higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N880**(E)**(J13)H

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

13 June 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages.

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE
INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4
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 neatly and legibly.

Copyright reserved

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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Tablecloths must have an overhang of ... to appear neat.

A 10 cm–20 cm
B 25 cm–30 cm
C 15 cm–25 cm
D 30 cm–40 cm

1.1.2 A culinary broiler with overhead infrared heating elements:

A Hot cupboard
B Char grill
C Bratt pan
D Salamander

1.1.3 The ideal space on a table for an individual cover:

A 350 mm–450 mm
B 650 mm–850 mm
C 550 mm–600 mm
D 450 mm–550 mm

1.1.4 Prawns can be served on ...

A a plate of boiled eggs.
B a bed of lettuce.
C breadcrumbs.
D fried mushrooms.

1.1.5 Turned celery can be soaked in ... to promote a quality curl.

A scalded milk
B fermented vinegar
C iced water
D lemon juice

1.1.6 An example of a sharp, piquant or strong cheese:

A Gruyère
B Camembert
C Stilton
D Edam

Copyright reserved

1.1.7 Lemon butter is a sauce typically served with ...

A eggs.
B fish.
C pastries.
D pâté.

1.1.8 When serving a variety of cheese, there should be enough cheese to allow about ... of each cheese per person.

A 30 g
B 45 g
C 35 g
D 25 g

1.1.9 ... are roasted cubes of bread that can be used to garnish salads.

A Croûtes
B Croissants
C Croûtons
D Canapés

1.1.10 This is not a confectionary:

A Sponge cake
B Petite fours
C Pavlova
D Croissants

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A ramekin is a miniature soufflé dish.

1.2.2 If only one cheese is served as a single portion, 40 g per person should be allowed.

1.2.3 Risotto is an example of farinaceous foods.

1.2.4 It is best to serve cheese on cheese platters at room temperature.

1.2.5 Used food platters are removed from the right.

1.2.6 The size of a lunch serviette is 500 mm × 500 mm.

1.2.7 Cheese platters can be lined with leaves, grapevine leaves or a doily.

Copyright reserved

1.2.8 A service salver consists of a round silver salver with a napkin set on it.

1.2.9 Money cards can be used to buy items from automatic vending machines.

1.2.10 Perforated ladles can be used to serve vegetable soup.

(10 × 1) (10)

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

1.3.1 Certain interactions between a waiter and his/her clients

1.3.2 Type of appetiser generally made of seafood or fruit and often served with a tart or tangy sauce

1.3.3 Course consisting of a meat, accompaniments and vegetables

1.3.4 Person in charge of the kitchen or a department of a kitchen

1.3.5 Cold and hot nonalcoholic and alcoholic drinks

1.3.6 French term for starter course

1.3.7 Type of yeast roll for breakfast

1.3.8 List of specific dishes served in a certain sequence during a specific meal

1.3.9 Also known as a service station of a waiter

1.3.10 Small pieces of plain, grilled or fried bread topped with savouries and well-garnished

(10 × 1) (10)

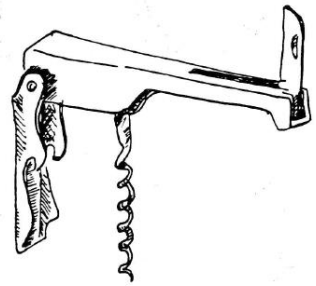
1.4 The following are pictures of apparatus used for the preparation and serving of food.

Name the apparatus and give ONE use of each. Write only the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1



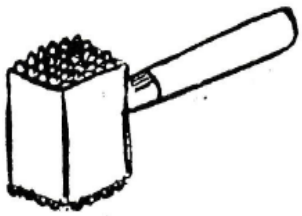
1.4.2



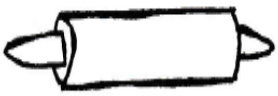
1.4.3



1.4.4



1.4.5



(5 × 2) (10)

