higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

FOOD AND BEVERAGE SERVICE N5

26 NOVEMBER 2013

This marking guideline consists of 9 pages.

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QUESTION 1

1.1.1 C

1.1.2 D

1.1.3 B

1.1.4 C

1.1.5 A

1.1.6 D

1.1.7 A

1.1.8 C

1.1.9 A

1.1.10 C

(10 × 1) (10)

1.2 1.2.1 Brut

1.2.2 Demi-sec

1.2.3 Cruet

1.2.4 Demi-tasse

1.2.5 Sherry

1.2.6 Side knife

1.2.7 Sweet spoon/dessert spoon

1.2.8 Pastry slice

1.2.9 Flute

1.2.10 Worthington

(10 × 1) (10)

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1.3	1.3.1	A
	1.3.2	G
	1.3.3	D
	1.3.4	B
	1.3.5	F
	1.3.6	K
	1.3.7	I
	1.3.8	C
	1.3.9	H
	1.3.10	E

(10 × 1) (10)

1.4	1.4.1	Table service
	1.4.2	Barista
	1.4.3	Courteous
	1.4.4	60
	1.4.5	Tableware
	1.4.6	Haute Cuisine
	1.4.7	Infuse
	1.4.8	Halaal
	1.4.9	White
	1.4.10	Right-hand

(10 × 1) (10)

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1.5	1.5.1	Cone	
	1.5.2	Bishops' mitre	
	1.5.3	Rose	
	1.5.4	Cockscomb	
	1.5.5	Fan	
			(5 × 1) (5)
1.6	1.6.1	True	
	1.6.2	False	
	1.6.3	True	
	1.6.4	True	
	1.6.5	False	
			(5 × 1) (5)

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1
2.1.1 Consommé cup and saucer
2.1.2 Breakfast cup and saucer
2.1.3 Joint plate
2.1.4 Sugar basin
2.1.5 Sauce boat
2.1.6 Fish plate
2.1.7 Egg cups
2.1.8 Side plate (8 × 1) (8)

2.2
- The menu has a fixed number of courses
- There is a limited choice within each course
- The selling price is fixed
- The food is usually available at a set time. (4)

2.3
2.1.1 Nails should be clean and well trimmed
2.1.2 Hair must be clean and well groomed. Long hair must be tied up or back to avoid hairs falling into foods and drinks and to avoid repeated handling of the hair
2.1.3 Teeth should be brushed immediately before coming on duty
2.1.4 Aftershave and perfumes should not be too strong as this may have a detrimental effect on the customer's palate. No nail varnish
2.1.5 Cuts and burns should be covered with waterproof dressings. Any colds or other possible infections should be reported immediately
2.1.6 Shoes must be comfortable and clean, and of a plain neat design. Fashion is not as important here as safety and foot comfort
(6 × 2) (12)

2.4
- Stillroom
- Silver or plate room
- Wash-up
- Hotplate
- Spare linen store (5)

2.5
- The country where the wine was made.
- Alcoholic strength in percentage by volume (%Vol)
- Contents in litre or ml.
- Name and address or trademark of supplier (4 × 2) (8)

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2.6 2.6.1 Cutlery is held between the thumb and forefinger in the centre at their sides to reduce the risk of finger marks.
OR
Use a service cloth to hold items being laid in the service cloth, giving it a final polish before setting the items on the table.
OR
Wear white gloves when laying cleaned and pre-polished tableware onto the tables in order to avoid finger marks. (3)

2.6.2 To ensure even spacing the cutlery should be laid from the inside to the outside of the cover. (1)

2.6.3 The first item on table d'hote cover = napkin or side plate in centre of cover. (1)

2.6.4 The first item on a la carte cover = fish plate in the centre of the cover (1)

2.6.5 The purpose of initially placing something in the centre of the cover is to ensure that the covers are exactly opposite one another and that the cutlery of each cover is the same distance apart. (2)

2.7 The standard stock for these facilities includes a teacup and saucer,√ a teaspoon,√ tea / coffee pot (or both),√ kettle (self-switching) √and a selection of tea, coffee, sugar, chocolate, creamer, non-sugar sweetener and, possibly biscuits√ (5)
[50]

QUESTION 3

3.1
A Joint knives = 5
B Side knives = 6
C Service spoons = 1
D Soup spoons, teaspoons =3
E Dirty linen = 13
F Coffee saucers = 10
G Sweet spoons = 2
H Fish plates = 7
I Water jugs = 17 /18
J Hot plate = 19
K Assorted condiments = 15
L Sweet plates = 8 (12 × 1) (12)

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3.2 3.2.1 American/Plate service – pre-plated food from kitchen to guest

