201306H103

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N570(E)(M24)H
JUNE EXAMINATION

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

24 May 2013 (X-Paper)
09:00–12:00

This question paper consists of 12 pages.

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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. Read ALL the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. This question paper comprises TWO sections:

   SECTION A: SHORT QUESTIONS 50
   SECTION B: LONG QUESTIONS 150
   GRAND TOTAL: 200

5. Start each question on a NEW page.
6. 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 to start at the top of a new page).
7. 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 A three-part utensil ideal for mixing ingredients that will not normally blend together well by stirring:

A Bar spoon
B Mixing glass
C Cocktail shaker
D Strainer

1.1.2 Servers use these as protection against heat and to help to keep uniforms clean:

A Napkins
B Buffet cloths
C Tea cloths
D Service cloths

1.1.3 This item forms part of crockery.

A Coffee pot
B Teaspoon
C Sugar spoon
D Tea serviette

1.1.4 This course includes the range of cheeses and various accompaniments on the classic menu:

A Hors d'oeuvres
B Fromage
C Entrée
D Savoureux

1.1.5 The volume of a glass of sherry:

A 15 ml
B 25 ml
C 50 ml
D 125 ml

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1.1.6 When a customer orders smoked trout for the main course, the table has to be set with a …

A side knife and plate.
B fish knife and fork.
C joint knife and fork.
D dessert spoon and fork.

1.1.7 When serving meat from flats during silver service the portion of meat is placed in the ... position.

A 6 o'clock
B 9 o'clock
C 3 o'clock
D 12 o'clock

1.1.8 When serving wine, the bottle is presented to the host …

A after pouring.
B after opening.
C before opening.
D before pouring.

1.1.9 A soft, sharp flavoured, classic Italian cheese with greenish veining, which is developed with the addition of mould culture:

A Gorgonzola
B Parmesan
C Gruyère
D Cheddar

1.1.10 The term 'brut' in a sparkling wine means ...

A medium dry.
B very dry.
C sweet.
D medium sweet.

(10 × 1) (10)

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1.2 Choose an item/a word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.2.1	Where the customer orders and is served from a single point at a counter	A	vending service
		B	take-away service
1.2.2	Food and beverages are taken to where the customer is and the service takes place in an area not conventionally designed for food and beverage service	C	gueridon service
		D	kiosk service
		E	drive-in service
1.2.3	Food service on trains on the move and away from the home base and suppliers	F	room service
		G	American service
1.2.4	Serving food on customer's plate from a moveable service table or trolley	H	bar service
		I	rail service
1.2.5	Main courses plated with vegetables placed in multi-portion dishes on tables for customers to help themselves	J	English service
		K	family service
1.2.6	Service of pre-plated food to customers		
1.2.7	Outstation to provide service for peak demand or in specific location		
1.2.8	Presentation and service of food to customer by waiting staff from food flats or dishes		
1.2.9	Provision of food service and beverage service by means of automatic retailing		
1.2.10	Customers park motor vehicle and are served at the vehicle		

(10 × 1) (10)

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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 A continental breakfast with coffee as the beverage is called (café complet/café simple).

1.3.2 Items such as fish, meat dishes, salads and cold sweets are also offered with a/an (afternoon tea/high tea).

1.3.3 The wine is always served (before/after) the food.

1.3.4 Remove the cruet set, side plates and side knives when the customers have finished eating their (main course/dessert).

1.3.5 The (buffet staff/stillroom staff) ensures the correct storage of such food items as bread, butter, milk, teabags and ground coffee.

1.3.6 (Lounge/Bar) service may include the service of continental breakfast, morning coffee, afternoon tea or late evening snacks.

1.3.7 Fresh fruit, nuts and sometimes candied fruits are known as (entremet/dessert) on the classic menu.

1.3.8 A well garnished dish usually accompanied by a rich sauce is known as the (sorbet/entrée) on the classic menu.

1.3.9 When carving a joint you need a good carving knife and a carving (tongue/fork) to hold the joint.

1.3.10 Saumon fume is the French for (smoked snails/smoked salmon).

(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 (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 A thin clear soup

1.4.2 French name for egg

1.4.3 The person responsible for the service of alcoholic drinks

1.4.4 The napkin fold in which rolls or melba toast may be presented for the table

1.4.5 An order-taking method used by the majority of establishments where the food check consists of three copies

1.4.6 Breakfast consisting of hot croissants, brioche or toast, butter and preserves and coffee as the beverage

1.4.7 The sauce, made from egg yolk and butter, served on Eggs Benedict

1.4.8 Stuffed Italian pasta

1.4.9 To soak meat for a while to improve flavour and make it more tender

1.4.10 The person responsible for billing and taking payments in the restaurant

(10 x 1) (10)

