higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N610**(E)**(J11)H

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICES

(10070355)

11 June 2019 (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 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. Write ALL intermediary steps in the required order
5. Use only BLUE or BLACK ink.
6. Write neatly and legibly.

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SECTION A

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 (1.1.1–1.1.20) in the ANSWER BOOK.

1.1.1 This menu offers a variety of items that are individually priced:

A Prestige Menu
B A-la-carte Menu
C Table d'hôte Menu
D Cycle Menu

1.1.2 Port glasses serving one pre-dinner drink measure is … mℓ.

A 10
B 25
C 35
D 50

1.1.3 An example of a hors d'euvres is …

A poisson.
B entreé.
C potage.
D canapés.

1.1.4 A customer has ordered kingklip as a main course. The cutlery required for this course is a … knife and fork

A main
B fish
C joint
D entreé

1.1.5 A liqueur can be described as …

A dry.
B very sweet.
C medium dry.
D very dry.

1.1.6 When silver serving bread rolls, it should be served …

A from the guest's left.
B using an ice tong.
C from the guest's right.
D to the host first.

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1.1.7 A pureé soup can be described as a ... soup.

A chunky
B thick smooth
C consommé
D clarified

1.1.8 The sequence of service refers to:

A The rules when taking a beverage order down
B The preparation of the restaurant before service
C The process to follow to prepare plunger coffee
D The order of tasks to be completed when serving guests

1.1.9 It is the waiter's duty to ensure cutlery is hygienically clean and polished for service.

To polish cutlery you may use a lint free polish cloth and …

A wet sponge and vinegar.
B hot boiling water and vessel.
C cold soapy water.
D cold water and sanitiser.

1.1.10 A slip cloth is used …

A to cover soiled items on a tablecloth.
B for a decorative piece of linen over a tablecloth.
C by the waiter to polish glasses.
D by the guest to protect their clothing.

1.1.11 The … is known as a palate cleanser.

A sorbet
B entreé
C entrements
D dessertvir

1.1.12 The most appropriate time to provide the host with the wine menu is …

A when greeting the host at reception.
B after the bread rolls and water have been served.
C after the entreé course.
D before the main course.

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1.1.13 When a guest arrives at the restaurant reception, the waiter required to greet on arrival is the:

A Chef du rang
B Maître d'hôtel
C Commis chef du rang
D Sommelier

1.1.14 Mise-en-place of the restaurant promotes …

A smooth and efficient service.
B media entertainment.
C opportunities for upselling.
D suggestive selling.

1.1.15 The following glass has a stem:

A Highball
B Whiskey
C White wine
D Zombie

1.1.16 A refreshing cold coffee beverage blended and made with crushed ice is known as a …

A blended drink.
B frappe.
C mocktail.
D lassi.

1.1.17 This is considered as a famous crépe dish:

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

1.1.18 Coffee made with one shot of espresso, two thirds frothy milk, one third steamed milk and dusted with chocolate as garnish is known as a …

A flat white.
B cappuccino.
C cafè latte.
D vienna.

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1.1.19 Traditional accompaniments with a pot of tea is/are …

A honey and slices of lemon.
B cream.
C hot milk.
D brown sugar and hot milk.

1.1.20 The floor plan is designed according to the …

A reservation list.
B number of equipment available.
C class of menu.
D time of the day.

(20 × 1) (20)

1.2 Choose the French term 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	Hot malva pudding and cold trifle pudding	A	legumes
1.2.2	Gazpacho, Minestrone and Vicchycoise	B	potage
1.2.3	A variety of cold Greek, Caesar, French and Caprese salads	C	poison
1.2.4	Served as a pre-dinner beverage	D	café noir
1.2.5	Eggs benedict	E	entrements
1.2.6	Roast venison, turkey and chicken	F	apéritif
1.2.7	Gorgonzolo, cheddar, camembert and brie	G	oeufs
1.2.8	Cauliflower au gratin, pea pureé, spinach and butternut	H	fromage
1.2.9	Kinglip, butterfish and salmon	I	rôti
1.2.10	Served as an after-dinner beverage	J	frappé
		K	salade
		L	sorbet