3.2.2 Silver/English – presentation and service by waiter to customer. Make use of silver spoon and fork to serve

3.2.3 Family service – main course plated, vegetables in multiportion dishes for guests to help themselves

3.2.4 Butler/French service – presentation by waiter for guests to help themselves

3.2.5 Russian service – tables laid with food for customers to help themselves

3.2.6 Gueridon Service – food served onto customers' plate from a side table or gueridon trolley by the waiter (6 × 2) (12)

3.3
- Sound product knowledge
- Well-developed interpersonal skills
- A range of technical skills
- The ability to work as part of a team. (4)

3.4 Serve children as promptly as possible.
Provide them with 'give aways' such as crayons, colouring books, etc (2)

3.5 Menus are presented to each customer, guest first and last the host.
Open it for the customer and wait for the customer to take it. (3)

3.6
- Apologise to the customer.
- The dish should be removed and returned to the kitchen.
- The customer should be asked if he or she would like another portion of the same dish or would prefer to choose an alternative.
- The new dish should be collected as soon as possible and served to the customer.
- Apologies should be made for any inconvenience caused.
- The policy of the establishment will dictate whether or not the customer is to be charged for the alternative dish. (6)

3.7 Juices, fresh fruit and stewed fruit
Cereals, porridge and yoghurt
Fish (kippers, haddock, grilled herring)
Eggs
Meats (bacon, kidney, steak, gammon, various sausages)
Potatoes and vegetables (hash browns, fresh or grilled tomatoes.)
Pancakes and waffles
Cold buffet (assorted cold meats)
Bread items, preserves and beverages (coffee / tea, etc.) (8)

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3.8 The waiter (1)

3.9 The bill is presented to the customer on a side plate and folded in half with one corner turned up/in a special folder. (2)
[50]

QUESTION 4

4.1 Chocolate mousse: a light and fluffy mixture, which is usually sweet to the palate and served cold.√ Served as a sweet/ dessert√

Gazpacho: A cold soup of puréed tomato, cucumber, onion, red pepper and garlic.√ Serve as a soup course.√

Chateaubriand: double fillet steak cut from the head of the fillet of the beef.√ Serve in the main course√

(3 × 2) (6)

4.2
- Do not interrupt the customer – let them have their say and make their point.
- Apologise – but only for the specific problem or complaint.
- Restate the detail of the complaint briefly back to the customer to show you have listened and understood.
- Agree by thanking the customer for bringing the matter to your attention.
- This shows you are looking at the problem from the customer's perspective.
- Act quickly, quietly and professionally and follow the establishment's procedures for handling complaints.
- Record the incident.

(6)

4.3
- The customer's name
- The day and date the booking is required.
- The number of covers
- The time the booking is required.
- Any special requests.

(5)

4.4 Cut stems of flowers on the slant with a sharp knife.
Remove leaves that would otherwise be below water level.
Keep flower vases and water clean (3)

4.5 4.5.1 Screen fold (1)

4.5.2 The waiter should stand between the legs of the table to ensure the corners of the cloth cover the legs. (2)

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4.5.3
- Place the thumb on top of the inverted fold with the index and third fingers either side of the middle fold.
- Spread out your arms as close to the width of the table as is possible and lift the cloth so that the bottom leaf falls free.
- This should be positioned over the opposite edge of the table to where you are standing.
- Now let go of the middle fold and open the cloth out towards you until the table is covered with the cloth.
- Check that the cloth is even on all sides. (5)

4.6 4.6.1 Mise en place (1)

4.6.2
- Check the booking diary for reservations.
- Make out the seating plan for the day and allocate customers accordingly
- Make out a plan of the various stations and show where the staff will be working.
- Go over the menu with staff immediately before service is due to commence
- Check that all duties on the duty roster are covered and that a full team of staff is present (5)

4.7
- Greet customers at the entrance to the restaurant. Check to see if they have a reservation. If not, allocate a table if available. Assist with the customer's coats if required.
- Ask customers if they would like an aperitif in the lounge or reception area, or prefer to have one at the table.
- Assuming they are to have the aperitif at their table the customers are led to the allocated table and introduced to the server who will be looking after them.
- Each customer's napkin is placed over his or her lap.
- Menus are presented to each customer, open. Guests first and hosts last. Drinks are served.
- Bread is offered, butter and alternatives are placed on the table and any chilled water ordered is poured. (6 × 2) (12)

4.8 Various breakfast foods.
Morning coffee
Apéritifs and cocktails before meals
Coffee, liqueurs and brandy after dinner service
Afternoon tea.
Service of late night beverages (alcoholic /non-alcoholic)
Other snacks throughout the day, depending on the type of establishment
(Any 4 × 1) (4)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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