higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

JUNE EXAMINATION

FOOD AND BEVERAGE SERVICE N5

24 MAY 2013

This marking guideline consists of 10 pages.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1	1.1.1	C
	1.1.2	D
	1.1.3	A
	1.1.4	B
	1.1.5	C
	1.1.6	B
	1.1.7	A
	1.1.8	C
	1.1.9	A
	1.1.10	B

(10 × 1) (10)

1.2	1.2.1	B
	1.2.2	F
	1.2.3	I
	1.2.4	C
	1.2.5	K
	1.2.6	G
	1.2.7	D
	1.2.8	J
	1.2.9	A
	1.2.10	E

(10 × 1) (10)

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1.3	1.3.1	café complet	
	1.3.2	high tea	
	1.3.3	before	
	1.3.4	main course	
	1.3.5	stillroom staff	
	1.3.6	lounge	
	1.3.7	dessert	
	1.3.8	entrée	
	1.3.9	fork	
	1.3.10	smoked salmon	(10 × 1) (10)
1.4	1.4.1	Consommé	
	1.4.2	Oeufs	
	1.4.3	Sommelier/ Wine Steward	
	1.4.4	The rose fold	
	1.4.5	Triplicate-check method	
	1.4.6	Continental breakfast	
	1.4.7	Hollandaise	
	1.4.8	Canneloni/Ravioli	
	1.4.9	Marinade	
	1.4.10	Cashier	(10 × 1) (10)

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1.5	1.5.1	Straight beer glass	
	1.5.2	Tankard/Beer mug	
	1.5.3	Wine glass/flute	
	1.5.4	Champagne flute	
	1.5.5	Cocktail glass/Martini glass	
	1.5.6	Worthington	
	1.5.7	Highball/Zombie	
	1.5.8	Balloon/Brandy sniffer	
	1.5.9	Elgin sherry glass	
	1.5.10	Port glass	
			(10 × 1) (10)
			[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1	2.1.1	Sugar tongs: Required for cubed sugar	
	2.1.2	Snail fork: Used to extract the snail from its shell	
	2.1.3	Sundae spoon: Ice cream eating from a tall glass	
	2.1.4	Pastry fork: Afternoon tea	
	2.1.5	Butter knife: To serve a butter portion	
			(5 x 1) (5)

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2.2

1. Staff should be clean and should use deodorants.
2. Aftershave and perfumes should not be too strong.
3. Sufficient sleep, an adequate and healthy intake of food and regular exercise is essential for good health and the ability to cope with the pressures and stress of work.
4. Hands must always be clean, free of nicotine stains and with clean, well-trimmed nails.
5. Men should always be clean-shaven or with any moustache or beard neatly trimmed.
6. Women should only wear light make-up.
7. Earrings should not be worn with the possible exception of studs/sleepers.
8. Uniform should be clean, starched as appropriate and neatly pressed. All buttons must be present.
9. Hair must be clean and well groomed. Long hair must be tied up or to the back to avoid hairs falling into foods and drinks and to avoid repeated handling of the hair.
10. Shoes must be comfortable and clean, and of a plain, neat design.
11. Teeth should be brushed immediately before coming on duty.
12. Cuts and burns should be covered with waterproof dressings.
13. Any colds or other possible infections should be reported immediately.
14. Hands should be washed immediately after using the toilet, smoking or dealing with refuse. Hot water and soap should be used.
15. Staff should try to avoid any mannerisms they may have, such as running their fingers through their hair, chewing gum or scratching their face.
16. Excessive jewellery should not be worn. (Any 8 × 2) (16)

2.3 Cover can mean how many customers a restaurant will seat/how many customers will be attending a function. Refers to the total amount of covers.

When laying a table in readiness for service there are a variety of place settings that may be laid. We refer to this place setting as a certain type of cover being laid. (2 × 2) (4)

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2.4
- The napkin is folded correctly, can look good and add to the general appearance of the room, whether it is a simple or complex fold.
- A simpler fold is more hygienic as the more complex fold involves greater handling to complete. In addition, its appearance, when unfolded, is poor as it often has many creases.
- The complex fold takes much more time to complete properly than a very simple fold. (3)

2.5
- A container of near-boiling water
- A clean, dry teacloth/lint-free cloth
- The required glassware (3)

2.6
- Keep the size and shape in proportion to the table and number of covers.
- Flowers should never dwarf the food and place settings.
- Flowers should not get in the way of the diners.
- Fragrance should not be overpowering or unpleasant.
- Should complement the colour scheme, fabrics, china, glassware and cutlery.
- The arrangement should look good from everyone's viewpoint around the table.
- The arrangement should not be too tall – mustn't interfere with the guest's view across the table. (Any 5 × 1) (5)

2.7 Size and height: Buffet table decoration can be bigger and higher, because no guests at table itself, and should form a focus point. (2)

