

higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N570(E)(N14)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

14 November 2014 (Y-Paper)
13:00–16:00

This question paper consists of 10 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. The question paper comprises TWO sections:

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

4. Number the answers correctly according to the numbering system used in this question paper.
5. Start each question on a NEW page.
6. Answer questions clearly and use full sentences where necessary.
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 be on a new page)
7. Write neatly and legibly.

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QUESTION 1

1.1 Various possible options are provided as answers to the following questions. Choose the correct 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 Espresso coffee topped with steamed frothed milk, often finished with a sprinkling of chocolate.

A Caffé mocha
B Iced coffee
C Cappuccino
D Caffé latté

1.1.2 This system for revenue control is found in many in-store-restaurants, cafeterias and bars.

A Point-of- sale control system
B Manual
C Pre-checking system
D Electronic cash register

1.1.3 Sauce should be presented in a …

A soup bowl
B dessert bowl
C soup-boat
D sauceboat

1.1.4 Cocktails should always be served in the correct glass with the correct …

A stem
B garnish
C colour
D straw

1.1.5 When doing coffee and tea service from the pot, everything is served by the waiter, except for the ..., which is placed on the table for the customers to help themselves.

A coffee
B tea
C sugar
D milk

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1.1.6 A long shaped loaf of French bread

A Bagel
B Baguette
C Ballotine
D Barguette

1.1.7 Service of pre-plated food to customers

A English service
B Room service
C Family service
D American service

1.1.8 Most tablecloths are folded in what is known as a ...

A fanfold
B candle fold
C double fold
D screen fold

1.1.9 Matchstick-shape cut of spring vegetables, used as a garnish or as a vegetable dish

A Jardinière
B Julienne
C Jambonette
D Joue

1.1.10 Turkish and Greek sweet made from filo pastry, chopped nuts and honey.

A Baklava
B Bagel
C Bavarois
D Bonito

(10 × 1) (10)

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1.2 Choose from COLUMN B the correct dish suitable to be served in each course of COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.7) in your answer book.

COLUMN A		COLUMN B
1.2.1	Soups	A Smoked salmon
1.2.2	Hors d'oevres	B French cheeses
1.2.3	Oeufs	C Artichokes
1.2.4	Poisson	D Omelettes
1.2.5	Entrée	E Tournedos
1.2.6	Legumes	F Seafood chowder
1.2.7	Fromage	G Liver paté
		H Leg of pork.

(7 × 1) (7)

1.3 Choose the correct words in brackets. Write only the correct word next to the question number (1.3.1–1.3.10) in your ANSWER BOOK.

1.3.1 A wine glass is always set at the tip of the (knife/fork).

1.3.2 A dessert spoon forms part of the (a' la carte/table d' hôte) table setting.

1.3.3 After crumbing down, the (side plate/flower vase) remains on the table.

1.3.4 A soup spoon is set on the (left-hand/right-hand) side of the cover.

1.3.5 The joint knife is set on the (left-hand/right-hand) side of the cover.

1.3.6 After a meal the customers can use a (finger bowl/water bowl) to rinse their fingers.

1.3.7 Room service is done by (waiters/floor staff).

1.3.8 In a restaurant cutlery must be carried on a (dinner plate/side plate) with a serviette.

1.3.9 The two basic methods of carrying glasses in the food and beverage service area are by hand or on a (tray/service salver).

1.3.10 When talking to customers, standing next to them and looking (down /at them).

(10 × 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 The person responsible for the carving trolley and the carving of joints

1.4.2 A popular herbal tea grown in South Africa

1.4.3 To soak meat for a while to improve tenderness

1.4.4 A cloth which hangs over a waiters arm

1.4.5 A sparkling wine made in France

1.4.6 For use, with the mixing glass, when stirring cocktails

1.4.7 Used to serve ice from an ice-bucket

1.4.8 Used to decant wine in

1.4.9 Used to measure spirits

1.4.10 Used to serve sparkling wine in

(10 × 1) (10)

1.5 Indicate whether the following statements are TRUE or FALSE. Write down only 'true' or 'false' next to the question number (1.5.1–1.5.8) in the ANSWER BOOK.

1.5.1 A red wine glass is smaller than a white wine glass.

1.5.2 Serve red wine with red meat and white wine with white meat.

1.5.3 No matter what the quality of service, a waiter can always expect a tip.

1.5.4 Unless otherwise requested, tea is usually served with cold milk.

1.5.5 Waiting time must be allowed when ordering from a table d'hôte menu.

1.5.6 Restaurant staff should be on duty well before service starts.

1.5.7 The waiter should taste the wine at the table before serving it to the guests.

1.5.8 Hors d'oevres are served after the soup course. (8)

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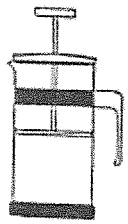
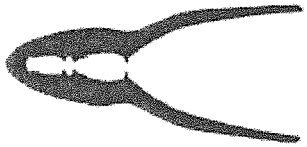
1.6 Identify the following food service equipment.

1.6.1



1.6.2



1.6.3



1.6.4



1.6.5



(5 × 1) (5)

TOTAL SECTION A: 50

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SECTION B: LONG QUESTIONS

QUESTION 2

2.1 Name the crockery required for the service of the following dishes:

2.1.1 Consommé (2)

2.1.2 Boiled egg (1)

2.1.3 Butter (1)

2.1.4 Cream (1)

2.1.5 Tea (2)

2.2 Arrange the following dishes in the correct sequence of serving

Crepé Suzette
Tomato and Basil Canapés
Oyster Bisque
Chateaubriand
Hareng grille (5)

2.3 Explain how a professional waiter should handle a complaint. (6)

2.4 Distinguish between the Barista and the Sommelier in the drink service area by describing each one's tasks. (6)

2.5 How would you evaluate whether a table cloth is laid correctly? (6)

2.6 Explain the following 'mise en place' duties of the stillroom:

2.6.1 Polishing and refilling (3)

2.6.2 Checking (2)

2.7 What should be kept in mind when doing a floral arrangement for the centre of a dinner table? (6)

2.8 Name SEVEN factors that will determine which type of service will be suitable for a specific establishment/client. (7)

2.9 Name the utensils required to do silver service. (2)
[50]

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QUESTION 3

3.1 Name FIVE points a waiter has to consider when taking the order from a customer. (5)

3.2 Describe the correct procedure to follow when serving white wine. (9)

3.3 Name the FOUR billing methods used in a restaurant. (4)

3.4 Name the TWO basic breakfast covers. (2)

3.5 Give reasons for a weak coffee. (4)

3.6 Which courses on the classic menu form the main courses? (7)

3.7 Discuss each of the following aspects of hygiene to be considered by staff working in a restaurant:

3.7.1 Hair

3.7.2 Uniform

3.7.3 Hands

3.7.4 Make-up and nails

3.7.5 Shoes

(5 × 2) (10)

3.8 Which additional needs of a customer should a waiter always be aware of? (4)

3.9 Study the following menu and name the crockery that should be placed in the hotplate as part of 'mise en place' to serve this menu.

Chicken Consommé
Fried Hake and Tartar sauce
Beef Wellington with fresh vegetables
Malva pudding with custard. (4)

3.10 Which napkin fold can be used to present rolls or melba toast? (1)

[50]

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QUESTION 4

4.1 Indicate from which side of the guest the following tasks should be performed by the waiter.

4.1.1 Serving of beverages

4.1.2 Plated food

4.1.3 Removing a used dinner plate

4.1.5 Pouring wine (4)

4.2 Explain the duplicate method of taking an order. (3)

4.3 Discuss the procedure for receiving of guests at the restaurant. (4)

4.4 Describe how crumbing down should take place during a table d'hôte meal. (5)

4.5 Describe the table serving procedure of breakfast in the correct order. (6)

4.6 Name TWO types of set-up, which could be used in the lounge for afternoon tea. (2)

4.7 Give the correct name/term for each of the following:

4.7.1 A sauce made with a roux and stock.

4.7.2 The meat of a calf

4.7.3 Brewed coffee (3)

4.8 Briefly explain the term 'cover' (2)

4.9 Name SIX different styles of food service. (6)

4.10 Name the correct items to be used for the laying of the 'ala carte cover in the correct order. (9)

4.11 List SIX food items which can be served at a Continental breakfast. (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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