higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

8 October 2020

This marking guideline consists of 12 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1 C
1.2 C
1.3 D
1.4 C
1.5 D
1.6 D
1.7 D
1.8 D
1.9 A
1.10 C

(10 × 1) **[10]**

QUESTION 2

2.1 False
2.2 True
2.3 True
2.4 True
2.5 True
2.6 True
2.7 False
2.8 True
2.9 True
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 H
3.2 F
3.3 I
3.4 C
3.5 A
3.6 B
3.7 K
3.8 E
3.9 L
3.10 G
3.11 Q
3.12 P
3.13 N
3.14 O
3.15 M

Copyright reserved

3.16 T
3.17 R
3.18 S
3.19 D
3.20 J

(20 × 1) **[20]**

QUESTION 4

4.1 Single point service
4.2 Specialised service/in situ
4.3 Assisted service
4.4 Vending (machine)
4.5 Self-service
4.6 Teppanyaki (service)
4.7 Private house service/chef hire (Any relevant answer)
4.8 Table service
4.9 Drive-through
4.10 Carvery

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1 5.1.1

- Provides and ensures service and hospitality
- Responsible for seeing that all the pre-preparation duties necessary for service are efficiently carried out
- Will aid the reception head waiter during the service
- Takes some orders if the station waiter is busy
- Helps with the compilation of duty rotas
- May relieve the restaurant manager or reception head waiter on their days off
- Briefs the team of waiters
- Allocates seating plans
- Checks with kitchen on specials or out-of-stock items
- May assist with cashiering functions
- Oversees complicated incidents
- Records all incidents (Any 2 × 2) (4)

Copyright reserved

5.1.2
- Overall responsible for all waiters at station
- Assigns duties to waiters in section
- Provides service to one set of tables
- Serves 4 to 8 tables
- Heads the section of tables
- Will take the food and beverage orders
- Carries out service at the table with the help of the demi-chef de rang
- Checks with the customers to ensure that they are enjoying their meals
- Takes action to correct any problems
- More knowledgeable that waiters at station (Any 2 × 2) (4)

5.1.3
- Not as knowledgeable as head station waiter
- Operates on instructions from station head/head waiter
- Serves minimum one table, or maybe more
- Helps the host/hostess assign tables
- Talks to patrons to ensure they are having a good experience
- Performs opening and closing duties
- Assists in taking food and beverage orders
- Assists with service if required (Any 2 × 2) (4)

5.2 Appetizer/Hors d' oeuvres
Soup
Starter/Entrée
Fish
Main course
Dessert

OR

Starter/Soup/
Soup/Starter/
Fish
Main/Fish Main
Dessert
Cheese

(Any SIX courses that may be relevant in the correct order) (6)

5.3
- Napkin
- Side plate
- Side knife
- Soup spoon
- Starter/entrée fork
- Starter/entrée knife
- Fish fork
- Fish knife
- Joint/Main fork
- Joint/Main knife
- Dessert spoon
- Dessert fork
- Cheese knife
- Cheese fork

(Any relevant gear at direct table d'hôte place setting; no wine glasses/centre table accessories – must be utilised for Question 5.2 courses) (9)

5.4 Silver/Host/English service✓
- Presentation and service of food by waiting staff✓✓
- Makes use of specialised equipment
- using a spoon and fork
- Serving food onto a customer's plate, from food flats to dishes
- Presents to left, clears to right
- High form of fine-dining service
- Placement of food at certain points on plate as per clock method
- Set serving procedures
- Involves napkin etiquette
- Involves crumb down service

Family service✓
- Main course is plated, with vegetables placed in centre✓✓
- Vegetables represented by multi-portion dishes
- Vegetables on tables for customers to help themselves
- Sauces may be offered separately
- It is seen as more casual dining
- Less formal
- It is a sociable service

Plate/American service✓
- Service of pre-plated foods to customers✓✓
- Now also widely used for banqueting
- Large functions/wedding bookings
- Prebooking of meals
- It is predominantly a set menu service
- It is a faster type of service
- It may be attractive plating
- Portioning is exact
- Plated in the kitchen
- It is a service that is quicker to serve

Copyright reserved

Butler/French/A la Francaise✓
- Presentation of food individually to customers✓✓
- A butler or head of household/hotel oversees this service
- Customer may order in any order
- Customer may order in portion size
- Customer may create own menu
- This type of service does not require a waiter to oversee service

