higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

19 JUNE 2018

This marking guideline consists of 8 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	D		
	1.1.4	D		
	1.1.5	A		
	1.1.6	B		
	1.1.7	B		
	1.1.8	A		
	1.1.9	A		
	1.1.10	C		
			(10 × 1)	(10)

1.2	1.2.1	H		
	1.2.2	O		
	1.2.3	K		
	1.2.4	N		
	1.2.5	A		
	1.2.6	F		
	1.2.7	I		
	1.2.8	L		
	1.2.9	E		
	1.2.10	C		
	1.2.11	B		
	1.2.12	D		
	1.2.13	G		
	1.2.14	J		
	1.2.15	M		
			(15 × 1)	(15)

1.3	1.3.1	Bar service		
	1.3.2	Guéridon service		
	1.3.3	Take-away service		
	1.3.4	Russian, butler or guéridon service		
	1.3.5	Assisted service		
	1.3.6	Echelon service		
	1.3.7	Supermarket service		
	1.3.8	Plate/American service		
	1.3.9	Free-flow service		
	1.3.10	Vending		
			(10 × 1)	(10)

Copyright reserved

1.4	1.4.1	True
	1.4.2	True
	1.4.3	True
	1.4.4	True
	1.4.5	True
	1.4.6	False
	1.4.7	False
	1.4.8	False
	1.4.9	False
	1.4.10	False
	1.4.11	True
	1.4.12	True
	1.4.13	True
	1.4.14	True
	1.4.15	True

(15 × 1) (15)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Check to see if any liquid has fallen onto the guest.
- If some has fallen onto guest, allow the guest to rub over the area with a clean cloth.
- If necessary, the guest can go to the cloakroom to dry up spillages.
- Place the guest's meal on a hotplate to keep it warm.
- A party of guests should be seated at another table and allowed to continue their meal without delay.
- If they cannot be moved, they should be seated slightly back to allow for the waiter to carry out necessary procedures to rectify the problem as quick as possible.
- All dirty items should be removed to the sideboard for wash-up.
- All clean items should be kept at the sideboard for relaying.
- The tablecloth should be mopped up with clean absorbent cloth to remove as much of the water as possible.
- A number of old menus should be placed on the table under the tablecloth.
- A clean tablecloth of correct size should be brought to the table and laid in the correct manner while at the same time removing the soiled tablecloth.
- The table should be relaid quickly and correctly and guests should be reseated.

(Any 10 × 1) (10)

2.2
- Tactful
- Courteous
- Good-humoured
- Even-tempered
- Converse with customers in a pleasing and well-spoken manner
- Ability to smile at the right time (Any 4 × 1) (4)

2.3 2.3.1 Should be clean, starched as appropriate, neatly pressed and all buttons must be present

2.3.2 Must be comfortable and clean and have a plain, neat design, because fashion is not important

2.3.3 Excessive jewellery may not be worn and earrings should not be worn with the possible exception of studs

2.3.4 Must at all times be clean and well-groomed – should staff have long hair, it must be tied up or back

2.3.5 Teeth should be brushed immediately before coming on duty, because a fresh breath is important at all times

2.3.6 Aftershave and perfumes should not be too strong – no nail varnish should be worn

(6 × 2) (12)

2.4 2.4.1 Cover refers to the total number of guests that a restaurant or dining room will seat. Guests attending a party are referred to as covers. A cover denotes all necessary cutlery, flatware, crockery, glassware and linen necessary to lay a certain type of place setting for a specific meal.

2.4.2 When laying a table in readiness for service, there are a variety of place settings which may be laid according to the type of meal and service being offered. We refer to this place setting as a certain type of cover being laid, e.g. à la carte cover or table d'hôte cover. In other words: the place where a guest will sit to eat.

2.4.3 Mise en place refers to all duties that must be carried out in order to have the room ready for service. It is the preparation of the dining room, setting of tables and readiness of the room before dining can take place.

(3 × 3) (9)

Copyright reserved

2.5
- Type of menu and service offered
- Maximum and average seating capacity
- Rush-hour turnover
- Washing-up facilities and its turnover
- How easily the equipment can be replaced
- Durability of equipment
- Cost of equipment
- Storage space available (Any 5 × 1) (5)

2.6
- Carrying food from the kitchen to the restaurant
- Service in rooms and lounges
- Clearing from sideboards/workstation
- Clearing from tables
- Carrying equipment (5)

2.7
- Appetiser
- Soup
- Fish
- Main course
- Dessert (5)

[50]

QUESTION 3

3.1
3.1.1 Right-hand side
3.1.2 coffee
3.1.3 cold
3.1.4 Tea
3.1.5 82 °C (180 °F)

(5 × 1) (5)

