higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE

## FOOD AND BEVERAGE SERVICE N5

**9 June 2021**

**This marking guideline consists of 11 pages.**

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## SECTION A

### QUESTION 1

1.1 A
1.2 A
1.3 D
1.4 B
1.5 D
1.6 D
1.7 C
1.8 D
1.9 A
1.10 A

(10 × 1) **[10]**

### QUESTION 2

2.1 True
2.2 False
2.3 True
2.4 True
2.5 True
2.6 False
2.7 True
2.8 False
2.9 False
2.10 False

(10 × 1) **[10]**

### QUESTION 3

3.1 F
3.2 J
3.3 H
3.4 I
3.5 A
3.6 E
3.7 B
3.8 G
3.9 D
3.10 C

(10 × 1) **[10]**

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**QUESTION 4**

4.1
- Hors d'oeuvres
- Appetiser
- Finger food (Any ONE)

4.2 American/Plate

4.3
- Gueridon service
- Silver service (Any ONE)

4.4 Service spoon and fork

4.5 Maître d'hôtel

4.6
- Pastry server
- Pastry slice
- Cake lifter (Any ONE)

4.7 Espresso (cup and saucer)

4.8 Cruet set

4.9 Dessert spoon

4.10 Sparkling wine

(10 × 2) **[20]**

**TOTAL SECTION A: 50**

**SECTION B**

**QUESTION 5**

5.1 5.1.1
- Staff should be clean and use deodorant.
- Aftershave and perfumes should not be too strong.
- Staff should get sufficient sleep and ensure an adequate and healthy intake of food.
- Uniforms must be clean. (Any TWO)

5.1.2
- Being continually late on duty shows a lack of interest
- Lacking in work and lack of respect for the management and customers
- Inability to complete work on time (Any TWO)

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5.1.3
- Staff obligations and loyalty first to the establishment
- Committing mentally to the ethos of the establishment

5.1.4
- Being impeccable at all times, especially in front of customers
- Following the rules and regulations of an establishment and show respect to all senior members of staff
- Obeying rules
- Presenting professionalism
- Carrying oneself appropriately (Any TWO)

5.1.5
- Staff must develop a sense of urgency in their work.
- This should be promoted by management by leading by example.
- Staff should work fast at a pace that accelerates customer expectation.
- Staff should work safely yet quick. (Any TWO)

5.16
- Staff should have some knowledge of the area in which they work to be able to advise customers on various forms of entertainment offered.
- Staff should be able to provide directions.
- Staff should be aware of events or festivities in or around the area. (Any TWO)

(6 × 2) (12)

5.2 5.2.1
- Eat and drink
- Special food such as diabetic or vegetarian

5.2.2
- Good value
- Affordability
- Rapid service
- Convenient location (Any TWO)

5.2.3
- Interacting with people
- Going out with friends or colleagues
- Attending a function to meet others
- Networking with others (Any TWO)

5.2.4
- Making one's life easier when it comes to food
- Eating out rather than cooking
- Buying a ready-to-eat meal
- Purchasing prechopped food
- Outsourcing catering at home (Any TWO)

5.2.5
- Enhancement of self-esteem
- Fulfilling life style needs
- Variety as a result of advertising and promotion
- Impress others (Any TWO)

(5 × 2) (10)

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5.3 5.3.1
- Selling individually priced dishes
- Cover only set with main gear
- Order waiting period may be longer
- Variety to choose from
- Food semiprepared (Any TWO)

5.3.2
- Sample of what the chef has to offer
- Food and wine pairing
- Quite expensive
- Modern
- Provides a customer with a tasting adventure (Any TWO)

5.3.3
- Specific period
- Seasonal, weekly or monthly
- Rotational
- Repeats items for a specific period (Any TWO)

5.3.4
- Set menu
- Limited choices
- Set price
- Served at set time
- Quicker to serve
- Table laid in full for required menu in advance (Any TWO)

(Any 4 × 2) (8)