Guéridon service✓
- Food served onto customer's plate at a side table or trolley✓✓
- Any dish can be presented on it
- Allows waiter to execute technical skills
- It involves entertaining customers
- Customers have ability to watch food being prepared
- May also include carving, jointing and fish filleting
- The preparation of foods such as salads, dressings and flambé

(Any 5 × 3) (15)

5.5
- Cruet sets
- Condiments
- Accompaniments
- Glassware
- Cutlery/Silverware
- Flatware
- Hollowware
- Menus
- Toothpicks
- Waiters' friends
- Linen
- Crockery/Plates
- Waiter's order book/check pad
- Service plate
- Trays/service salver/plate
- Serving gears
- Serving underflats
- Sweets

(Any 6 × 1) (6)

5.6 The menu (2)

[50]

QUESTION 6

6.1
- The table and chairs should be in the correct position.✓✓
- The tabletop should be clean and the table level.✓✓
- Ensure that it is even.
- Ensure that table is free of scuffs/marks.
- Ensure upholstery/chairs are clean.
- The correct size of tablecloth for the table should be collected. (4)

6.2
- The corner of the tablecloth should cover the table legs.
- The overlap should be even all round the table.
- Overlap drop is 30–45 cm.
- The tablecloth must not touch the floor.
- Centre crease must be in middle of table.
- The crease of the tablecloth should run the same way in the room.
- If two tablecloths' centres overlap, face away from doors. (Any 4 × 1) (4)

6.3 6.3.1
- Firstly offered once guest sits down
- Offering bread to guests from the left
- Waiter makes use of service spoon and fork/service tong
- Offered until end of main course
- It is cleared after the main course
- It is a complimentary service
- Offer ladies/kids first (Any 2 × 1)

6.3.2
- Open napkin to the right of guests
- Open ladies' napkins first, host's last
- Slight shake and present in a triangle on guest's lap
- Always neaten napkin if customer gets up
- Always place in centre of cover
- This is offered throughout meal service (Any 2 × 1)

6.3.3
- This is a complimentary service
- Usually offered after bread service
- Is always refilled
- Is offered right through service
- Always offer ladies/kids first, host last
- Pour to the right of the guest
- Pour into the water glass/goblet/relevant glass
- Always offer ladies first, host last (Any 2 × 1)

6.3.4
- Completed after mains, and before desserts
- Refresh/clean up the table before desserts.
- Make use of service equipment with service plate.
- Remove all items not required.
- Leave dessert gear and centre accessories.
- Bring down dessert gear.
- Start by crumbing down by ladies first, host last. (Any 2 × 1)

Copyright reserved

6.3.5
- Offer to take customers' coats
- Handle with care
- Follow standard of establishment
- Keep safe and secure
- Hang on hangers
- Always offer to take it
- Allow customers to have items near table (if so requested)

(Any 2 × 1)
(5 × 2) (10)

6.4
- Tray cloth
- Teacup & saucer
- Teaspoon
- Teapot
- Saucer/underplate/teapot stand for teapot
- Tea strainer
- Slop basin
- Sugar basin
- Sugar tongs/sugar spoon
- Jug with cold milk
- Jug with hot water
- Side plate for lemon slice
- Honey
- Cinnamon
- Stand for hot water jug (Any 8 × 1) (8)

6.5
- This can require service before the required service period.
- Polish plates.
- Polish glassware.
- Position plates at appropriate sections.
- Separate buffet into course/temperature components.
- Ensure there is enough space.
- Position buffet table near kitchen/required dishwashing area.
- Flower arrangements to be attractive and inviting.
- Polish chafing dishes.
- Ensure chafing dishes have necktie service cloths.
- Ensure chafing dishes are labelled/identifiable for dish served.
- Ensure side plates with serving gear are available at all dishes.
- Set up customer tables as per buffet.
- Switch on the carvery station.
- Ensure accompaniments for carvery are at hand.
- Ensure carving equipment is placed at carving station.
- Check that tables are laid correctly.
- Laying tablecloths.
- Setting extra cutlery and crockery.
- Check that the sideboard has all the equipment necessary for service.

