higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

11 JUNE 2019

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B
	1.1.2	D
	1.1.3	D
	1.1.4	B
	1.1.5	B
	1.1.6	A
	1.1.7	B
	1.1.8	D
	1.1.9	B
	1.1.10	A
	1.1.11	A
	1.1.12	B
	1.1.13	B
	1.1.14	A
	1.1.15	C
	1.1.16	B
	1.1.17	A
	1.1.18	B
	1.1.19	A
	1.1.20	A

(20 × 1) (20)

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	A
	1.2.9	C
	1.2.10	D

(10 × 1) (10)

1.3	1.3.1	Port
	1.3.2	Decant
	1.3.3	Au gratin
	1.3.4	Béchamel
	1.3.5	Vol-au-vent
	1.3.6	Gâteaux
	1.3.7	Cider
	1.3.8	Napkin/Serviette
	1.3.9	Self service
	1.3.10	Economic

(10 × 1) (10)

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1.4	1.4.1	False		
	1.4.2	False		
	1.4.3	True		
	1.4.4	True		
	1.4.5	False		
	1.4.6	True		
	1.4.7	False		
	1.4.8	True		
	1.4.9	True		
	1.4.10	False		
			(10 × 1)	(10)
				[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1	2.1.1	• Table d'hôte • Set Menu	(Any ONE)	(2)
	2.1.2	• Set price • Set time • Set menu • Limited choices for courses • Set menu has 4 courses only	(Any 3 × 1)	(3)
	2.1.3	• Soup spoon • Soup bowl		(2)
	2.1.4	• Cheese sauce • White sauce added with cheese	(Any ONE)	(2)
	2.1.5	Roast beef		(2)
	2.1.6	• Baked potatoes • Potatoes baked in oven	(Any ONE)	(2)
	2.1.7	• Main • Joint • Table • Dinner knife • Fork	(Any 2 × 1)	(2)
	2.1.8	• Ramekin • Under plate/Saucer	(Any 2 × 1)	(2)

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	2.1.9	• Tray • Tray cloth • Teapot • Teapot stand • Teacup and saucer • Teaspoon • Jug of hot water • Jug of cold milk • Sugar bowl/basin • Sugar spoon/tong • Slop basin	(Any 5 × 1)	(5)
2.2	2.2.1	• Floor plan • Seating plan • Restaurant plan	(Any ONE)	(2)
	2.2.2	• Maître d'hôtel • Head Waiter • Restaurant supervisor	(Any ONE)	(2)
	2.2.3	• Set up seating plans • Delegate tasks/duties to waiters • Draw up duty lists • Draw up staff rosters • Brief the team before service • Check with kitchen on specials/out of stock items • Consolidates reservations/booking books • Relieves restaurant manager when off • May issue out cash floats	(Any 5 × 2)	(10)
	2.2.4	FOUR/4		(2)
	2.2.5	Fifteen/15		(2)
2.3	2.3.1	• Recruit/Hires staff • Manages entire F&B department • Liaises with superior/Line management • Meetings with section heads • Markets F&B department • Draws up budgets • Discusses profit margins • Determines selling prices	(Any 2 × 2)	(4)

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2.3.2 Chef du rang:

- Is a station waiter
- Is more knowledgeable than a debrasseur
- Is not a trainee waiter
- Has successfully completed waitron training
- Serves guests
- Offers menus
- Is able to serve 4-8 tables (Any TWO)

Debrasseur:

- Is a trainee waiter
- Is not as knowledgeable as waitron staff
- May be asked to do preparatory duties
- Mainly fetches & carries
- Still completing a training plan to become a waiter
- Acts under supervision of a chef du rang/qualified waiter

(Any TWO)
(2 × 2) (4)

2.3.3

- Local knowledge
- F&B knowledge
- Loyalty
- Honesty
- Poise and deportment
- Professionalism
- Hygienic appearance
- Punctuality
- Interpersonal Skills
- Technical abilities
- Able to handle any work related incident, viz complaints
- Team player
- Good conduct
- Friendly
- Passionate
- Good attitude towards customers/colleagues
- Sales person
- Sense of urgency
- Hospitable (Any 2 × 1) (2)

[50]

QUESTION 3

3.1 3.1.1
- Put in place
- Preparation of service (Any ONE) (2)

3.1.2
- Menus
- Jugs
- Condiments/Sauces/Accompaniments
- Any variety of cutlery
- Any variety of crockery/plates
- Napkins
- Service cloths
- Slip cloths
- Overlays
- Small hotplate
- Waiter order book
- Pens
- Waiters friends'
- Cruet sets
- Toothpicks
- Mints
- Bill folders
- Service plates
- Under plates
- Coffee cups and saucers
- Tea cups and saucers
- Ashtray
- Bread baskets
- Trays (Any 7 × 1) (7)

3.1.3
- Select correct table.
- Select correct linen.
- Table in correct position as per seating plan.
- Clean table.
- Clean chairs.
- Ensure table cloth is clean.
- Move chairs to side to allow for space.
- Ensure the table is steady.
- Make use of table stabilisers if required.
- Select and iron table cloth.
- Stand in-between centre of table legs.
- Make use of screen fold.
- Place table cloth over table top.
- Ensure table cloth hangs even all around.
- Centre fold/crease runs down centre of table.
- The overlap drops 30 to 45 cm/overlap does not touch ground.
- Ensure chairs are place at the correct positions. (Any 10 × 1) (10)

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3.1.4
- Service spoon and fork
- Service plate
- Crumb down napkin/fold/linen
- Service duster pan and brush (Any 3 × 1) (3)

3.1.5
- Budget/Cost
- Theme
- Décor
- Customer's request
- Seasonal flowers
- Meaning of flowers
- Not too fragrant
- Suitable size/not to high
- Fresh flowers
- Not pot plants
- Focal point/conversation starter (Any 6 × 1) (6)

