving meat, potatoes and vegetables using the silver service method. (4)

4.2 Discuss the procedure for presenting the bill to clients. (3)

4.3 At what stage during a dinner should a waiter take each of the orders listed below.

4.3.1 Apéritif (2)

4.3.2 Wine (1)

4.3.3 Dessert (1)

4.4 Discuss the correct sequence in which a wine order is taken and served. (8)

4.5 Name TWO in-room facilities that form part of room service. (2)

4.6 Explain what you will serve when serving an Espresso Macchiato? (2)

4.7 Define each of the following menu/cooking terms:

4.7.1 Au gratin

4.7.2 Canapé

4.7.3 Julienne

(3 x 1) (3)

4.8 Arrange the following tasks in the correct order of working when preparing the restaurant for serving:

- Polishing
- Dusting
- Vacuuming

(3)

4.9 State SIX points to be kept in mind when selecting flowers for decoration on a dinner table. (6)

4.10 Name FIVE aims of service for food and beverage operations. (5)

4.11 Briefly describe how a waiter should see the guests off at the end of a meal. (4)

4.12 Name SIX items (cutlery and crockery) that could be stored in the sideboard. (6)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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