higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(J7)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICES N5

(10070355)

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09:00–12:00

This question paper consists of 10 pages.

GENERAL STUDIES

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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.

   This question paper comprises of TWO sections:

SECTION A: Short questions	50 Marks
SECTION B: Long questions	150 Marks
GRAND TOTAL:	200 Marks

2. Read ALL the questions carefully.

3. Number the answers according to the numbering system used in this question paper.

4. Start each question on a NEW page.

5. Answer questions clearly and use full sentences where necessary.

6. Leave a line open between every subsection, for example between QUESTION 1.1 and QUESTION 1.2. (Each subsection need not be on a new page.)

7. Write neatly and legibly.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are provided 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 This spoon is used for serving sauce from a sauce-boat.

A Soup ladle
B Soup spoon
C Sauce ladle
D Sauce spoon

1.1.2 The French term for the fish course on the classical menu.

A Potage
B Poisson
C Farineux
D Fromage

1.1.3 The act of suggesting more expensive and possibly better-quality items by the waiter to the customer.

A Marketing
B Suggestive selling
C Over eagerness to make money
D Up-selling

1.1.4 A spicy condiment.

A Relish
B Tomato sauce
C Soy sauce
D vinegar

1.1.5 The exact equipment required when setting up the room will be determined by the …

A guests.
B occasion.
C staff.
D manager.

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1.1.6 The correct way of presenting the guest with a napkin at a formal dinner once the guests are seated.

A The waiter will unfold the napkin and hand it to the guest.
B The waiter will just put the folded napkin in the guest's hand.
C The waiter will unfold the napkin in a gently way, giving it a slight shake before placing it gently on the guest's lap.
D The waiter will tell the guest to please use the napkin because it is a formal dinner.

1.1.7 Various dishes are laid out along a counter for customers to help themselves.

A English service
B Buffet service
C Silver service
D American service

1.1.8 Guests with a reservation did not arrive.

A No show
B Pax
C VIP
D Walk-in

1.1.9 The French cooking term for meat cooked medium-well to well.

A Bleu
B Bien cuit
C A point
D Saignant

1.1.10 The following task is not part of the waiter's job description:

A Clear the main course.
B Clean the restaurant's bathroom.
C Serve dessert wines.
D Set the tables.

(10 × 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–F) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Suitable for formal meetings or seminars	A	banquet
1.2.2	Ideally suited for small dinners of functions	B	cabaret
1.2.3	The classical arrangement for a wedding reception	C	boardroom
1.2.4	Useful when space is at a premium and to create a pleasant social atmosphere	D	oval
1.2.5	Ideal for formal lunches and dinners where there is a guest speaker	E	herringbone
		F	top table and sprigs

(5 × 1) (5)

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

1.3.1 Cooked until firm and crunchy. (au four/al dente)

1.3.2 A ring-shaped roll with a tough, chewy texture. (bagel/baguette)

1.3.3 The other name for a green/red/yellow pepper. (capsicum/ carbonara)

1.3.4 Sliced potatoes baked in cream. (dacquoise/dauphinoise)

1.3.5 A person who does not eat fish or meat but may eat eggs and dairy products. (vegetarian/vegan)

1.3.6 A deep, covered dish from which soup is served when working from the guéridon. (chafing dish/tureen)

1.3.7 Spoilt wine due to a faulty or mouldy cork. (corkage/corked)

1.3.8 Snails with herbed, garlic butter. (escalopes/escargots)

1.3.9 Cake filling or topping made from couverture and whipping cream. (ganache/galette)

1.3.10 Meat killed, prepared and served according to Jewish dietary laws. (halaal/kosher)

(10 × 1) (10)

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1.4 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	The person responsible for accepting any bookings and for keeping the booking diary up to date	A	waiter
1.4.2	This person has the overall responsibility for a number of stations	B	sommelier
1.4.3	The person responsible for the serving of alcoholic drinks during the service of meals. He/She must have a very good knowledge of wines	C	food and beverage manager
1.4.4	The person responsible for a whole floor in an establishment	D	reception head waiter
1.4.5	The person responsible for the implementation of agreed policies and ensuring that the required profit margins are achieved	E	station head waiter
		F	room service waiter

(5 × 1) (5)

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

1.5.1 A main course plate covered with a service cloth that is used to remove clean cutlery.

1.5.2 The piece of equipment a waiter uses to open a bottle of wine.

1.5.3 The South African name for champagne.

1.5.4 This wine goes well with red meat and is served at room temperature.

1.5.5 Used to cover a food platter or a hot food dish that is to be presented to the guest.

1.5.6 Plates which waiters use to protect themselves against hot platters.

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1.5.7 The process coffee beans go through so that the natural sugars, fats and starches are emulsified, caramelised and the flavour released.