3.2
- Use freshly roasted and ground coffee.
- Buy the correct grind for the type of machine used.
- Ensure all equipment is clean beforehand.
- Use a set measure of coffee to water.
- Add boiling water to the coffee and allow infusion.
- The infusion time must be controlled according to the type of coffee being used and the method of making.
- Control the temperature since to boil coffee is to spoil coffee: coffee develops a bitter taste.
- Strain and serve.
- Add milk or cream separately.
- The best serving temperature is 82 °C (180 °F). (10)

3.3
- Country were the wine was made
- Alcoholic strength in percentage by volume
- Contents in litres
- Name and address or trademark
- Year the grapes were harvested (vintage)
- Region where the wine was made
- Quality category of the wine
- Detail of bottle (8)

3.4
- Climate and microclimate
- Nature of the soil and subsoil
- Vine family and grape species
- Method of cultivation (viticulture)
- Chemical composition of the grape
- Yeast and fermentation
- Method of winemaking
- Luck of the year
- Ageing and maturing process
- Method of shipping or transportation
- Storage temperature (Any 8 × 1) (8)

3.5 A year or place in which wine, especially of high quality, was produced (2)

3.6
- Speak directly to the customer.
- Stand in such a position that the customer is able to see your face clearly.
- Speak normally but more distinctly.
- Describe food/drink items in simple, precise and plain language.
- Seat customers away from possible excessive noise as this is most uncomfortable for customers wearing hearing aids.
- Always read back the food or drink order received to confirm all requests.
- Listen attentively to what is being said to you to ensure you understand the customer's request. (Any 5 × 1) (5)

3.7
- French
- Soft
- Semihard
- Hard
- Blue (5)

3.8
- Fresh fruit
- Yoghurt
- Cereals
- Fish
- Egg
- Sausages
- Bacon
- Steak
- Bread
- Preserves (Any relevant 7 × 1) (7)

[50]

QUESTION 4

4.1
- Wider menu choice
- Guests can suggest food they enjoy
- Customers select food from display
- Less costly
- Staff is required to clear plates and ensure that buffet continues to look presentable
- Most dishes can be prepared beforehand
- High turnover of guests can be served over a short period
- Less service staff required (Any relevant 6 × 1) (6)

4.2 4.2.1 Presentation and service of food to customers by staff from food flats and dishes

4.2.2 Main course plated with vegetables placed in multiportion dishes on tables for customers to help themselves

4.2.3 Service of preplated foods to customers

4.2.4 Table lid with food for customers to help themselves (butler service)

4.2.5 Food served onto customer's plate at side table or trolley – may include carving, cooking and flambage

(5 × 3) (15)

4.3 4.3.1 The waiter offers a dish to each guest who helps him/herself. (2)

4.3.2
- The guest is given personalised attention making him/her feel important
- It makes the guest feel that he/she is receiving royal treatment.
- The service is elegant and entertaining.
- It commands a higher price than other forms of service.

(Any 2 × 1) (2)

4.3.3 Butler (2)

4.4 4.4.1 Left
4.4.2 Right
4.4.3 Right

(3 × 1) (3)

4.5
- Always use a very sharp knife – make sure it is sharpened beforehand.
- Carving is best achieved by pulling the knife back towards you, not pulling it forward.
- Use the whole length of the knife's blade so as to let the knife cut the food properly.
- Cut economically and correctly to maximise the portions obtained and keep wastage to a minimum.
- Work quickly and efficiently to avoid hold-ups in the room.
- The carving fork must hold the joint firmly to prevent accidents.
- Practice as much as possible to acquire expertise in the art of carving and develop confidence in front of the customers. (Any 4 × 1) (4)

4.6
- Assorted tableware: service spoons and forks, dessert spoons and forks, fish knives and forks
- Assorted chinaware: joint plates, side plates, sweet plates
- Service plate and sauce ladles
- Under-flats for vegetables
- Spirit/Electric heater
- Roll basket
- Check pads
- Service cloth
- Menus (Any relevant 6 × 1) (6)

4.7
- When the telephone rings, lift the receiver and say: "Good morning (state the name of the establishment). May I help you?"
- If the customer is making the booking in person say: "Good morning sir/ madam, how may I help you?"
- When taking a booking the essential information required is as follows:
  - Day
  - Date
  - Name
  - Number of covers
  - Time
  - Any special requests
- When you have received this information from the prospective customer, it is advisable to repeat it all as confirmation to the customer.
- If a cancellation is being received, confirm the cancellation again with the customer by repeating his/her request over the telephone and then ask if you can take a booking for any occasion in place of the cancellation.
- At the end of the telephone call for a booking one should say: "Thank you for your booking, we look forward to seeing you." (10)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved