higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

13 JUNE 2018

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

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

(10 × 1) (10)

1.2
1.2.1 True
1.2.2 False
1.2.3 True
1.2.4 True
1.2.5 True
1.2.6 False
1.2.7 True
1.2.8 True
1.2.9 True
1.2.10 False

(10 × 1) (10)

1.3
1.3.1 Interpersonal skills
1.3.2 Cocktail
1.3.3 Main course
1.3.4 Chef
1.3.5 Beverages
1.3.6 Hors d'oeuvres
1.3.7 Brioche
1.3.8 Menu
1.3.9 Sideboard
1.3.10 Canapés

(10 × 1) (10)

1.4
1.4.1 Percolator
- To brew grinded coffee

1.4.2 Waiters friend
- To cut foil of wine bottles
- To remove the cork/caps from bottles

1.4.3 Colander
- To drain pasta and vegetables
- To wash and rinse fresh produce
- To steam food

1.4.4 Mallet/Meat hammer
- For flattening meat/chicken
- For tenderising meat/chicken

1.4.5 Rolling pin
- For rolling out pastry/dough

(ONE for name and any ONE for any use) (5 × 2) (10)

1.5 1.5.1 E
1.5.2 A
1.5.3 C
1.5.4 G
1.5.5 B

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 2.1.1
- Silver/English
- Family
- Plate/American
- Butler/French
- Russian
- Guéridon

2.1.2
- Counter
- Free-flow
- Echelon
- Supermarket

2.1.3
- Take-away
- Vending
- Kiosks
- Food court
- Bar

(Any 3 × 2) (6)

2.2
1. Bread knife
2. Side plate
3. Fish fork
4. Table fork
5. Dessert fork
6. Dinner plate
7. Serviette
8. Dessert spoon
9. Table knife
10. Fish knife
11. Soup spoon
12. Wine glasses

(12 × 1) (12)

2.3
- Customer orders and is served✓ from a single point at counter, hatch or snack stand;✓ customer consumes off the premises (some take-away establishments provide seating).✓
- Drive-thru✓ where customer drives vehicle up to order point, orders✓ and moves on to payment and collection points.✓
- 'Fast food'✓ were originally used to describe a service at a counter or hatch where customers receive a complete meal or dish in exchange for cash or vouchers;✓ commonly used nowadays to describe a type of establishment offering a limited range menu, fast service with take-away facility.✓ (Any 3 × 2) (6)

2.4
- Make sure that the table is in the correct position and standing firmly on all four legs.
- Place the felt over the table.
- Use the correct size cloth for the table.
- Stand in the centre of the table.
- Place the folded cloth on the table with the main folds facing away from you and the open edges towards you.
- Open the cloth across the table as follows: the selvedge edges and its inside double fold lie facing you with the two double folds facing away from you.
- Keep your hands with your thumbs to the top, take the top flap of cloth between your thumb and first finger and the central folds between the first and second finger.
- Spread your arms the width of the table, move the cloth to the far edge (away from you) of the table.
- Drop the bottom flap which is now lying loose, over the far edge of the table.
- Allow the rest of the cloth to lie on the table and release your hold on the centre folds.
- Gently unfold the cloth by drawing it across the table towards you until the table is covered and the tablecloth is open.

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- Make sure that the drop is even all around. The corners and legs should be draped by the cloth.
- If any adjustments should be made, stand squarely between the table legs, stretch your arms and pull square.
- Mitre the corners where the table legs are if you put a cloth on square or rectangular tables.
- Now you can place the chair in their correct positions. (Any 13 × 1) (13)

2.5
- Type of establishment
- Type of customer to be served
- Type of menu presented
- Time available for customer
- Site of establishment
- Turnover of customers expected
- Cost of meals served (Any 6 × 1) (6)

2.6
- Put a teacup on the side nearest to you in the middle of the tray.
- Place the serviettes (allow to overlap slightly) to the left of the cup.
- Place the jug with hot and cold milk, hot water jug, sugar bowl and bowl with lemon slices right behind this cup.
- Place the teapot on a mat to the right of the teacup.
- The hot water jug and teapot are placed lastly on the tray.
- Extra cups, saucers and teaspoons are placed on the right-hand back corner of the tray.
- The cake plates and forks, as well as the snacks, are placed in the left-hand back corner. (7)

[50]

QUESTION 3

3.1 3.1.1
- Poppadoms
- Chutneys
- Coconut
- Dried fruit like prunes/peaches
- Bananas

3.1.2
- Lemon slices/curls
- Egg slices/chopped
- Dill
- Fried crumbed onions
- Spring onion

3.1.3
- Tomato roses
- Parsley
- Cucumber slices
- Red caviar
- Fresh button mushrooms
- Gherkin slices/chopped/fans
- Curry sauce
- Mayonnaise with spring onion
- Crisply fried bacon

3.1.4
- Cutlet frills
- Baby carrots
- Young potatoes
- Pea
- Cherries
- Mint leaves
- Peach/Pear halves
- Rosemary springs
- Plum relish

3.1.5
- Onion rings/flowers
- Radish slices/roses
- Tomato slices/roses/wedges
- Gherkin slices/fans
- Egg slices/stuffed
- Mustard sauce

(5 × any relevant 3) (15)

3.2
- Clear glass plates
- Porcelain plates
- Trays
- Glass sheets
- Platters
- Wooden plate
- Wicker baskets (7)

