higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

NOVEMBER EXAMINATION

FOOD AND BEVERAGE SERVICE N5

22 NOVEMBER 2016

This marking guideline consists of 8 pages.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1	1.1.1	C	
	1.1.2	B	
	1.1.3	D	
	1.1.4	A	
	1.1.5	B	
	1.1.6	B	
	1.1.7	D	
	1.1.8	B	
	1.1.9	D	
	1.1.10	B	
			(10 × 1) (10)
1.2	1.2.1	E	
	1.2.2	B	
	1.2.3	K	
	1.2.4	F	
	1.2.5	G	
	1.2.6	I	
	1.2.7	H	
	1.2.8	J	
	1.2.9	D	
	1.2.10	C	
			(10 × 1) (10)
1.3	1.3.1	Sauce ladle	
	1.3.2	Pastry fork	
	1.3.3	Corn-on-the-cob-holders	
	1.3.4	Side knife	
	1.3.5	Cake lifter	
	1.3.6	Nutcrackers	
	1.3.7	Cheese knife	
	1.3.8	Butter knife	
	1.3.9	Sugar tongs	
	1.3.10	Preserve spoon	
			(10 × 1) (10)
1.4	1.4.1	Brandy snifter: used for serving brandy and cognac.	
	1.4.2	Sparkling wine flute: used for serving sparkling wine.	
	1.4.3	Embassy beer glass: used for serving beer.	
	1.4.4	Red wine glass: for serving red wine.	
	1.4.5	White wine glass; for serving white wine.	
			(5 × 2) (10)

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1.5 1.5.1 False
1.5.2 False
1.5.3 True
1.5.4 False
1.5.5 True
1.5.6 True
1.5.7 False
1.5.8 True
1.5.9 True
1.5.10 False

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B: LONG QUESTIONS

QUESTION 2

2.1 2.1.1 Au gratin: topped with breadcrumbs and grated cheese and browned under the grill.

2.1.2 Baste: to spoon over liquid during cooking, for example. hot fat over a joint.

2.1.3 Citron: lemon

2.1.4 Pancetta: streaky bacon (Italian)

2.1.5 Shred: to cut meat or vegetables into thin slices or strips.

(5 × 2) (10)

2.2
- Check the bill carefully to see that it is accurate with no mistakes.
- Ensure that the customer does not wait for a bill.
- Lay the bill folder down in a neutral place on the table and unless a specific customer asks for it.
- Process the payment as quickly as possible once the customer asks for it.
- Return the change from a cash transaction or the receipt for meal purchases made with a credit card.
- Thank the customers for their business and invite them to return. (6 x 1) (6)

2.3 2.3.1 Hair should be kept neat, clean and well groomed. Long hair must be tied back and all hairstyles should be out of the face.

2.3.2 Hands and nails should be kept well groomed and clean. Fingernails should be clean, short and without nail polish.

2.3.3 Make-up should be discreet and not overdone.

2.3.4 Brush teeth regularly to prevent bad breath (especially after smoking).
Do not eat during the shift as food particles can get stuck between teeth without the waiter realising it.

(4 × 2) (8)

2.4 *Mise en place* is a French term that means 'to put in place'.√ In the hospitality industry it mostly refers to the preparation work done that needs to be done before the arrival of the guests. √ (2)

2.5 Hollow-ware: candlesticks, √ coffee pots, √ platters√ and trays. √ (4)

2.6 Table d'hôte setting√ and À la carte setting. √ (2)

2.7 In an upmarket establishment, once guests are seated, waiters will unfold the guest's napkin by lifting it gently off the table and giving it a slight shake before placing it gently on the guest's lap. If it is not done for the guest, he/she does it themselves before the first course is presented. (4 x 1) (4)

2.8 2.8.1 In French service customers help themselves and can therefore choose their own portion size.

2.8.2 Food is completed and garnished in front of the guest and served by a waiter who offers a dish to each guest so they may choose their food and plate it themselves. The server/waiter moves clock-wise around the table, stopping at each guest.

(2 × 2) (4)

2.9 You should ask for the check when you stay in a hotel and use the hotel's in-house restaurant for breakfast, lunch or dinner.
You will then not pay cash or use your card but you will sign on the slip, give your room number and when you check out of the hotel the meals you signed for will be added to your room bill and it is named your check.

The bill is used in a restaurant with a once-off visit to the restaurant and the waiter will present the bill to the guest at the end of the meal. (4 x 1) (4)

2.10
- Cup and saucer
- Teaspoon under the ear of the cup
- Hot and cold milk as well as cream
- Coffee pot/plunger
- Sugar pot with white, brown and sugar free sugar. (6 x 1) (6)

[50]

QUESTION 3

3.1 H-I-H-O technique stands for hands in, hands out. √√
This means that every time the waiter leaves the kitchen, he/she should have something in their hands that will be served to a customer. √√ (4)

3.2
- Being well mannered towards customers and management
- Making guests feel important
- Give smooth service
- Have a positive attitude towards customers
- Be friendly and helpful
- Enjoy their work and show enthusiasm
- Be willing to smile and empathise even in the face of rudeness.

