higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

29 NOVEMBER 2019

This marking guideline consists of 13 pages.

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SECTION A

QUESTION 1

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

(10 × 1) (10)

1.2 1.2.1 Nutcracker/Lobster cracker✓
Is used to break open the shells of hard, dry fruits, known commonly as nuts✓
(Any relevant answer – name of equipment and matching description)

1.2.2 Sugar tong✓
Used for sugar cubes/blocks✓

Ice tong✓
Used to pick up ice cubes✓
(Any relevant answer – name of equipment and matching description)

1.2.3 Jigger/Shot measurer/Cocktail measurer✓
Is used to measure spirits/used to measure✓
(Any relevant answer – name of equipment and matching description for cocktail-measuring bar equipment)

1.2.4 Teapot✓
Used in making of tea/used to infuse water with tea ✓

1.2.5 French press/(coffee) plunger/Presser✓
Is used for making plunger coffee/used to make coffee✓
(Any relevant equipment name)
(2 × 5) (10)

1.3	1.3.1	H		
	1.3.2	J		
	1.3.3	E		
	1.3.4	F		
	1.3.5	G		
	1.3.6	I		
	1.3.7	B		
	1.3.8	C		
	1.3.9	A		
	1.3.10	D		
			(10 × 1)	(10)

1.4	1.4.1	True		
	1.4.2	False		
	1.4.3	True		
	1.4.4	True		
	1.4.5	True		
	1.4.6	True		
	1.4.7	True		
	1.4.8	True		
	1.4.9	True		
	1.4.10	False		
			(10 × 1)	(10)

1.5	1.5.1	Hot plate/Hot pass/Cold plate/Cold pass/Pass		
	1.5.2	Wine butler/Wine waiter/Sommelier		
	1.5.3	Espresso cup (and saucer)		
	1.5.4	Whiskey glass/On-the-rocks glass/Old-fashioned glass/tumbler		
	1.5.5	Wine/White wine/Red wine/Rosé wine		
	1.5.6	Champagne		
	1.5.7	Plat du jour		
	1.5.8	Mise en place		
	1.5.9	Carte du jour		
	1.5.10	Entrée		
			(10 × 1)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Food Menu (TWO marks to be allocated)

- Present menu to the left of guest.
- Present by opening the menu for guest.
- Present menus to ladies first.
- Present menus to elderly people first.
- Present menu to host(ess) last.
- Offer menus clockwise to left/right of host(ess).

Wine list (TWO marks to be allocated)

- Present wine list to the left of guest.
- Present wine list to the host(ess).
- Open wine list for the host(ess).
- Only one wine list presented to the table, unless others request it.
- Offer wine list before food menus.

(Any relevant answer) (2 × 3) (6)

2.2

- Ensure equipment is clean.
- Use sharp knives.
- Make use of carving fork to grip.
- Practise to be perfect.
- Carve economically.
- Carve evenly.
- Carve quickly.
- Cut at an angle or 45-degree slant.
- Use the whole length of the knife and not only the tip when carving.
- Do not allow meat to cool, and keep guests from waiting.
- Cut against the grain of the meat.
- Do not pre-cut the meat as it will dry out.
- Keep all meat under a food cover to maintain hygienic standards.
- Keep carving station clean.
- Dispose of excess fat and any other debris.
- Joints with netting: remove netting in the kitchen.
- Offer accompaniments/horseradish/jus. (Any relevant answer 6 × 1) (6)

2.3

- Full hands in, full hands out.
- Important to ensure waiter's hands are always busy/never empty.

(Any relevant answer expressing this 2 × 2) (4)

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2.4
- Cone
- Candle
- Fan
- Rose
- Bishop's hat
- Triple wave
- Cockscomb
- Tuxedo
- Envelope

(Any relevant answer 4 × 1) (4)

2.5 2.5.1
- Set number of courses
- Limited choice with each course or amongst courses
- Set price for all courses
- Food prepared beforehand
- Available at a set time
- Gear is laid in advance
- These menus are usually offered for functions for a large number of people

2.5.2
- Variety to choose from
- Items individually priced
- Possible longer order waiting time
- Dishes may be semi-prepared
- Table is laid with main gear only

2.5.3
- Vegetarian options
- Gluten-free options
- Whole wheat
- Rye breads
- Brown flour
- Low sodium/salt
- Healthy eating options, salads, etc.
- Diabetic options/Low or no sugar added

2.5.4
- Menu repeats itself
- Can be weekly/monthly/quarterly
- It is seasonal

(Any relevant answer 4 × 2) (8)

2.6 2.6.1
- Must be clean
- Well groomed
- Men must shave
- No extravagant hair styles
- Make use of hair accessories that are either black or brown
- No overdone/dyed hair
- Long hair must be tied up or back