1.5.8 The other name for plated service.

1.5.9 The self-service style where the customers collect a tray from the beginning of the service counter, move along to where the dishes are displayed and serve themselves.

1.5.10 A service provided by an establishment where cooked joints of meat are freshly sliced to order for customers.

(10 × 1) (10)

1.6 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

1.6.1 The waiter should place the bill in the middle of the table if he/she is not sure who is paying.

1.6.2 Waiters do not have to know all the details of a menu to provide quality service.

1.6.3 When food is served by the waiter at the table from a platter onto a guest plate the service is done from the right.

1.6.4 Service on airlines can only be trolley service and can never be trays used as service.

1.6.5 A food court is an area in which a variety of different vendors sell food at stations about a common eating space.

1.6.6 A kiosk is an example of a single-point service.

1.6.7 Sushi is one of the most popular items that are served cafeteria-style.

1.6.8 Good customer service includes offering wholesome, fairly priced and ethnically diverse food options.

1.6.9 When using flowers on the dinner table, the water in the vase should be replaced every two to three days.

1.6.10 Heavy linen is the best to use for napkins, because it is firm and will retain its folded shape.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

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SECTION B: LONG QUESTIONS

QUESTION 2

2.1 Explain how to make a perfect cup of coffee. (6)

2.2 How would you as the manager of your restaurant evaluate the seeing-off of customers by the newly appointed waiter? (4)

2.3 Explain the sequence that food (all courses) should be presented during silver service. (4 × 2) (8)

2.4 What is the reason for using complex napkin folds? (2)

2.5 Give examples of 4 simple napkin folds. (4)

2.6 Name THREE elements that should be achieved once a flower arrangement is complete. (3)

2.7 Give a detailed description of the term *cover*. (6)

2.8 Draw up a basic daily routine cleaning schedule for a restaurant. (7)

2.9 Name the flatware used in a restaurant. (3)

2.10 Recommend the correct type of glass for each of the following drinks:

2.10.1 Sparkling wine

2.10.2 Strawberry Daiquiri

2.10.3 Mixed drink

2.10.4 Cognac

2.10.5 Dry white wine

2.10.6 Red wine

2.10.7 Sherbet

(7 × 1) (7)

[50]

QUESTION 3

3.1 Name TWO well-known types of breakfast menus. (2)

3.2 Specify THREE food items that can be found on each of the breakfast menus named in QUESTION 3.1. (6)

3.3 Why would you NOT recommend the use of guéridon service to a restaurant? (6)

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3.4 The proper reception of guests in the restaurant is a very important task.

Explain how to assist walk-ins in the following situations:

3.4.1 You still have an open table. (2)

3.4.2 Unfortunately all the tables are already reserved. (3)

3.5 How would you evaluate if a tablecloth is laid correctly before setting the table? (4)

3.6 Name the equipment to be used for an *à la carte*-setting. (4)

3.7 Recommend a dress code for a lady waiter. (3)

3.8 Rearrange the following courses in the correct order:

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

3.9 Name the advantages of using disposables for service equipment. (5)

3.10 What ingredients does a chef use as basic ingredients to make a beef stroganoff? (5)
[50]

QUESTION 4

4.1 Which items are needed to set a tray for tea service? (5)

4.2 Name the checks that must be done when a customer wants to pay with a credit or debit card. (3)

4.3 Before taking the order from the guests the waiter should fill in the information required in the four corners of the check.

Name that information. (4)

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4.4 Different processes are used when taking orders.

Explain the duplicate docket book method. (2)

4.5 Explain the following different types of table service styles:

4.5.1 Russian service

4.5.2 Family service

4.5.3 English service

(3 × 3) (9)

4.6 Explain how a waiter can make sure that he/she is providing good customer service. (8)

4.7 A waiter's personal hygiene is very important.

Discuss each of the following concerning the above-mentioned:

4.7.1 Hair

4.7.2 Jewellery and piercings

4.7.3 Hands and nails

4.7.4 Perfume and deodorants

4.7.5 Teeth

(5 × 2) (10)

4.8 Give the correct name for each of the following equipment. Write only the name next to the question number (4.8.1–4.8.4) in the ANSWER BOOK.

4.8.1 Used to hold a snail shell and to extract the snail from the shell. (2)

4.8.2 Assists in the service of stilton cheese. (1)

4.8.3 To serve or transfer a butter portion from the butter pat to the side plate. (1)

4.8.4 Required to lift cubes of sugar from sugar basins. (1)

4.9 Why should a red wine 'breathe'? (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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