3.3
- Stimulates the appetite
- Accomplishes contrast in texture, colour or flavour
- Applies principles of art, e.g. harmony and balance
- Develops originality to present attractive dishes (4)

3.4 Bains-marie:✓
- Open wells of water✓
- Used to keep food warm✓

Hot cupboards:✓
- To warm plates, cups and serving dishes✓
- Used to keep food hot✓

Hot plates:✓
- Heated counter top or table✓
- Used to keep food warm✓
- Has a service counter top✓

Carving trolley:✓
- To keep large cuts of meat warm✓
- To carve meat on✓

Flambé trolley:✓
- Food that has been flambéed (spirits poured over and ignited) on this trolley✓
- Serve food from this trolley✓

Hors d'oeuvres trolley:✓
- Trolley where appetisers and small savouries are displayed on✓
- Starters/Appetizers and small savouries are served from this trolley✓

(ONE for name and ONE for any description) (4 × 3) (12)

3.5
- Slices
- Fans
- Whole
- Frosted
- Dipped in chocolate (5)

3.6
- Radish roses
- Carrot curls
- Tomato wedges
- Parsley springs (Any relevant 4 × 1) (4)

3.7
- Vertically
- Horizontally
- Diagonally
- Circles (Any 3 × 1) (3)

[50]

QUESTION 4

4.1 4.1.1

- Make sure that the clearing station is ready and in place. Checklist: Lined bin, by-liners, bowl of slightly soapy warm water, wiping cloth, trolley with table top surface.
- Make sure that tables are always clean and tidy. Covers should be changed regularly and when required as an untidy and messy table is not pleasant for the customer.
- The dining area service should be self-clearing where the customers return their trays and plates and cutlery to the clearing area.
- At the clearing station the contents of the tray should be emptied into a lined standing bin and the tray should be wiped clean with a damp cloth.
- The stack of ready-cleaned trays should be returned to the tray stack, each tray lined with a paper liner before putting into place.
- Make sure that cutlery and flatware containers are adequately stocked. (6)

4.1.2

- Check immediately that nothing has fallen on the guest being served.
- If some has fallen on the guest's clothes, the guest should be allowed to rub the dirty area with a clean damp cloth to remove the worst of the spillage.
- If the guest has to go to the cloakroom to remove the spillage, his/her meal should be placed on the hotplate until he/she returns.
- The establishment may offer to have the garment cleaned, depending on the nature of the spillage.
- If the spillage was on the tablecloth, the waiter should remove all items of equipment that may be dirtied.
- The waiter should then mop or scrape up the spillage with a knife or clean damp cloth.
- An old menu card should be placed under the tablecloth over the damaged area.
- A second menu should be placed on top of the tablecloth over the damaged area.
- A clean rolled napkin should then be brought to the table and rolled over the damaged area to cover it completely. The menu will prevent any dampness to soak into the serviette.
- Any items which were removed should be returned to their correct position on the table top.
- Any meals which were placed on the hotplate should be returned and fresh covers put down where necessary.
- Apologies should be made again to guest for any inconvenience caused. (12)

4.2 4.2.1

- Make sure that the soup plates are hot and clean.
- Stir and ladle with care to avoid drips on plate rims.
- Plates of hot soup should be served on under plates and great care should be taken to avoid spillage on plate rims.
- Consommé is normally served in a consommé cup on a consommé saucer with a fish plate underneath. (4)

4.2.2

- Sweets should be laid attractively on the trolley from the customer's point of view and well laid out from behind for the server.
- The server should either stand behind the trolley or at the side of the trolley, but never in front of the trolley.
- When the customer makes a selection, a plate should be positioned near the item which has to be served.
- With a spoon in one hand and a fork in the other hand, portioned food should be transferred neatly to the plate.
- The plate is placed in front of the customer from the right. (5)

4.3

- To carry clean glasses and remove dirty glasses from a table
- To remove clean cutlery and flatware from the table
- To place clean cutlery and flatware on the table
- To place coffee services on the table
- Used as an under flat when silver serving vegetables (5)

4.4

- The general rule is that potatoes are served before vegetables.
- Present a vegetable dish placed on an under flat with a napkin on it when serving vegetables and potatoes.
- The purpose of a napkin is to prevent the vegetable dish from slipping on the under dish.
- A separate serving spoon and fork should be used for each type of potato and vegetable dish.
- The service cloth is used as protection against heat and to allow the vegetable dish to rotate more easily on the under flat.
- With the serving dish in its correct position, the potato dish nearest to the hot joint plate should be served.
- Place the first potato dish on the far side of the joint plate, allowing the server to work towards him/her as he/she serves the remaining food items ordered and also making it easier to present the food attractively.
- To serve creamed potatoes, place the fork in the spoon and then take a scoop of potato from the dish. Carry this to the plate and move the fork slightly. The potato should then fall off on to the plate.
- Potatoes are served at the 2:10 position on the plate.
- Vegetables are served at the 9:50 position on the plate. (Any 8 × 1) (8)

4.5

- Carrying by hand
- Carrying on a service salver (2)

4.6 The specific amount of food prepared and served✓ as determined by food costing,✓ in such a way to ensure profit.✓
- By doing stock/portion control on a regular basis✓
- By doing effective planning in terms of portioning✓ (5)

4.7
- Knife and fork
- Fork
- Finger buffet (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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