1.5 Choose a use from COLUMN B that matches an apparatus in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Pie server	A	turn meat during cooking
1.5.2	Tongs	B	drain cooked food
1.5.3	Ladles	C	serve soup and gravies
1.5.4	Two-tined fork	D	whisk batters for crumpets
1.5.5	Performed spoon	E	lift slices of pie from a dish
		F	portion raw meatballs before cooking
		G	holding hot or cold meat in place while carving

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Give TWO examples of each of the following types of food and beverage service methods:

2.1.1 Table service by waiters

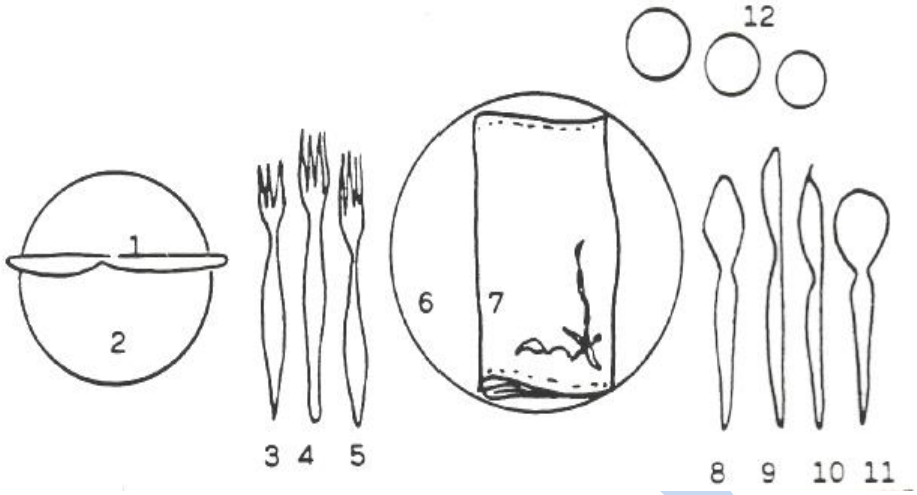
2.1.2 Self-service of customers

2.1.3 Single-point service

(3 × 2) (6)

2.2 The following is a top view of a table set for a four-course meal at a formal function.

Label each item by writing the answer next to the numbers (1–12) in the ANSWER BOOK.



(12 × 1) (12)

2.3 Differentiate between THREE types of take-away services. (3 × 2) (6)

2.4 You are the dining area manager of the Indaba Hotel Restaurant.

Give guidelines to your staff on the correct procedure of laying a tablecloth. (13)

2.5 State SIX factors which play a role in choosing a service style. (6)

2.6 Explain to a fellow waiter how to set a tray for room service. (7)

[50]

QUESTION 3

3.1 Give THREE examples of garnish for each of the following:

3.1.1 Curries

3.1.2 Pâté

3.1.3 Eggs

3.1.4 Crown of lamb

3.1.5 Cold meats

(5 × 3) (15)

3.2 List SEVEN suitable dishes for serving savouries. (7)

Copyright reserved

3.3 Name FOUR functions of garnishing. (4)

3.4 Name and describe FOUR large apparatus used to keep food warm during service. (4 × 3) (12)

3.5 Give FIVE examples of prepared strawberries that can be used to garnish fruit salads. (5)

3.6 List FOUR examples of appropriate garnish for a sandwich platter. (4)

3.7 You are requested to arrange savouries on a tray for a finger meal.

Name THREE ways of doing this in an orderly fashion. (3)
[50]

QUESTION 4

4.1 You are the head waiter at the Indaba Hotel Restaurant.

4.1.1 Compose a list of rules to be followed when serving clients in a dining area. (6)

4.1.2 Formulate guidelines on the procedure to follow when a few drops of roast gravy have fallen on the guest and table cloth. (12)

4.2 Describe the correct procedure of serving individual portions of the following:

4.2.1 Soup in soup plates (4)

4.2.2 Dessert in dessert plates (5)

4.3 State FIVE ways in which a service salver can be used during actual meal service. (5)

4.4 Formulate guidelines on the correct procedure of serving potatoes and vegetables. (8)

4.5 Name TWO methods of carrying glasses in the food and beverage service. (2)

4.6 Define *portion control* and explain how to execute it effectively. (5)

4.7 List THREE types of buffet meals. (3)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved