higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

FOOD AND BEVERAGE SERVICE N5

7 JUNE 2016

This marking guideline consists of 9 pages.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1	1.1.1	C	
	1.1.2	B	
	1.1.3	D	
	1.1.4	A	
	1.1.5	B	
	1.1.6	C	
	1.1.7	B	
	1.1.8	A	
	1.1.9	B	
	1.1.10	B	
			(10 × 1) (10)
1.2	1.2.1	C	
	1.2.2	D	
	1.2.3	F	
	1.2.4	A	
	1.2.5	B	
			(5 × 1) (5)
1.3	1.3.1	Al dente	
	1.3.2	Bagel	
	1.3.3	Capsicum	
	1.3.4	Dauphinoise	
	1.3.5	Vegetarian	
	1.3.6	Tureen	
	1.3.7	Corked	
	1.3.8	Escargots	
	1.3.9	Ganache	
	1.3.10	Kosher	
			(10 × 1) (10)
1.4	1.4.1	D	
	1.4.2	E	
	1.4.3	B	
	1.4.4	F	
	1.4.5	C	
			(5 × 1) (5)

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1.5	1.5.1	Service plate		
	1.5.2	Waiter's friend/Corkscrew		
	1.5.3	Sparkling wine		
	1.5.4	Red wine		
	1.5.5	Cloche		
	1.5.6	Under plate		
	1.5.7	Roasting		
	1.5.8	American service		
	1.5.9	Cafeteria		
	1.5.10	Carvery		
			(10 × 1)	(10)
1.6	1.6.1	True		
	1.6.2	False		
	1.6.3	False		
	1.6.4	False		
	1.6.5	True		
	1.6.6	True		
	1.6.7	False		
	1.6.8	True		
	1.6.9	True		
	1.6.10	True		
			(10 × 1)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1
- Use freshly toasted and ground coffee beans.
- Ensure that all equipment is clean before use.
- Use a set ratio of coffee to water.
- Add boiling water to the coffee and allow infusing.
- Control the temperature since boiling the coffee spoils the coffee.
- Strain the coffee and serve. (6)

2.2
- The waiter should thank the customer after he/she has processed the bill and returned it with the change and receipt.
- Assist the customers when they get up to leave and check the table to ensure that none of the group forgot to take their belongings.
- Thank the customer for visiting the restaurant and invite them to come again.
- Lead them to the door and bid them goodbye by saying 'Have a nice day' or 'see you again'. (4)

2.3
- Bread and butter will be served onto the customer's side plate.
- Butter may be served separately in a small bowl or plate as it is often shaped or flavoured.
- Entrée will be served (soups, salads or individual items).
- Main course and accompaniments are served. First the main commodity, then the starch, vegetables or salad and lastly the sauce.
- Dessert is served and it can be from a dessert trolley.
- Items such as sorbet can be served in between the main dishes.

(4 × 2) (8)

2.4 Complex napkin folds look attractive and they add to the appearance of the room. (2)

2.5
- Cone
- Bishop's mitre
- Rose
- Cockscomb
- Double fold
- Bird of paradise
- Lotus flower

(Any 4 × 1) (4)

2.6
- Harmony
- Contrast
- Balance
- Symmetrical balance
- Asymmetrical balance
- Proportion

(Any 3 × 1) (3)

2.7
- A cover is also known as a place setting.
- Choose a place setting according to the type of menu and service being offered.
- This will include all the crockery, tableware, glassware, cutlery and napkins needed for one person/place setting.
- It also refers to the amount of guests a restaurant can seat, e.g. 45 covers. (6)

2.8
- Sweep, mop or vacuum floors.
- Clean, brush or vacuum carpets as needed.
- Clean light fixtures with a sponge.
- Clean all spills that happened during service immediately.
- Wipe al menus so that they are clean and presentable.
- Table-tent cards and other promotional material on the table should also be clean and neat.
- Clean and sanitise dispensers such as beverage dispensers or coffee machines after every use. (7)

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2.9
- Forks
- Knives
- Spoons (3)

2.10
2.10.1 Sparkling wine flute
2.10.2 Cocktail glass
2.10.3 Highball glass/Collins glass
2.10.4 Brandy snifter
2.10.5 White wine glass
2.10.6 Red wine glass
2.10.7 Stem glass for serving ice-cream or sherbet

(7 × 1) (7)
[50]

QUESTION 3

3.1
- Continental breakfast
- Full English breakfast (2)

3.2 Continental breakfast
- Croissants
- Selection of breads
- Jams and preserves
- Yoghurts and fresh fruit
- Cold meats (Any 3 × 1) (3)

Full English breakfast
- Porridge/Cereal
- Eggs (any type)
- Bacon
- Sausage
- Baked beans
- Grilled tomato
- Mushrooms
- Toast and preserves (Any 3 × 1) (3)

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3.3
- Staff need to be highly trained.
- Dining areas need to be more spacious to allow the movement and positioning of the trolley.
- Sufficient space should be left for the guéridon to manoeuvre between tables and still allow other waiters to reach their tables.
- Food will suffer a loss in temperature so service should therefore be efficient without being rushed.
- Menu choices will be limited due to the practicality of serving certain items.
- The waiters will also only be able to serve fewer tables so more waiters are needed.
- More than one trolley is needed which is costly to obtain and maintain.
- Proper safety measures should be in place.
- Customers might get bored with this type of service
- Inevitably the cost of the style of service will be added onto the cost of the menu items, making them very pricy. (Any 6 × 1) (6)

3.4 3.4.1
- Ask the guests to follow you.
- Proceed to tend to the guests as if they had made a reservation, seat them and serve them according to the normal rules. (2)

3.4.2
- Guests can put their names on a waiting list, depending on if they want to wait for a table to open up.
- Explain to your guests that you will not be able to seat them.
- Kindly advise them that they need to make a booking in the future.
- Recommend an alternative restaurant. (3)

3.5
- The corners of the tablecloth should cover the legs of the table.
- The overlap should be even all around the table (30 cm – 45 cm).
- The centrefolds of the tablecloths should run the same way in the room.
- If two tablecloths are required to cover one table the overlap should face away from the entrance to the room.
- Ensure that the tablecloths are the same length and that the overhang is level, giving the appearance of one tablecloth. (Any 4 × 1) (4)

3.6
- Side plate and side knife
- Serviette
- Joint knife and joint fork
- Wineglass (4)

3.7
- Shirt which fits correctly. Not too tight and not too revealing with long sleeves.
- Black trousers or a pencil skirt.
- Flat black leather shoes that is clean and polished (closed shoes only).
- No jewellery except for wrist watch/plain wedding ring. (Any 3 × 1) (3)

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3.8
- Hors-d'oevres
- Potages
- Poisson
- Sorbet
- Relevé
- Roast
- Salade
- Buffet froid
- Fromage
- Sweets (10 × 1) (10)

3.9
- Saves on equipment.
- Saves on time.
- Saves on labour because plates and cutlery do not need to be washed.
- Dish washing costs are saved.
- Hygienic as they are used by one customer and then thrown away.
- Can be used as a marketing tool as logo's can be printed on them.

(Any 5 × 1) (5)

3.10
- Thin strips of beef.
- Thick creamy sauce with mushrooms, tomatoes, onions, seasoning and flavoured with dry white wine. (5)

[50]

QUESTION 4

4.1
- Service salver
- Jug for cold milk
- Sugar basin
- Teacup and saucer
- Teaspoon
- Sugar spoon
- Teapot (Any 5 × 1) (5)

4.2
- Customers are supposed to have a signature on the back of their bank card so the waiter needs to check that the signature on the slip is the same as that on the back of the card.
- Check the expiry date on the front of the card to see if the card is still valid.
- Check that the person signing is the owner of the card. (3)

4.3
- Table number
- Number of covers/PAX
- Date/Time
- Waiter's name (4)

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4.4
- The order is taken.
- The top copy goes to the supply point.
- The second copy is retained for service and billing purposes. (2)

4.5 4.5.1
- Food is cooked, carved, craftily arranged and displayed on silver platters in the kitchen.
- The style is seated, highly personal and attentive.
- Waiters bring platters of food to the table and serve guests individually.

4.5.2
- It is a casual dining approach.
- Waiters bring platters of food to the table for guests to help themselves and to share and pass around.

4.5.3
- Food is brought on platters by the waiter and shown to the host for approval.
- The host portions and serves the customer or allows the waiter to serve each guest.
- All courses are served at the table by the host/hostess.

(3 × 3) (9)

4.6 The waiter should:
- Be responsive to customers and treat them all as individuals and equally important.
- Personalise dealings with the customer by introducing themselves.
- Always deal in a genuinely friendly and courteous manner.
- Show an attentive interest in the customer by asking questions and listening to their requirements and take the time necessary to serve each customer to their satisfaction.
- The waiter should not be overly attentive or pushy as customers may get annoyed.
- Always use plain, understandable language
- Treat customers as they would wish to be treated.
- Always end dealings with customers saying goodbye.

(8 × 1) (8)

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4.7 4.7.1 Hair should always be clean, well-groomed and tied back.

4.7.2 Piercings should be kept to a minimum as they can be a turn-off to customers because they can give an unhygienic appearance.
A wedding ring, a correctly fitting wristwatch and small earrings should be the only jewellery allowed.

4.7.3 Hands and nails should be kept well-groomed and clean.
Fingernails should be clean, short and without nail polish or artificial nails. Hands should be washed frequently.

4.7.4 Strong perfume and scented lotions should not be worn as it can distract from the smell of the food. Wear deodorant to prevent body odour from putting customers off.

4.7.5 Brush teeth regularly to prevent bad breath, especially after smoking. Do not eat during the shift as food particles can get stuck between your teeth without you realising it.

(5 × 2) (10)

4.8 4.8.1 Snail tongs and a snail fork (2)

4.8.2 Stilton scoop (1)

4.8.3 Butter knife (1)

4.8.4 Sugar tongs (1)

4.9 To allow the wine to come into contact with the air upon removal of the cork so that the bouquet is enhanced. (4)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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