3.2 3.2.1
- May be assisted
- May be self service
- Menu variety
- Customer can select themselves
- Limited waitron service
- One set price
- Served for a set time/period

3.2.2
- Is a table service method
- Makes use of trolley/side table
- Prepares/Serves foods in front of customer table
- Can be entertaining
- May flambeè certain foods
- Waitron may show off their skill
- Food prepared served onto plate and presented to customer
- Found in upper class establishments
- May cost more for this service

3.2.3
- Type of table service method style
- Can be called plated service
- Food is plated in the kitchen
- For set menu service
- Used for large functions/pre-determined wedding functions
- Portion is pre-determined

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3.2.4
- Can be viewed as counter service
- Japanese cuisine
- Chef cooks in front of customer
- Customer seated at a table
- Customer selects from turn table
- Customer may select direct from chef

3.2.5
- Is specialised service/service in situ
- Customer orders from restaurant to be served in privacy of room
- Waiter serves food to customers in rooms
- Is offered as part of hotel service
- Room service menu varies and is limited from main restaurant menu

(Any 5 × 2) (10)

3.3 3.3.1 Advantage:
- Offers variety
- Set cost
- Set period of time to be served
- Customers help themselves
- Saves on costs
- Limited staff required
- Less stress
- Less wastage (Any ONE)

Disadvantage:
- May not be inviting/appetising
- Too much money if not many eating
- Poor planning
- Not enough space to move around
- Not fine dining
- Very basic foods (Any ONE)

3.3.2 Advantage:
- Entertaining
- Showmanship
- Profitable for business
- Customers treated like royalty
- Personalised service (Any ONE)

Disadvantage:
- Can be unsafe
- Costly equipment
- Takes up space
- Costly for customer (Any ONE)

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3.3.3 Advantage:
- Perfect portioning
- Plates look the same
- May be quicker to serve
- Set price (Any ONE)

Disadvantage:
- Difficult to manage portion control
- Food may get cold
- In-proper planning (Any ONE)

3.3.4 Advantage
- Entertaining
- Customer able to watch as food prepared
- Learning experience
- Workmanship
- Able to show off skill
- NO waitron required
- Personalised service (Any ONE)

Disadvantage:
- May be time consuming in preparation
- Can be dangerous as cooking near to customer
- NO waiter assistance (Any ONE)

3.3.5 Advantage:
- Customer can eat in private
- Customer is private
- Is personalised
- Profitable for business
- NO waiter to serve in room
- Saves costs (Any ONE)

Disadvantage:
- Costs more for guests
- It may takes a lot of time to prepare
- NO service in room if customer wants assistance
- ALL items may not be delivered to room (Any ONE)

(5 × 2) (10)

3.4
- It can refer to pax or number of people
- It may refer to a place setting
- Cover consists of 4 components
- A full cover width is 60 cm (Any relevant answer 1 × 2) (2)

[50]

QUESTION 4

4.1 4.1.1
- Year
- Year wine bottled
- Age of wine (Any ONE) (2)

4.1.2 White wine (2)

4.1.3 Red wine (2)

4.1.4 6 glasses (2)

4.1.5
- Ensure Mise-en-place, ie waiters friend, ice bucket, white wine glass
- Ensure bottle of wine is cold/chilled/10–12 degrees celsius
- Present the bottle to the left
- Present it to the host
- Ensure correct wine ordered
- Open bottle near table/in front of guest
- Ensure label always faces customer
- Allow customer to inspect the cork
- Reason for inspection for corked wines
- Pour on the right hand side into white wine glass
- Pour host a taster
- Allow host to confirm if all ok
- Pour ladies first
- Pour two thirds/three quarters/187,5 ml
- Pour host last
- Remainder of wine place in ice bucket

(Any 10 × 1) in relevant order) (10)

4.2
- Store in well-ventilated area
- Store away from foods
- Store away from spices
- Store in sealed container
- Store only one type of coffee in container
- Store away from moisture (Any 4 × 1) (4)

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4.3
- Follow standard recipes
- Use clean equipment
- Use clean ice
- Use clear ice
- Make use of parasols/mini umbrellas
- Serve in required glass
- Ensure it is chilled glass
- Ensure cocktail if made according to correct method
- Do not overfill equipment, shaker/blender
- Do not fill glasses to brim
- Serve with garnish
- Mix well (Any 5 × 1) (5)

4.4 ONE mark for stating it, TWO marks for explaining the ordering method

Duplicate✓
- Can represent two copies
- Used in most restaurants
- Not used in fine dining
- 1st copy goes to supply point to make the order
- 2nd/last copy kept by waiter for cashiering/billing and reference

(Any 1 × 2)

Triplicate✓
- Can represent 3 copies
- Used in upper class restaurants
- 1st copy goes to the supply point to make the order
- 2nd/middle copy goes to the cashier for billing
- 3rd/last copy kept by waiter as reference (Any 1 × 2)

Pre-ordering✓
- Order in advance
- Used for functions/weddings
- Predertermined quantity before time (Any 1 × 2)

Service with an order✓
- Usually take away
- Can be counter service
- Order, pay and serve at one point (Any 1 × 2)

(Any 4 × 3) (12)

4.5
- The waiter presents on service plate
- in bill folder
- with pen
- Complimentary mints
- Present to the host
- Present to the left
- If no host
- Put in middle (Any 7 × 1) (7)

4.6
- Check gender.
- Check expiry date of card.
- Check surname.
- Check initials.
- Check card limits.
- Check signature corresponds.
- Check chip.
- Check if card is acceptable at restaurant. (Any 4 × 1) (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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