2.8
- Greet in the correct way: 'Good morning (state name of restaurant). May I help you?' – telephonic
- Greet the person: 'Good morning Sir/madam, how may I help you?'–in person.
- Take all the essential information: name, day and date, number of covers, time, and special requests.
- Repeat all the details back to the customer to confirm.
- If it was a cancellation also confirm everything with customer.
- At the end of conversation say 'Thank you for your booking, we shall look forward to seeing you'. (6)

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2.9
- The sommelier comes to the table to offer the wine list to the host.
- He/she should be able to recommend suitable red wine to accompany the dish.
- The correct red-wine glasses should be placed on the table.
- The wine is presented to the host and opened.
- The host tastes the wine.
- Next, the guests are served, ladies first.
- The wine are poured (2/3 filled) at room temperature. (Any 6 × 1) (6)

[50]

QUESTION 3

3.1
D
B
H
E
K
F
C
G
A
J
I
L
(12)

3.2
- For placing clean cutlery on and removing it from the table
- For clearing side plates and side knives
- For crumbing down after the main course, or any other stage of the meal if necessary
- For clearing accompaniments from the table as and when necessary (4)

3.3
- Knife and fork buffet
- Fork buffet
- Finger buffet (3)

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3.4
- The buffet should be set up in a prominent position in the room-display.
- There should be ample space on the buffet for displays around a room, e.g. starters and main courses, desserts, hot beverages and bar service.
- The buffet should be within easy access of the stillroom and wash-up so that replenishment of the buffet and the clearing of dirties may be carried out without disturbing the customers.
- There must be ample space for customer circulation – they can access one or both sides of the buffet at once.
- Provision should be made for sufficient occasional tables and chairs within the room.
- The total presentation of the room should be attractive and promote a good atmosphere that is appropriate for the occasion. (6)

3.5
- Must have good knowledge of food
- Must have good knowledge of wine
- Must have good knowledge of correct serving of food and wine
- Will take the orders correctly and carry out all the serving at the table
- Must know how to do clearing of table after each course
- Must know how and when to do crumbing down
- Must know how to handle difficult customers and complaints
- Must know how to handle unexpected situations
- Must have a good sense of responsibility and urgency (Any 7 × 1) (7)

3.6
- Starter
- Soup
- Fish
- Main
- Dessert (5)

3.7
- Joint knife and fork√√
- Fish knife and fork√√
- Soup spoon√
- Side knife√
- Dessert/Sweet spoon and fork√√ (8)

3.8
- Side plate
- Napkin
- Water glass
- Wine glass
- Salt and pepper cruets (5)

[50]

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QUESTION 4

4.1
- Check that the sideboards/workstations have all the equipment necessary for service.
- Check that tables are laid correctly.
- Check the menu and have a full understanding of the dishes, methods of cooking.
- Ascertain the allocation of stations/work areas and other duties, if these are not already known.
- Enable the headwaiter/supervisor to check that all staff is dressed correctly in a clean and well presented uniform of the establishment. (5)

4.2 Apéritif and bread/Wine and bread (2)

4.3
- Table number
- Number of covers
- Date
- Signature of server taking the order (4)

4.4
- Side plate with side or tea knife
- Pastry fork
- Teacup and saucer and a teaspoon
- Milk jug
- Teapot and hot water jug stands or underplates
- Sugar basin and tongs
- Slop basin and tea strainer
- Butter dish and butter knife
- Preserve dish on and underplate with a preserve spoon (Any 8 × 1) (8)

4.5
4.5.1 Foie gras is made from the goose's liver and the geese are specially bred and fattened for this purpose.

4.5.2 Cocktail de crevettes is shellfish/shrimp cocktail.

4.5.3 Cuissot de porc is leg of pork.

(3 x 2) (6)

4.6
4.6.1 Sparkling wine at 6–10 °C

4.6.2 Red wine at 18 °C

4.6.3 White wine 10–12 °C

4.6.4 Sherry = 10–12 °C

4.6.5 Beer = 6–8 °C

4.6.6 Cocktail = 6–10 °C

(6 × 1) (6)

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4.7
- The corners of the tablecloth should be over the legs of the table.
- The overlap should be even all round the table: 30–45 cm.
- The creases of the tablecloths should all run in the same direction in the room.
- The overlap of two tablecloths should face away from the entrance of the room. (4)

4.8 4.8.1 Bill as check: Second copy of order used as bill.

4.8.2 Pre-paid: Customer purchases ticket or card in advance, either for specific meal or specific value

4.8.3 Separate bill: Bill made up from duplicate check and presented to customer

4.8.4 No charge: Customer not paying – credit transaction

4.8.5 Bill with order: Service to order and billing at same time, e.g. bar or take-away methods.

(5 × 2) (10)

4.9 4.9.1 Cup, saucer and teaspoon should be placed to the top centre-right of the tray

4.9.2 Any bottled sauce required should be laid flat to avoid accidents when carrying the tray.

4.9.3 When carrying the tray, the spouts of the hot beverage pots or jugs should face inwards to avoid spillages, which may cause scalding to the server or slippages on wet floors.

(3 × 1) (3)

4.10
- Good flavour
- Good aroma
- Good colour with milk or cream – not grey
- Good body

(Any 2 × 1) (2)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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