(Any 4 × 1) (4)

3.3 This schedule should include:

- Sweep, mop or vacuum floors, before the start of the day.
- Clean, brush and vacuum carpets as needed.
- Clean light fixtures with a sponge or cloth.
- Clean all spills that happened during service immediately and replace tablecloths and other table items if needed.
- Wipe all menus so that they are clean and presentable.
- Clean and sanitise dispensers, such as beverage dispensers or coffee machines after every use. (Any 6 × 1) (6)

3.4
- The buffet should be set up in a prominent position in the room, but also a practical position.
- There should be enough space on the buffet for displays and presentation.
- The buffet should be easily accessible to the still room and wash up for replenishing and clearing duties
- There should be sufficient space for customer circulation between the buffet tables and adjacent dining tables.
- The total presentation of the room should be attractive and promote the right atmosphere. (5 x 1) (5)

3.5 Table service: the customer is served at a laid table. It includes plated service and silver service.

Assisted service: the customer is served part of the meal at a table and is required to obtain a part through self-service from some form of display or buffet. (2 x 2) (4)

3.6 3.6.1 Take-away service
3.6.2 Drive- through
3.6.3 Vending machine

(3 × 1) (3)

3.7
- Establish who the host is.
- Addressing ladies first when taking the order.
- Through either eye contact or verbal address, the waiter may start to take their order.
- Remember to confirm the total order when all orders were taken.
- Always get the cooking temperatures for meats, for example medium done.
- Stand straight and speak clearly.
- Fill in the order book correctly.
- Make notes who ordered what.
- Remove food menus from each guest after taking order.
- Include special requests. (Any 5 × 1) (5)

3.8
- Greet customer.
- Seat customer.
- Place lap napkins.
- Introduce him/herself.
- Offer iced water.
- Take pre-drink orders and order from the bar.
- Offer food and wine menus and suggest specials.
- Serve bread and butter.
- Take the food order up to and including main course.
- Transfer food order to the kitchen and cashier dockets and place order with kitchen.
- Take wine order and serve wine order.
- Change cutlery where necessary.
- Serve food order.
- Top-up wine.
- Clear main course.
- Clear all side plates, salad bowls and butter pats.
- Crumb down each place setting.
- Take the dessert order and set dessert cutlery. (Any 12 × 1) (12)

3.9
- Triplicate docket book
- Duplicate docket book
- Service with order-at point of sale (no docket book)
- Pre-ordered payment (functions/hospitals tray service/room service)

(4 x 1) (4)

3.10
- Croissants and a selection of breads with butter and jams/preserves
- Yoghurts and fresh fruit
- Selection of cold smoked or cured meats (3 x 1) (3)

[50]

QUESTION 4

4.1
- Fit well and be neatly pressed.
- Not too tight and waitresses should not show too much cleavage.
- Be clean with special attention given to cuffs and collars.
- Have the buttons of waist coats and jackets tied up. (4 x 1) (4)

4.2
- The waiter is responsible for setting tables in the restaurant.
- Stack and maintain side stations.
- Greet customers.
- Seat customers.
- Take orders.
- Explain menus.
- Do suggestive selling.
- Adjust covers.
- Serve and present meals.
- Crumbing down of table.
- Present the bill to the customer. (Any 4 × 1) (4)

4.3
- Clear the tables immediately after one set of customers have left and reset it for the next group.
- Clean and clear the side station and restack it for the next sitting. (2 x 1) (2)

4.4 4.4.1 The overlap should face assay from the entrance to the room. Ensure that the 2 tablecloths are the same length and that the overhang is even.

4.4.2 The overlap should be even all around the table - approximately 30-45 cm.

4.4.3 The creases of the tablecloths should all run in the same direction in the room.

4.4.4 The corners of the tablecloth should cover the legs of the table. (4 × 2) (8)

4.5 Ensure that:
- The table is in the correct position in the room.
- The table should be level, not wobbly.
- The table top should be clean.
- Ensure that you are using the correct size table for the number of guests expected. (4 × 1) (4)

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4.6
- Double fold
- Bird of paradise
- Lotus flower
- Lily
- Bishop's hat
- Pyramid/Trifold (Any 4 × 1) (4)

4.7
- Which room will the arrangement be placed in?
- What is the colour scheme in the room/for the function?
- What type of arrangement? Centre piece/or for buffet table?
- What is the total budget for the flowers? (4 x 1) (4)

4.8 4.8.1 Guéridon service is when food is be presented, cooked, or finished on a trolley in front of the guest.
This is the service where a dish comes partially prepared from the kitchen to be completed in the restaurant by the waiter. (2 x 2) (4)

4.8.2 In Russian service, the food is cooked, carved, craftily arranged and displayed on silver platters in the kitchen.
Russian service is a seated style that's highly personal and attentive.
Guests feel like honoured royalty as waiters bring platters of food to the table and serve them individually. (3 x 1) (3)

4.9
- Menu terminology and descriptive terms
- Availability of dishes
- Alterations, additions, specials … what the kitchen can accommodate.
- Recommendations from the chef
- Preparation methods of dishes
- Preparation times of dishes
- Ingredients used in dishes
- What accompaniments will be served with a dish (Any 5 × 1) (5)

4.10 Repeat the order to ensure it is accurate√ and to avoid any misunderstandings. √ (2)

4.11 A spoon√ and a fork. √ (2)

4.12 Bed and breakfast is a system of accommodation√ in a hotel or guest house √ in which you pay for a room√ for the night and for breakfast the following morning. √ (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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