5.4
- Set the buffet in a prominent position.
- It must be located near to the kitchen or dishwash area.
- It must have sections (hot, cold or starter main dessert).
- Ensure that enough plates are polished.
- Ensure that plates are located at all areas at the buffet.
- Ensure that all pieces of equipment are switched on.
- Ensure that chafing dishes are polished.
- Ensure that chafing dishes are labelled.
- A buffet must be an inviting and creative setup.
- Flower arrangements must be large enough to attract customers.
- Clean buffet counters.
- Sweep or vacuum and mop buffet areas.
- Set up guest tables as per menu requirements. (Any relevant 6 × 1) (6)

5.5
- Offering suggestions to customers
- Knowing how to correctly serve each dish on the menu
- Doing the job well
- Knowing the accompaniments
- Setting up the correct cover
- Knowing the makeup of the dish and its garnish
- Using sales techniques
- Aiming for customer satisfaction and to better serve customers (Any 4 × 1) (4)

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5.6 5.6.1
- Consommé cup and saucer
- Soup plate (Any ONE)

5.6.2
- Egg cup
- Egg holder (Any ONE)

5.6.3 Fishplate

5.6.4 Ramekin

5.6.5
- Dessert plate
- Sweet plate (Any ONE)

(5 × 2) (10)
**[50]**

## QUESTION 6

6.1 1–6 in the following order:

1. Napkin
2. Side plate
3. Side knife
4. Main fork/knife
5. Main knife/fork
6. Water/Highball/Water goblet/Zombie/Red wine (Any relevant water glass)

7–8 in the following order:

Cruet set
Table number
Centrepiece or flower arrangement (Any relevant answer) (8)

6.2
1. Obtain the white wine from the bar.
2. Ensure that the wine is at the correct cold temperature (10–12 °C).
3. Ensure that mise en place (ice bucket with stand, white wine glass, waiter's friend and service cloth) is ready. (TWO marks for mise en place)
4. Present the bottle left of the host.
5. Open the bottle in front of the guests.
6. Present the cork to the host.
7. Inspect the cork (corkage).
8. Pour the host a taster.
9. Pour for the ladies first and last for the host.
10. Pour glasses ⅔ full or 187,5 mℓ.
11. Ensure there are no spillages.
12. Use a service cloth.
13. Do not pour by touching the rim of the glass.
14. Twist and pour.
15. Place the remainder of the wine in an ice bucket. (Any relevant 10 × 1) (10)

6.3
- Type of establishment
- Time available for the meal
- Type of menu or food presented
- Site of the establishment
- Type of customer to be served
- Turnover of custom expected
- Cost of the meal served
- Cost of resources
- Cost of equipment
- Type of customer
- Location of establishment
- Skill of staff (Any 7 × 1) (7)

6.4
- Fruit
- Fruit juices
- Breads/Rolls
- Croissant
- Coffee/Tea
- Cold meat
- Cheese
- Cereals
- Yoghurt
- Milk
- Pastries/Brioche
- Preserves/Jams
- Butter (Any 5 × 1) (5)

6.5
- Use freshly roasted and ground coffee.
- Buy the correct grind for the type of machine.
- Follow instructions.
- Follow recipes.
- Ensure that all equipment are clean before use.
- Use a set measure of coffee to water.
- Add fresh boiling water.
- Ensure espresso machines are properly serviced/calibrated.
- Ensure it is the correct equipment.
- Allow coffee to brew.
- Ensure that coffee is not expired.
- Ensure that coffee is stored correctly.
- Serve in correct cups.
- Serve with correct accompaniments. (Any 5 × 1) (5)

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6.6 **High tea**

- Offered at popular restaurants or coffee shops
- Offers à la carte menu
- Cheaper alternative to afternoon tea
- Cover can represent à la carte
- Traditionally in England and popular in Scotland
- Eaten late in the afternoon, normally just five o' clock
- Light meal with tables laid elegantly

**Afternoon tea**

- Meat tea
- Offered at upmarket establishment/leading hotels
- Presented as buffet
- Expensive
- Offers various food types
- Offers speciality coffees and teas
- Present a set menu cover
- Afternoon tea for friends may be formal, but usually informal
- Festive atmosphere if a tea party is held in a garden under umbrellas
- Also held in the sitting room or living room
- Less than ten guests the ideal is around the dining table
- Tea served from a side table or a tea trolley
- Formal tea, waiter serves the tea
- Refreshment small, neat and not be too much

