higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(N22)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

22 November 2016 (X-Paper)
09:00–12:00

This question paper consists of 11 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. This question paper consists of TWO sections:

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

3. Read ALL the questions carefully.

4. Number the answers 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.

7. Leave a line between answers in every subsection, for example between QUESTION 1.1 and QUESTION 1.2.

8. Write neatly and legibly.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the 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 Traditionally strong coffee where boiling water is forced at high pressure through ground coffee.

A Americano
B Iced coffee
C Espresso
D Instant coffee

1.1.2 Basic *mise en place* for the service of breakfast is normally carried out …

A in the morning early, before service starts.
B the evening before, after dinner service has finished.
C late at night when there is no room-service orders.
D with a separate team during the service of breakfast.

1.1.3 The person responsible for collecting payment for bills in a restaurant.

A Manager
B Chef
C Aboyer
D Waiter

1.1.4 Probably the most famous *crêpe* dish in the world.

A Crêpe Suzette
B Crêpe Bergamot
C Crêpe Lobster
D Crêpe Creole

1.1.5 When a table has to wait longer than they should for their food, you as the waiter …

A should only apologise.
B should not only apologise, but offer them something for the inconvenience.
C should apologise and ask them to leave.
D should call the manager to explain, because you are too junior to handle this type of situation.

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1.1.6 An easy financial fix for restaurants is the practice of taking more reservations than what the restaurant can seat.

A Waiting list
B Overbooking
C People not showing up
D People walking in without reservations

1.1.7 The main aim of service is to …

A serve as quickly as possible.
B be friendly.
C treat customers with a good attitude.
D provide high-quality service in a style that is in line with the type of restaurant and clients.

1.1.8 A service style with casual dining approach is … service.

A French
B family
C silver
D English

1.1.9 A *cruet* set refers to …

A a table and a chair in the dining room.
B a knife and a fork at the table setting
C sauce and sugar on the table.
D salt and pepper shaker on the table.

1.1.10 The French name for a sauce made with roux and stock is …

A Chaudfroid.
B Veloute.
C Poivrade.
D Béchamel.

(10 × 1) (10)

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1.2 Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
1.2.1	Refers to both hot and cold puddings	A	hors d'oevres
1.2.2	Includes all soups, both hot and cold	B	potage
1.2.3	Often refers to a small plate of salad	C	entrée
1.2.4	Served to give a pause within a meal, allowing the palate to be refreshed	D	poisson
1.2.5	A number of egg dishes	E	entremets
1.2.6	This term refers to roasted game or poultry dishes	F	sorbet
1.2.7	Includes a range of cheeses and various accompaniments	G	oeufs
1.2.8	This term refers to main roasts or larger joints of meat, which would be served together with potatoes and vegetables	H	fromage
1.2.9	This course consists of fish dishes	I	rôti
1.2.10	A small well-garnished dish, usually accompanied by a rich sauce or gravy	J	relevé
		K	salade
		L	dessert

(10 × 1) (10)

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1.3 Choose the correct equipment from the list below for each of the following tasks/uses. Write only the name of the equipment next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

sugar tongs; cake lifter; pastry fork; corn-on-the cob-holders; butter knife; sauce ladle; nutcrackers; sundae spoon; stilton scoop; cheese knife; preserve spoon; side knife

1.3.1 Serving sauce at the dinner table

1.3.2 Part of afternoon tea service

1.3.3 Help when eating a corn on the cob, and make it less messy.

1.3.4 To spread butter on bread.

1.3.5 Assists in serving portions of gateau.

1.3.6 To get nuts out of the shell.

1.3.7 For guests to help themselves with slices of cheese.

1.3.8 To transfer butter from the butter pat to the side plate.

1.3.9 Required to serve sugar cubes from the sugar basin.

1.3.10 Used with a jam dish.

(10 × 1) (10)

1.4 Identify the following glasses and give an example of a drink to be served in each one. Write the name of the glass with each drink next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1



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1.4.2



1.4.3



1.4.4



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1.4.5



(5 × 2) (10)

1.5 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.

