higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

(10070355)

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This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
FOOD AND BEVERAGE SERVICES N5
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or blue pen.
6. Write neatly.

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SECTION A

QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

1.1 Ideally, a waitress should wear the following:

A Smart high-heeled shoes
B Black open-heeled sandals
C Comfortable flat shoes
D Wedged heel shoes

1.2 The cheese traditionally used in Greek salad:

A Cheddar
B Gorgonzola
C Feta
D Parmesan

1.3 The compiling of holiday and duty rosters is the responsibility of the …

A Station head waiter
B General hotel manager
C Chef du rang
D Restaurant manager

1.4 Smoked haddock mornay forms part of the …

A Continental breakfast
B Both English and Continental breakfast
C Full English breakfast menu
D Café simplé breakfast

1.5 The main aim of service is to …

A Serve as quickly as possible
B Ensure that you arrive on time for work
C Ensure all customers are provided with affordable beverages
D Provide high-quality service in a style that is in line with the type of restaurant and clients

1.6 A butter knife is used to …

A Cream butter and sugar
B Serve preserves
C Butter baguette bread
D Transport butter from the butter dish to the slice of bread

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1.7 A cruet set should be cleaned and filled:

A Post preparation
B During service
C On guest request
D Before service starts

1.8 A plate placed under a hot starter plate to protect the waiter from burning his/her hands is known as a/an …

A Overlay plate
B Underlay
C Service cloth
D Service plate

1.9 A Virgin Bloody Mary mocktail is considered a/an …

A Non-alcoholic beverage
B Alcoholic beverage
C Chocolate beverage
D Hot chocolate beverage

1.10 Guacamole is a …

A Trolley on which food is prepared
B Type of cheese
C Spicy avocado dip
D Long, thin, crisp breadstick

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 It is a good idea to use flowers with a strong fragrance at a dinner buffet table.

2.2 The colour of flowers must complement the theme of the restaurant.

2.3 Flowers at a buffet table should be large, impressive and inviting.

2.4 Prepare all flowers by stripping away dead leaves.

2.5 Flowers can also be kept fresh by lightly spraying them with water.

2.6 Consider flowers that are in season and easily sourced.

2.7 An oasis is a type of flower.

2.8 An example of a line flower is a stemmed rose.

2.9 Cut flowers at a slant so that they can absorb the water better.

2.10 Centre pieces do not need to be flowers, but can be any creative decorative item.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–T) next to the question number (3.1–3.20) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Do not consume alcohol	A	nouvelle cuisine
3.2	Basic brown meat sauce	B	croissants
3.3	Small cubes of fried or toasted bread	C	Mozzarella
3.4	Italian cheese made from buffalo milk	D	fromage
3.5	Modern form of cooking, presenting lighter alternatives	E	farineux
		F	fond brun
3.6	Crescent-shaped pastry	G	desservir
3.7	French classical course that includes a variety of cold meats and cheese	H	Muslim
3.8	French classical course that includes alfredo and carbonara pastas, including a variety of risotto and basmati rice dishes	I	croûtons
		J	Camembert
3.9	Sturgeon fish eggs	K	buffet froid
3.10	French classical course that includes fresh fruit and candied nuts	L	caviar
		M	béchamel
3.11	Soup of the day	N	allemande
3.12	Clarified soup made from poultry, beef, or vegetable bouillon	O	vinaigrette
3.13	Velouté thickened with cream and egg yolks	P	consommé
3.14	Cold sauce made from oil, vinegar and seasoning	Q	potage du jour
		R	mise-en-place
3.15	Savoury white sauce made with milk		

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3.16	Roughly chopped tomato	S	profiterols
3.17	Preparation for service	T	concasse
3.18	Small puffs of choux pastry		
3.19	Cheese		
3.20	Place in the French region of Normandy in north-western France where a certain cheese is from		

(20 × 1) **[20]**

QUESTION 4

Give ONE term for each of the following descriptions by writing it next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 The service method whereby a customer orders, pays and receives food at one point.

4.2 The service method where a room service waiter serves food directly to a guest's hotel room.

4.3 The service method which includes carvery and buffet service styles.

4.4 A convenient automated food and/or beverage machine whereby a customer is required to insert coins or money for products.

4.5 The service method whereby customers help themselves from a counter.

4.6 A type of Japanese cuisine that refers to mostly grilled, fried foods on iron plates.

4.7 A type of service provided by a chef, hired to prepare and serve food in the privacy of the guests' homes.

4.8 A type of service method where guests sit at a table and are served by waiters.

4.9 A type of fast food service style whereby customers order food from their cars.

4.10 A type of service style whereby customers are partly served by a chef at a buffet, select meat cuts with accompaniments and help themselves to food from chafing dishes.

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1 Explain TWO duties of each of the following waiters:

5.1.1 Head waiter (4)

5.1.2 Station head waiter (4)

5.1.3 Station waiter (4)

5.2 You are asked to compile a SIX-course table d'hôte menu. Name the courses in the correct sequence. (6)

5.3 Name NINE cutlery items that can be utilised by the customer for the table d'hôte single place setting mentioned in QUESTION 5.2. (9)

5.4 Name and explain FIVE service styles for the table service method. (5 × 3) (15)

5.5 List SIX category items to be placed at the waiters' station. (6)

5.6 Identify what will determine the type of items as listed in QUESTION 5.5. (2)
[50]

QUESTION 6

6.1 Explain how a table should be prepared before laying the tablecloth. (4)

6.2 State FOUR checks to be completed by the waiter that will ensure the tablecloth is positioned correctly. (4)

6.3 List TWO factors required for the appropriate fine-dining service standards for the following:

6.3.1 Bread service

6.3.2 Napkin service

6.3.3 Water service

6.3.4 Crumb down service

6.3.5 Cloak service

(5 × 2) (10)

6.4 Name EIGHT pieces of equipment that you would find on a tray laid for the service of tea. (8)

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6.5 A carvery buffet requires more preparation in the dining room before service.

Discuss SIX mise-en-place duties required. (6)

6.6 Name and explain THREE types of buffet. (9)

6.7 Provide SEVEN different serviette folds. (7)

6.8 Give characteristics of complex napkin folds. (2)

[50]

QUESTION 7

7.1 Explain gueridon service. (3)

7.2 Discuss FOUR points that one must consider when carving meat on a gueridon trolley. (8)

7.3 Describe the telephonic procedure of taking a restaurant booking, including all the required customer information. (10)

7.4 Differentiate between a duplicate and triplicate ordering method. (6)

7.5 Explain TWO aims of duty rosters. (4)

7.6 What are some of the rules that should be observed when making tea so that the tea infuses to achieve maximum flavour? (5)

7.7 State FOUR characteristics of a good red wine glass. (4)

7.8 Define each of the following terms:

7.8.1 Cover

7.8.2 Mise-en-place

7.8.3 Julienne

7.8.4 Flambé

7.8.5 Amuse-bouche

(5 × 2) (10)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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