(Any relevant 3 + any relevant 3) (6)

6.7
- Improving profits
- Servicing all
- Producing enough
- Staying in business
- Staying abreast with industry trends
- Managing costs
- Ensuring a healthy and safe working environment
- Ensuring a safe, secure or healthy environment to customers
- Consumer and market
- Policy formulation
- Interpreting demand
- Planning and designing of facilities
- Provisioning
- Production and service
- Controlling costs and revenues
- Monitoring consumer satisfaction (Any relevant 4 × 1) (4)

6.8
- Type of menu
- Service offered
- Cost of equipment
- Type of staff working at establishment
- Type of menu offered
- Design
- Colour
- Easy to maintain
- Maximum and average seating capacity
- Peak demand turnover
- Washing-up facilities and turnover
- How easily equipment can be replaced (Any relevant 5 × 1) (5)

**[50]**

## QUESTION 7

7.1
- Bin/Barcode number
- Winery/Farm name
- Vintage/Year bottled
- Country of origin
- Region of wine
- Appellation title
- Grape varieties/cultivars
- Domaine-bottled
- Producer name
- Alcohol content
- Bottle volume
- Pairing suggestions
- Wine temperature
- Background story
- Winemaker's name (Any relevant 8 × 1) (8)

7.2
- Table/Still wine
- Sparkling wine
- Aromatised/Fortified wine
- Organic/Environmental wine
- Fairtrade wine (Any relevant 3 × 1) (3)

7.3
- Greet the customer.
- Check reservations.
- Lead the customer to the table.
- Seat the customer.
- Offer to take the customer's coat.
- Introduce waitron staff.
- Introduce yourself.
- Open napkins.
- Offer iced water.
- Take predrink orders and order from the bar.
- Offer the host the wine menu.
- Offer food menus.
- Recommend specials.
- Serve bread and butter.
- Take the food order (up to and including dessert).
- Transfer food order to the kitchen and cashier dockets.
- Take the wine order.
- Serve the wine order.
- Change cutlery where necessary for the first course. (Any relevant 10 × 1) (10)

7.4
- Commence after the main course✓ before desserts.✓
- Use a service plate,✓ service spoon and fork,✓ crumb-down napkin✓ and service plate✓ to freshen the table or clean the table from crumbs.✓
- Remove all gear or crockery or glassware not required for dessert.✓
- Remove cruet sets.✓
- Bring down the dessert gear.✓
- Leave the centrepiece✓ and table number. (Any relevant answer)

**OR**

- Crumbing down commences from the left-hand side of the first customer.
- The service plate is placed just beneath the lip of the table.
- Crumbs are brushed towards the plate using a folded napkin, special crumber brush or a metal crumber.
- The sweet fork is removed from the head of the place setting to the left-hand side of the cover.
- The waiter now moves to the right-hand side of the same customer and completes the crumbing down of this place setting.
- The sweet spoon is then moved from the head of the place setting to the right-hand side of the cover.
- After completing the crumbing down procedure for one place setting the waiter is now correctly positioned to commence crumbing down for the next place setting (Any relevant 9 × 1) (9)

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7.5
- The waiter collects the bill from the cashier.
- The cashier checks that all items are entered and priced correctly.
- The cashier ensures that the bill is correctly totalled up.
- It is advisable that the waiter also double check the total.
- Present the bill to the customer with the bill holder on the left of the host.
- If there is no host, present the bill holder in middle of table.

(Any relevant 5 × 1) (5)

7.6
- Signature on card matches signed bill
- Expiry date
- Chip and pin (password required)
- Customer surname matches host
- Check that the person signing is the owner of the card (Any relevant 4 × 1) (5)

7.7
- Fresh fruit
- Juice
- Coffees
- Teas
- Cereal/Porridge
- Smoked fish
- Bacon
- Sausages
- Eggs
- Mushroom
- Tomatoes
- Toast
- Bread
- Rolls
- Croissant (Any relevant 7 × 1) (7)

7.8
- Dry, clean container
- Covered container
- Well-ventilated area
- Away from moisture
- Away from strong smelling food (Any relevant 3 × 1) (3)

**[50]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

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