(Any 6 × 1) (6)

Copyright reserved

6.6 Knife-and-fork buffet✓
- Requires a knife and fork to eat menu items✓✓
- The customers must be seated at a table
- Cannot stand and eat
- Any relevant answer

Fork buffet✓
- Is a step up from a finger buffet✓✓
- Does not require a knife to eat items
- Only requires a fork to eat items
- May be used at cocktail stand at functions
- No tables are required
- Any relevant answer

Finger buffet✓
- Menu is hors d' oeuvres/appetizers✓✓
- Consists of finger food
- Does not require knife/fork to eat
- Does not require a table
- Often used at cocktail stand at functions
- Can stand and eat

(Any 3 × 3) (9)

6.7
- Rose
- Cone
- Bishop's mitre
- Candle
- Cockscomb
- Triple wave
- Fan
- Lily
- Lotus flower
- Tuxedo
- Jacket
- Shirt
- Pinwheel
- Pyramid
- Simple
- Paris
- Buffet fold
- Triple wave fold
- Menu fold

(Any 7 × 1) (7)

Copyright reserved

6.8
- It requires technical skill
- It is a complicated fold
- May need lots of time to fold
- These folds can be used for fine-dining
- Lots of steps required to fold
- Requires a trained waiter (Any 1 × 2) (2)

[50]

QUESTION 7

7.1
- Movable service table✓ or trolley✓ from which food may be carved, filleted, flambéed, or prepared✓ and served.✓
- Highly entertaining service
- Customer able to view dish being made
- It is prepared by highly skilled waiter (3)

7.2
- Always use a very sharp knife – sharpen beforehand
- Cut economically, correctly and quickly
- Cut meat across the grain,
- except for saddle of mutton, which is sometimes cut at right angles to the rib
- The carving fork must hold the joint firmly
- Practise to become perfect
- Cut at a 45-degree angle
- Cut chicken pieces into relevant portions (Any 4 × 2) (8)

7.3
- Answer within three rings.
- State name of restaurant.
- State staff member's name.
- 'Good morning' (state the name of the establishment). 'May I help you?'
- If the customer is making booking in person, say 'Good morning, Sir/Madam, how may I help you?'
- When taking a booking, the essential information required is as follows:
  - The customer's name
  - The date on which the booking is required
  - Time of booking
  - The number of covers/pax
  - The time the booking is required
  - Any special requests
  - Additional requirements, such as allergies
- Repeat all information.
- At the end of a telephone call for a booking, say: 'Thank you for your booking." (10 × 1) (10)

7.4 Duplicate
- Two copies
- Found in popular restaurants
- Top copy goes to supply point
- Second copy retained by waiter
- Second copy can be used for reference and billing

Any relevant answer

Triplicate
- Three copies
- Used in upmarket establishments
- Top copy to supply point
- Second copy to cashier
- Third copy as reference for waiter

(Any 2 × 3) (6)

7.5
- It ensures that all necessary duties are covered.
- It ensures that efficient service is carried out.
- It provides the basis for staff training.
- Details of each of the tasks and duties are set out
- It indicates who is responsible for which tasks.
- It enables one to identify who is doing what.
- It enables one to easily check completion.
- It is required by HACCP/establishment standards.
- It enables one to identify standards to be achieved. (Any 2 × 2) (4)

7.6
- Heat the pot before putting in dry tea.
- Measure dry tea correctly.
- Use sealed tea.
- Use fresh tea.
- Measure water correctly.
- Use freshly boiled water.
- Use clean equipment.
- Make sure the water is boiling.
- Allow to infuse between 3 and 6 minutes.
- Remove tea leaves.
- Ensure all equipment is clean.
- Always serve with hot water. (Any 5 × 1) (5)

7.7
- Plain/clear
- Polishable
- Wine must be clearly seen
- Have stem
- Curving lip
- Bowl to hold wine (Any 4 × 1) (4)

Copyright reserved

7.8 7.8.1
- Place setting
- Refers to the total number of guests
- Inner cover 30 cm
- Full cover 60 cm

7.8.2
- Preparatory duties
- Prepare service areas and service equipment
- Done before, during and after
- Ensures efficiency
- Explanation of preparatory duties

7.8.3
- A type of cutting technique
- 1/2 mm × 5 mm length cuts
- Portion of food, often vegetables cut into short, thin strips

7.8.4
- To cover (food) with spirits and set it alight briefly
- Often used in guéridon service
- An example of dish using flambé

7.8.5
- Small savoury snack
- Can represent hors d' oeuvres/appetizers
- A chef's teaser of what is to come in the meal

(5 × 2) (10)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved