higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

FOOD AND BEVERAGE SERVICE N5

NOVEMBER 2014

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

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

(10 × 1) (10)

1.2	1.2.1	F
	1.2.2	G
	1.2.3	D
	1.2.4	A
	1.2.5	E
	1.2.6	C
	1.2.7	B

(7 × 1) (7)

1.3	1.3.1	Knife
	1.3.2	Table d' hôte
	1.3.3	Flower vase
	1.3.4	Right -hand side
	1.3.5	Right-hand side
	1.3.6	Finger bowl
	1.3.7	Floor staff
	1.3.8	Dinner plate
	1.3.9	Service salver
	1.3.10	At them

(10 × 1) (10)

1.4	1.4.1	Carver
	1.4.2	Rooibos tea
	1.4.3	Marinate
	1.4.4	Service cloth
	1.4.5	Champagne
	1.4.6	Bar spoon
	1.4.7	Tongs
	1.4.8	Carafe
	1.4.9	Optic
	1.4.10	Flute

(10 × 1) (10)

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1.5	1.5.1	False		
	1.5.2	True		
	1.5.3	False		
	1.5.4	True		
	1.5.5	False		
	1.5.6	True		
	1.5.7	False		
	1.5.8	False		
			(8 × 1)	(8)
1.6	1.6.1	Plunger cafetiére/coffee plunger		
	1.6.2	Nutcracker		
	1.6.3	Sauce-boat/saucier		
	1.6.4	Snail tongs/escargot tongs		
	1.6.5	Soup ladle		
			(5 × 1)	(5)
				[50]

QUESTION 2

2.1	2.1.1	Consommé cup and saucer	(2)
	2.1.2	Egg cup	(1)
	2.1.3	Butter dish	(1)
	2.1.4	Cream jug	(1)
	2.1.5	Tea pot and hot water jug.	(2)

2.2 Tomato and basil canapés
Oyster Bisque
Haring grille
Chateaubriand
Crepe Suzette (5)

2.3 Staff should have a pleasant manner and show courtesy and tact, an even temper and good humour.
Staff should never argue with a customer and if they are unable to resolve a situation, it should be referred immediately to a senior member of the team who will be able to reassure the customer and put right any fault. (6)

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2.4 The sommelier is responsible for the service of all alcoholic drinks and non-alcoholic bar drinks during the service of meals. Should have a thorough knowledge and also be a sales person

The barista is a male or female bartender who typically works behind a counter, serving both hot and cold beverages as well as alcoholic beverages. (6)

2.5 The corners of the tablecloth should be over the legs of the table.
The overlap should be even all around the table.
The creases of the tablecloth should all run the same way in the room. (6)

2.6.1 Polishing and refilling oil and vinegar stands, sugar basins and dredgers, peppermills and cayenne pepper pots. (3)

2.6.2 Checking with the headwaiter the number of accompaniments and sets of cruets to prepare and the number of sideboards/ workstations and tables that will be in use during the service period. (2)

2.7 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
Smell should not be overpowering or unpleasant.
Should complement the colour scheme, fabrics, china, glassware and cutlery.
The arrangement should not be too tall – mustn't interfere with the guest's view across the table. (6)

2.8 Type of establishment
Time available for the meal
Type of menu presented
Site of the establishment
Type of customer to be served.
Turnover of custom expected
Cost of the meal served. (7)

2.9 Service spoon and fork (2)
[50]

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QUESTION 3

3.1 When taking the order, face the customer so they see you full face.
Speak normally, but distinctly.
Keep descriptions to a minimum
Indicate precisely any modifiers that are available with a specific dish e.g. choice of dips being available with starter/the different degrees of cooking available for a grilled steak.
Read back the order given for confirmation. (5)

3.2 Check that the white wine is at the correct serving temperature.
Take to table in ice bucket.
Present the bottle to the host.
Ensure the correct glasses are placed on the table for the wine to be served.
Open the wine in front of host, using correct method.
Place the cork in the ice bucket
Wipe the inside of the bottle with the napkin.
Hold the bottle for pouring so that the label may be seen.
Give a taste of the wine to the host, pouring from the right hand side,
If host ok the wine start serving the ladies first, always commencing from the host's right.
Fill each glass 2/3 full.
Replace remaining wine in ice bucket. And refill glasses when necessary.
(ANY 9 IN ORDER) (9)

3.3 Bill as check
Separate bill
Bill with order
Pre-paid
Voucher
No charge
Deferred (ANY 4) (4)

3.4 Full English breakfast

Continental breakfast (2)

3.5 Water has not reached boiling point
Insufficient coffee used
Infusion time too short
Stale or old coffee used (4)

3.6 Fish course
Entree course
Relevé
Roast
Vegetables
Salad
Cold buffet **(7)**

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3.7 3.7.1 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)

3.7.2 Uniforms should be clean, starched as appropriate and neatly pressed.
All buttons must be present (2)

3.7.3 Hands should be washed immediately after using the toilet, etc.
Hands must always be clean, free of nicotine stains and with clean, well-trimmed nails. (2)

3.7.4 Make-up and nails: women should only wear light make-up. If nail varnish is worn then it should be clear. (2)

3.7.5 Shoes must be comfortable and clean, and of a plain, neat design.
Fashion is not as important here as safety and foot comfort. (2)

3.8 Look out for, and be prepared to deal with, people with sight, hearing, speech, mobility and language difficulties.
Also be able to deal with children.
(ANY 4) (4)

3.9 Consommé cups
Fish plates
Joint plates
Sweet plates (4)

3.10 Rose (1)
[50]

QUESTION 4

4.1 4.1.1 Right hand side

4.1.2 To the left of the guest

4.1.3 Back right hand corner of the guest.

4.1.4 Right hand side of the guest. (4)

4.2 There are two copies of each food order.
The server must remember to write out the number of covers and the price of the meal or dish concerned o each slip.

The one copy goes to the hotplate and the other copy acts as the customer's bill. (3)

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4.3 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 customers' coats if required. (4)

4.4 Crumbing down commences from the left hand side of the first customer. √

The service plate is placed just beneath the lip of the (edge) of the table. √
Crumbs are brushed towards the plate using a folded napkin.√
Specialist crumber brush or a metal crumber.√

This process takes place after the main course has been cleared. .√ (5)

4.5 Greet and seat the customer
Present the breakfast menu and give customer time to decide.
Take the customer's order.
Ensure the correct cover as per customer's order
Serve the first course plus accompaniments
After the first course is cleared serve the following:
Beverage, croissant, brioche, rolls / toast
Serve the main course(plated) plus accompaniments
Check any other requirements.
On clearing the main course the waiter should move the side plate and knife in front of the customer and then enquire if more bread items are required.
(ANY 6) (6)

4.6 A buffet may be set up to display the range of foods on offer.
A guéridon (trolley) may be set up to display the range of foods on offer. (2)

4.7 4.7.1 Velouté

4.7.2 Veal

4.7.3 Filter coffee (3)

4.8 A cover: when laying the table in readiness for service there are a variety of place settings that may be laid according to the type of meal. A place setting is a certain type of cover being laid – all the cutlery, crockery, glassware and linen required to lay a certain type of place setting. (2)

4.9 Silver service
Family service
Plate / American service
Butler / French service
Russian service
Guéridon service (6)

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4.10 Fish plate at the centre of the cover.√ √
Fish knife and fork.√√
Side plate.√
Side knife.√
Napkin.√
Water glass.√
Wine glass.√ (9)

4.11 Hot croissant/brioche/toast, butter and preserves
Coffee as beverage
Cereals
Fruits and fruit juices
Yoghurts
Ham and cheese (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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