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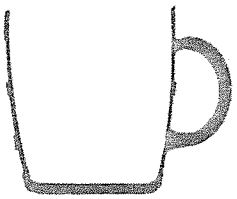
1.5 Identify the following glasses:

1.5.1 

1.5.2 

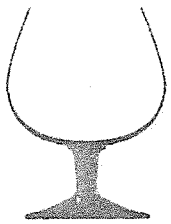
1.5.3 

1.5.4 

1.5.5 

1.5.6 

1.5.7 

1.5.8 

1.5.9 

1.5.10 

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

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SECTION B: LONG QUESTIONS

QUESTION 2

2.1 Explain the use of the following specialised utensils:

2.1.1 Sugar tongs

2.1.2 Snail fork

2.1.3 Sundae spoon

2.1.4 Pastry fork

2.1.5 Butter knife

(5 x 1) (5)

2.2 Waiters' appearances and the first impressions they create are seen as a reflection of the hygiene standards of the establishment and the quality of the service to come.

Discuss EIGHT of these aspects of hygiene to be considered by staff in restaurant so that they create a professional and hygienic appearance.

(8 x 2) (16)

2.3 In modern food service operations, the term cover has TWO definitions, according to the context in which it is being used.

Explain these TWO definitions. (2 × 2) (4)

2.4 State the THREE main reasons why simple serviette folds are better than the more complex ones. (3)

2.5 Name the equipment required to polish glassware. (3)

2.6 Explain FIVE factors which should be taken into consideration when arranging flowers for the dinner table. (5)

2.7 What can differ from a flower arrangement on a buffet table and an arrangement on the dinner table? (2)

2.8 Describe in SIX steps the procedure of taking bookings at a restaurant (telephonically and direct). (6)

2.9 Describe the correct sequence in which an order for a bottle of red wine is taken and served. (3 × 2) (6)

[50]

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QUESTION 3

3.1 The preparation of the restaurant for service should proceed in a certain order so that it may be carried out effectively. Write only (A–L) in the correct order in the ANSWER BOOK.

A Stillroom
B Stacking chairs on tables
C Accompaniments
D Dusting
E Polishing
F Linen
G Hotplate
H Vacuuming
I Silver cleaning
J Sideboards/Workstations
K Arranging tables and chairs according to the table plan
L Other duties such as preparing trolleys (12)

3.2 A service plate is a joint plate with a napkin upon it. It has a number of uses during the meal service.

Name FOUR uses. (4)

3.3 Name the THREE types of buffet. (3)

3.4 Whatever the nature of the buffet, there are certain basic principles to follow when preparing buffet service.

Name SIX of these principles. (6)

3.5 Name and explain SEVEN personal attributes (qualities) of a waiter. (7)

3.6 Name in the correct order, the FIVE most common courses found on a table d' hôte menu. (5)

3.7 Name the cutlery which is required for the setting of ONE table d' hôte cover. (8)

3.8 What other items will you find on a set table except the cutlery? (5)
[50]

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QUESTION 4

4.1 Food and beverage staff should be on duty with sufficient time left before the service is due to commence in order to check and make sure of a few things.

Explain FIVE things that should be checked to ensure it is ready for service. (5)

4.2 Name the first TWO items to be served to a customer in a restaurant. (2)

4.3 What information should be on the waiter's docket to ensure efficient control, before taking the order of the meal? (4)

4.4 Name the cutlery and crockery needed for the cover to be laid for a full afternoon tea. (8)

4.5 Explain the following dishes on a menu:

4.5.1 Foie gras

4.5.2 Cocktail de crevettes

4.5.3 Cuissot de porc

(3 x 2) (6)

4.6 At what temperature will you serve the following drinks?

4.6.1 Sparkling wine

4.6.2 Red wine

4.6.3 White wine

4.6.4 Sherry

4.6.5 Beer

4.6.6 Cocktail

(6 x 1) (6)

4.7 Name the FOUR points which should be noted if the tablecloth is laid correctly. (4)

4.8 Describe the following basic billing methods:

4.8.1 Bill as check

4.8.2 Prepaid

4.8.3 Separate bill

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4.8.4 No charge

4.8.5 Bill with order

(5 x 2) (10)

4.9 The positioning of items on a tray for floor service is important.

Advise where or how should the following items be placed:

4.9.1 Cup, saucer and teaspoon

4.9.2 Any bottled sauce

4.9.3 The teapot/coffeepot, filled

(3 × 1) (3)

4.10 Name TWO characteristics of a good coffee. (2)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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