(10 × 1) (10)

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1.3 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 An aperitif that originates from Portugal

1.3.2 When red wine is emptied out of its original bottle into another vessel

1.3.3 Topped with bread crumbs, grated cheese and browned under the grill

1.3.4 French term for a basic white sauce

1.3.5 Small hollow case of puff pastry often filled with variety of fillings and served as appetisers

1.3.6 A rich sponge, layered cake filled with cream

1.3.7 An alcoholic beverage made from fermented apples and apple juice

1.3.8 A square piece of linen used by a guest to protect their clothing and to use to wipe their fingers during a meal service

1.3.9 The service method where customers are required to help themselves from a supermarket counter

1.3.10 The hierarchical need which lets a customer considers affordability when purchasing food

(10 × 1) (10)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 A waiter should always ask for tips.

1.4.2 Silver serving from a platter to a customer plate is always done from the right side of the guest.

1.4.3 All waiters should be good learners and team players.

1.4.4 The sparkling wine region in France is known as Champagne.

1.4.5 Red wine must be served between 10 and 12 degrees Celsius.

1.4.6 The chef d'étage is a waiter serving room service items.

1.4.7 The chef de sale is a waiter serving room service items.

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1.4.8 A trancheur is responsible for the carving trolley.

1.4.9 A commis du rang is a trainee waiter.

1.4.10 A barista is a wine expert.

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Study the menu below and answer the questions:

Dinner Menu

To be served at 18h30

R380/person

Champignon Potage served with Croûtons

Smoked Haddock Mornay

Rôti de Boeuf served with Pommes au Four, Steamed Mange Tout and Jus

Crème Bruleé

Coffee/Tea

2.1.1 Identify the above class menu. (2)

2.1.2 Express THREE characteristics to support your answer for QUESTION 2.1.1. (3)

2.1.3 Name the cutlery and crockery required for the first course. (2)

2.1.4 Describe sauce for the second course. (2)

2.1.5 Translate the term *Rôti de Boeuf* to English. (2)

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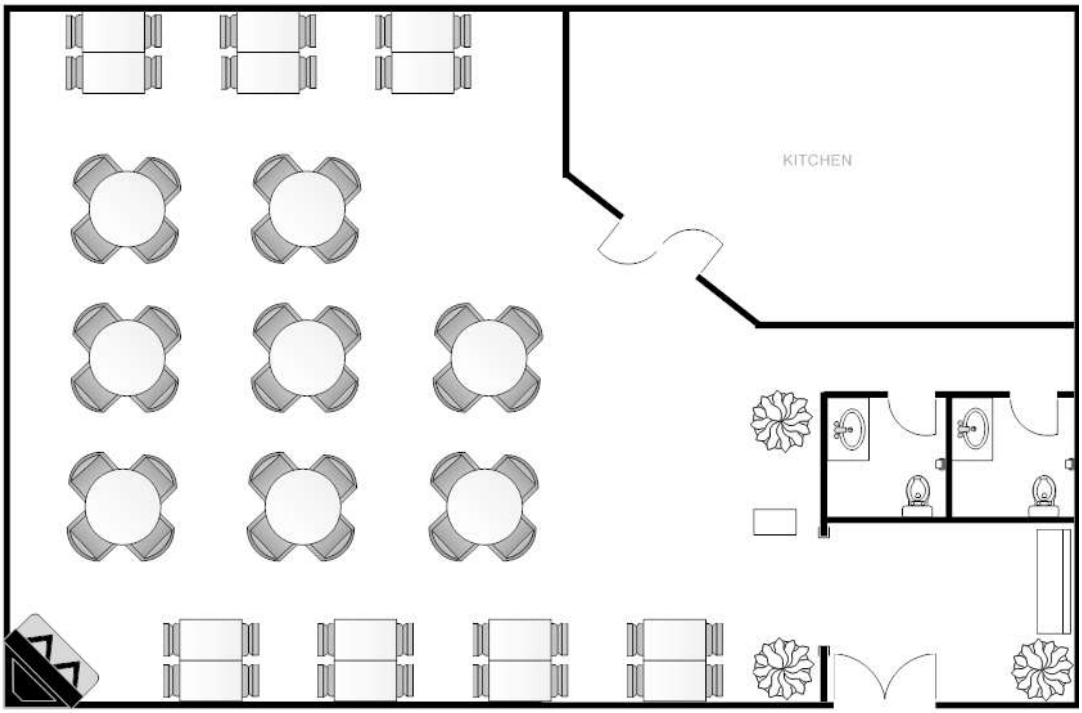
2.1.6 Describe the term *Pommes au Four.* (2)