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2.6.2
- Short
- Clean
- No bright-coloured nail varnish
- Well-groomed/manicured nails

2.6.3
- Bath regularly
- Wear deodorant
- No strong-smelling deodorant
- Fresh-smelling deodorant/perfume

2.6.4
- Must be comfortable
- Must fit you well
- Black in colour
- Ensure they are polished/clean
- Plain, neat design
- Low heal/must be comfortable

2.6.5
- Wear a standardised uniform
- Waiters often wear black and white
- Must fit well
- No holes/tearing to be visible
- Must be clean
- Must be ironed/starched and pressed
- All buttons must be present
- Make use of uniform accessories, e.g. braces, waistcoats

(Any relevant answer 5 × 2) (10)

2.7
- Holding and using a service spoon and fork, and other service equipment
- Carrying plates
- Using a service salver/tray
- Using a service plate
- Carrying glasses
- Carrying and using large trays
- Folding napkins
- Serving using specialised equipment
- Ability to execute any preparatory/cleaning duty correctly

(Any relevant technical skill of a waiter 6 × 1) (6)

2.8
- Polishing glasses
- Cleaning the counters
- Counting stock
- Filling up stock
- Stock taking
- Completing stock issues/requisition forms
- Storing glasses correctly
- Ensuring enough equipment at hand for service
- Cutting garnishes
- Ensuring all cocktail equipment is operational and clean
- Filling up cruet sets for service
- Filling up sugars for service
- Ensuring tea and coffee equipment is clean
- Sweeping floors
- Mopping floors
- Switching on equipment (coffee/espresso machine)
- Checking bar menu folders at hand
- Ensuring POS is on
- Ensuring billing folders are ready
- Checking ice cube machine, coffee machine, etc.
- Lights switched on (Any relevant answer 6 × 1) (6)

[50]

QUESTION 3

3.1 3.1.1
- Hors d'oeuvre salad
- Soup
- Appetiser
- Salad
- Fish
- Main course
- Palate cleanser
- Dessert (8 × 2) (16)

3.1.2 Starter (2)

3.1.3 To stimulate the appetite (2)

3.1.4 **MEMU**

LUNCH

Grilled Stuffed Jalapenos

Savoury Pumpkin Soup with Spice Shake

Parmesan and Herb Crushed Fish

Bistro Steak with Red wine sauce

Rosemary – Garlic Roasted Potatoes

Asparagus with Lemon and Peconino

Malterus tiramisu

Coffee/Tea

08/07/2019 (5)
Any relevant food item

3.2
- Napkin
- Side plate
- Side knife
- Under/charger/main/fish plate at the centre of the cover
- Main/joint/dinner/table fork
- Main/joint/dinner/table knife
- Water/Wine/Highball (any relevant glassware)
- Cruet set
- Table number
- Flower arrangement (Any relevant answer 10 × 1) (10)

3.3
- Not too fragrant
- Not too big (takes up space)
- Suitable colours – match theme/food colours/tablecloth
- Must not block guests' view on table
- Preferably fresh/No pot plants
- Consider potential allergies
- Theme/Architecture of restaurant
- Budget/cost
- Must be a focal point (Any relevant answer 4 × 1) (4)

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3.4
- Silver/English/Host service
- Family service
- Plate service/American
- Russian service
- Gueridon service
- Butler/French/À la Française (5)

3.5 3.5.1
- It is a list when the restaurant is unable to accommodate a guest✓/there is no availability✓
- Guest has no reservation✓
- Take guest's details in case of a cancellation✓

(Any relevant answer)

3.5.2
- Take note of customer allergies
- Quiet seating area
- Drinks on arrival
- Request additional service out of the norm
- Baby/high chair
- Personalised menu
- Special flowers on table

(Any relevant answer that states a change/add-on service)

3.5.3
- Able to plan better
- Mise en place/prep is in place
- Can allocate staff needed/not needed
- Can control costs/reduce labour costs
- Can order required stock
- Maintain customer satisfaction
- Efficiency
- Smooth running of restaurant
- Can increase profits

(Any relevant answer 3 × 2) (6)
[50]

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QUESTION 4

4.1
- Café simple
- Café complet (2)

4.2 High Tea
- Found in popular restaurants, cafés, restaurants, coffee shops
- Served late afternoon or early evening
- Offers hearty dishes
- High tea time is between 17:00 and 19:00
- Costs less than full afternoon tea
- Often presented from an à la carte menu (Any relevant answer)

Full Afternoon Tea
- Found in first-class establishments/hotels
- Served between 16:00 and 18:00
- Offers dainty items
- Often may be presented as buffets
- Is pricier (Any relevant answer 2 × 2) (4)

4.3
- Choice of juice
- Stewed fruits (fruit cut into small pieces)
- Cereals
- Yoghurt
- Fish
- Eggs to order
- Meat
- Pastries
- Selection of preserves
- Selection of condiments/accompaniments
- Bacon
- Potatoes
- Vegetables
- Pancakes and waffles
- Cold buffet
- Fresh fruit
- Whole fruit
- Cheeses
- Bread items/rolls
- Preserves
- Milk
- Coffee/tea (Any relevant answer 10 × 1) (10)

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4.4 4.4.1
- Taking service to an area not designated as F&B/restaurant
- The area is not a dining area/restaurant
- Its main form of business is something else

(Any relevant answer 2 × 1) (2)

4.4.2
- Trains/rail service
- Airlines
- Buses
- Hotel rooms
- Tray
- Trolley
- Drive-in
- Hospitals
- Home delivery

(Any relevant answer) (3 × 1) (3)

4.4.3
- Café simple/Coffee/Teas
- Café complet/Breakfast to eat
- High tea
- Snacks
- Light lunches
- Light dinners
- Pre-dinner/lunch drinks/Aperitifs
- Selection of beverages
- Cocktails
- After-lunch/dinner beverages/Liqueurs
- Late night service

(Any relevant answer 5 × 1) (5)

4.4.4 Chef de Sale (2)

4.4.5
- Mini Bar/Bar/Drinks and snacks
- Coffee/tea station

(2)

4.5 (Mark as if serving the white wine logically/in an appropriate sequence)

- Obtain the wine from the bar.
- Check that the order is correct and that the wine is clear and at the correct temperature (range 10–12 degrees or cold)
- Take the wine to the table in an ice bucket and place the ice bucket in a stand.
- Mention the relevant mise en place for white wine service.
- Present the bottle to the host with the label showing – this allows him/her to check that the correct wine is to be served.
- Ensure the correct white wine glasses are placed on the table for the wine to be served.
- Make sure a service cloth is tied to the handle of the ice bucket/on the neck of the bottle. This is used to wipe away condensation and water from the outside of the bottle before pouring the wine.
- Using a waiter's friend, cut the foil all the way around, below or above the bottle rim at the top of the bottle (some bottles have small caps rather than foils). Only the top of the foil is then removed and the top of the cork is wiped with the service cloth.
- Remove the cork.
- Check cork/smell the cork in case the wine is 'corked'.
- Allow the host to inspect the cork.
- Place the cork in the ice bucket/on the service plate for inspection/as required by establishment. If the wine is a high-quality vintage wine, the cork would generally be placed on a side plate at the head of the host's cover. This cork should have the name and year of the wine printed on it.
- Wipe the inside of the neck of the bottle with the service cloth.
- Wipe the bottle dry.
- When pouring, hold the bottle so that the label may be seen. Use the waiter's cloth in the other hand, folded, to catch any drips from the neck of the bottle.

- Give a taste of the wine to the host, pouring from the right-hand side. He/she should acknowledge that the wine is suitable, i.e. that it has the correct taste, bouquet and temperature.
- Serve ladies first, then gentlemen, and the host last, always commencing from the host's right. However, nowadays service often follows from one customer to the next, anti-clockwise.
- Fill each glass two-thirds full or to the widest part of the bowl – whichever is lower. This leaves room for an appreciation of the bouquet.
- Replace the remaining wine in the wine bucket and refill the glasses when necessary.
- If a fresh bottle is required, then fresh glasses should be placed upon the table, and the host asked to taste the new wine.
- Twist the neck of the bottle and raise it at the same time to prevent drops of the wine from falling on the tablecloth (Any relevant answer 9 × 1) (9)

4.6
- Note table number/pax/waiter's name or signature/date
- Make use of selling techniques
- Be observant and use proper timing
- Smile, make eye contact and try to anticipate when the guest is ready to order
- Advise guests of any specials or other promotions, as well as allergies
- Offer suggestions
- Take children's orders first/note children's orders
- Separate courses/group courses
- Separate beverages and food orders
- Ensure food orders are separated from beverage orders
- Note doneness of meat
- Ensure customer requests are noted
- Use abbreviations that all will understand
- Write neatly and legibly
- Note down the number of guests and items ordered in a sequential order corresponding to the seats on your order pad
- Use the pivot system
- Take orders from the ladies first, followed by older gentlemen or guests and the host last.
- After all guests have ordered, repeat the order back to the guests in a clear, confident and polite manner.
- When guests have acknowledged the order, thank guests politely and collect all menus.

(Any relevant answer 5 × 1) (5)

4.7
- Bill with order/Bill with check
- Bill to company
- Vouchers/Complimentary/Coupons
- Separate order
- Credit card
- Applications (apps) found on Android devices/2-for-1 offers

(Any relevant answer 4 × 1) (4)

4.8
- Waiter
- Cashier to confirm with waiter

(2)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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