1.5.1 When pouring wine for the guest make sure the bottle touches the glass.

1.5.2 Red and rosé wines are filled only two-thirds full of a glass and white wines are filled half.

1.5.3 There are five glasses of wine in one bottle.

1.5.4 Do not ask customers; just refill their glasses when empty.

1.5.5 Red wine bottles are left on the table as it should be served at room temperature.

1.5.6 When opening a bottle of sparkling wine, you'll need to keep it under control so that the cork 'pops' as little as possible.

1.5.7 Sparkling wine from England is called champagne.

1.5.8 Use a service cloth to wipe the lip of the bottle.

1.5.9 Tilt the glass when pouring sparkling wine and sodas to minimise the frothing.

1.5.10 Hold the bottle of wine by the neck when serving the wine.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

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SECTION B: LONG QUESTIONS

QUESTION 2

2.1 Explain the following food and menu terms:

2.1.1 Au gratin

2.1.2 Baste

2.1.3 Citron

2.1.4 Pancetta

2.1.5 Shred

(5 × 2) (10)

2.2 State the responsibilities of a waiter when a guest requires the bill. (6)

2.3 The hygienic appearance of a waiter is very important for the standards of a restaurant. Explain the following aspects of personal hygiene to be considered by waiters working in a restaurant.

2.3.1 Hair

2.3.2 Hands and nails

2.3.3 Make-up

2.3.4 Teeth

(4 × 2) (8)

2.4 Define the term *mise en place*. (2)

2.5 Name FOUR types of equipment also known as hollow-ware. (4)

2.6 A *cover* is defined as a place setting for one guest laid to suit the type of menu offered.

Name the TWO principal types of covers. (2)

2.7 Explain napkin etiquette in the upmarket establishments. (4)

2.8 French service is when guests serve themselves with a dish on the dining table.

2.8.1 State TWO advantages of this type of service.

2.8.2 Explain the tasks of the waiter in this type of service

(2 × 2) (4)

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2.9 Explain the use of *check vs bill* in the hospitality industry. (4)

2.10 Name SIX specific items to be placed on a tray for the serving of coffee during room service. (6)
[50]

QUESTION 3

3.1 Explain the H-I-H-O technique to a new waiter. (4)

3.2 Suggest FOUR ways to a waiter how to show acceptable behaviour. (4)

3.3 Develop a routine daily cleaning-schedule for a restaurant. (6)

3.4 State the basic principles for the layout of a buffet. (5)

3.5 Distinguish between *table service* and *assisted service*. (4)

3.6 Identify the name of the single-point service in the following descriptions:

3.6.1 Once the order is placed, the customer pays and collects the items at the same point.

3.6.2 Customers can order, pay and receive food from their vehicle.

3.6.3 Quick effortless service in the form of a coin-operated machine dispenses merchandise such as snacks and beverages.

(3 × 1) (3)

3.7 State FIVE points a waiter has to consider when taking the meal order. (5)

3.8 Explain the order for service of a three-course table d'hôte meal by the waiter, upon a guest's arrival up to where the covers are changed for the service of the dessert. (12)

3.9 Name FOUR billing methods used in a hotel/restaurant. (4)

3.10 Name THREE types of food you can serve during a continental breakfast. (3)
[50]

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QUESTION 4

4.1 Regardless of what the uniform of a waiter looks like, it should comply with a few regulations. Explain this statement. (4)

4.2 Name FOUR typical responsibilities of a waiter. (4)

4.3 What are the TWO preparation duties of a waiter after service? (2)

4.4 Explain the following with regard to the correct laying of a tablecloth in a restaurant:

4.4.1 When using two tablecloths on one table

4.4.2 The overlap

4.4.3 The creases

4.4.4 The corner of the tablecloth

(4 × 2) (8)

4.5 Explain to the person laying the table, the preparations that should be done to the table before the tablecloth is laid. (4)

4.6 Name FOUR simple serviette folds. (4)

4.7 What key questions should a person ask him/herself before arranging flowers for a function? (4)

4.8 Explain the following types of table service:

4.8.1 Guéridon service (4)

4.8.2 Russian service (3)

4.9 What knowledge should waitrons have before they can take orders from the guests? (5)

4.10 Why should a waiter repeat the order to a customer? (2)

4.11 What do you see as *service gear* when doing silver service? (2)

4.12 Explain the abbreviation B & B in the hospitality industry. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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