2.1.7 Give the full cutlery cover for the third course. (2)

2.1.8 Identify the crockery used to serve *Crème Bruleé for the* fourth course. (2)

2.1.9 Give FIVE mise-en-place equipment items required to tray up for tea service only. (5)

2.2 Study the picture below and answer the questions:



2.2.1 Identify the correct term for the above picture. (2)

2.2.2 The restaurant manager is usually responsible for drawing this up, but is on leave and on holiday.

Name the staff member who can also perform this function. (2)

2.2.3 List FIVE tasks and duties that the staff member at QUESTION 2.2.2 can perform before service periods. (5 × 2) (10)

2.2.4 Calculate the number of covers for ONE round table. (2)

2.2.5 Give the total number of tables as per the diagram. (2)

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2.3 A food and beverage manager at a five star establishment has many responsibilities, including having a very good understanding of all restaurant staff. Answer each of the questions.

2.3.1 Explain TWO tasks and duties of the F&B manager. (2 × 2) (4)

2.3.2 Differentiate between a *chef du rang* and a *debrasseur*. (2 × 2) (4)

2.3.3 Name TWO winning attributes that the F&B manager would consider when recruiting new restaurant staff. (2)

[50]

QUESTION 3

3.1 Mise-en-place is exceptionally important in all restaurants. This is often completed before the service period and also included during and after service periods. As a waiter, it is important it is effectively done by following the correct steps. This promotes smooth service and to maintain guests happiness. A waiter must be knowledgeable to execute all tasks and duties for service.

3.1.1 Give the English meaning for *mise-en-place.* (2)

3.1.2 Name SEVEN items to be placed at a waiters' station before service. (7)

3.1.3 Explain the correct sequence for preparing and properly clothing up ONE square table before service. (10)

3.1.4 As a silver service waiter, name the equipment required for crumbing down after main course before dessert. (3)

3.1.5 State SIX factors a waiter must consider when arranging flowers for dinner service at restaurant tables. (6)

3.2 Describe each of the following service styles:

3.2.1 Buffet service

3.2.2 Gueridon service

3.2.3 American service

3.2.4 Tepanyaki service

3.2.5 Room service

(5 × 2) (10)

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3.3 State ONE advantage and ONE disadvantage for each service style:

3.3.1 Buffet service

3.3.2 Gueridon service

3.3.3 American service

3.3.4 Tepanyaki service

3.3.5 Room service

(5 × 2) (10)

3.4 Explain the term *cover.* (2)

[50]

QUESTION 4

4.1 You are the sommelier and are required to provide training to the waitron staff on wine service. Answer the each of the following questions.

4.1.1 Explain the term *Vintage.* (2)

4.1.2 Identify the colour of wine if it states *Sauvignon Blanc.* (2)

4.1.3 Identify the colour of wine if it states *Pinotage.* (2)

4.1.4 How many glasses of wine can be served from a 750 mℓ bottle of white wine? (2)

4.1.5 A customer has ordered white wine with their main fish meal.

Explain the correct sequence of serving this wine to the table. (10)

4.2 As a barista, list FOUR important facts to consider when storing coffee. (4)

4.3 As a bartender, name FIVE rules would you consider when making cocktails. (5)

4.4 Name and explain the FOUR ordering methods . (4 × 3) (12)

4.5 The guest has requested the bill. The waiter ensures that all items ordered correspond on the bill.

Explain how and to whom the waiter will present this bill to the table. (7)

4.6 A guest has paid their bill using a credit card.

State FOUR checks a waiter is required to do before processing the card for payment. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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