higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

5 JUNE 2019

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1
1.1.1 True
1.1.2 True
1.1.3 True
1.1.4 False
1.1.5 False
1.1.6 True
1.1.7 False
1.1.8 False
1.1.9 False
1.1.10 False
1.1.11 False
1.1.12 True
1.1.13 False
1.1.14 False

(14 × 1) (14)

1.2
1.2.1 Name: Chinois✓
Use: Strainer for liquids such as stocks, soups, sauces, raw egg custards, etc.✓

1.2.2 Name: Waiter's friend✓
Use: To cut foil of wine bottles✓
To remove the cork of wine bottles✓

1.2.3 Name: Pasta maker✓
Use: To make fresh pasta such as tagliatelle and spaghetti✓

1.2.4 Name: Electrical hand beater✓
Use: To beat air into food such as egg, egg whites and cream✓
To beat sauces such as mayonnaise during preparation✓
For mixing batters and doughs – combining the different ingredients✓

1.2.5 Name: Rolling pin✓
Use: To roll doughs and pastries✓

1.2.6 Name: Deep-fat fryer✓
Use: To fry food such as potato chips and battered fish, giving it a favourable taste and texture✓

1.2.7 Name: Masher✓
Use: To break food down by pressing it until it has a smoother consistency✓

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1.2.8 Name: Scale (spring) ✓
Use: To measure ingredients accurately by weight✓
To measure portions – portioning✓

1.2.9 Name: Coffee perculator✓
Use: To brew grinded coffee✓

1.2.10 Name: Blender or liquidiser✓
Use: Chop, blend, whip or puree food✓

(Name✓ + Use✓) (10 × 2) (20)

1.3
1.3.1 Hors d'oeuvres
1.3.2 Mice en place
1.3.3 Chef
1.3.4 Carvery
1.3.5 Brioche
1.3.6 Service plate
1.3.7 Reception
1.3.8 High tea
1.3.9 Farinaceous
1.3.10 Aperitifs

(10 × 1) (10)

1.4
1.4.1 A, F
1.4.2 D, E
1.4.3 B, C

(3 × 2) (6)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Customer orders, which is served✓ from a single point at the counter, hatch or snack stand;✓ customer can consume food on the premises (Some take-away establishments provide seating.)✓
- Drive-through✓ form of take-away where the customer drives his or her vehicle up to an order point, orders✓ and moves onto payment and collection points.✓
- Fast food:✓ 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.✓ Nowadays commonly used to describe a type of establishment offering a limited range menu, fast service with a take-away facility.✓ (3 × 3) (9)

2.2
- Tray
- Trolley
- Home delivery
- Lounge
- Room
- Roadhouse/Drive-in (6)

2.3 Continental:
- It is a plain and simple meal.
- It does not usually contain any hot dishes.
- Some continental breakfasts include cold meats, cheese and cereals.
- Normally croissants, brioche or toast are served with butter and preserves, with coffee as the beverage.
- The most basic menu is a table d'hôte. (Any 3 × 1) (3)

English:
- It consists of several courses.
- There is a choice of items for each course.
- There are usually three to four courses.
- Bacon and eggs, toast and marmalade are usually served.
- It is usually a table d'hôte menu. (Any 3 × 1) (3)

2.4
1. Hors d'oeuvre plate/glass
2. Spoon to eat hors d'oeuvre
3. Dinner plate
4. Side plate
5. Bread knife
6. Serviette
7. Fish fork
8. Table fork
9. Dessert spoon
10. Dessert fork
11. Table knife
12. Fish knife
13. Soup spoon (13)

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2.5
- Menu
- Time
- Space
- Type of service
- Type of formal function (Any 4 × 1) (4)

2.6
- Clear all items from the table and place them on the sideboard.
- The soiled tablecloth should be brushed off, if necessary, over a crumb tray or plate.
- Select a tablecloth of the correct size.
- Place the new tablecloth on the far side of the table in the same way as when laying a tablecloth on a table.
- Gradually open the new cloth across the table, working towards you.
- At the same time, bring the soiled cloth towards you.
- When both tablecloths reach the side of the table nearest to you, allow the soiled cloth to fall lightly.
- Inspect the new tablecloth for the correct drop and alignment.
- Place the soiled cloth in the dirty linen receptacle. (9)

2.7
- Colourful tablecloths
- Checked cotton
- Rough linen or hessian
- One can be very imaginative with the choice of a tablecloth for an informal meal
- The choice of tablecloth should suit the occasion.
- Plain colours can be successfully combined with multicoloured patterns, floral patterns or stripes by placing two or more smaller tablecloths over a large one. (Any 3 × 1) (3)

[50]

QUESTION 3

3.1 3.1.1
- Appetisers and small savouries are displayed on this trolley.
- Starters/appetisers and small savouries are served from this trolley.

3.1.2
- Open wells or a pot of hot water
- Used to keep food warm or slowly heat food

3.1.3
- A heated counter top or table
- Used to keep food warm
- This apparatus has a service counter top

3.1.4
- Used to warm plates, cups and serving dishes
- Used to keep food hot

3.1.5
- Food is flambéed (spirits poured over food and ignited) on this trolley.
- Food is served from this trolley.

(5 × 2) (10)

3.2
- The appetite is stimulated.
- Contrast in texture, colour or flavour can be accomplished.
- Principles of art can be applied, e.g. harmony and balance.
- Originality is developed to present attractive dishes. (4)

3.3 The purpose is to:
- Improve the appearance of a dish
- Complement the taste of a dish (2)

3.4
3.4.1 Eggs royale
3.4.2 Hard-boiled egg slices
3.4.3 Parmesan cheese
3.4.4 Chopped, fried bacon
3.4.5 Parsley and cream swirl

(5 × 1) (5)

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

3.6
- Walnuts
- Macadamia nuts
- Cashew nuts
- Pecan nuts
- Pine nuts
- Peanuts (Any ONE other relevant answer) (Any 2 × 1) (2)

3.7
- Clear glass plates
- Porcelain plates
- Trays
- Glass sheets
- Platters
- Wooden plates
- Wicker baskets (Any ONE other relevant answer) (Any 7 × 1) (7)

3.8
- Vertically
- Horizontally
- Diagonally
- Circles (4)

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3.9
- The best is to allow one or two varieties of cheese for a single portion.
- To create colour, the cheese should be served on a plate garnished with suitable vegetables and a selection of sliced fruit.
- Do not cut cheese into too small pieces, as this makes identification difficult and it is also unattractive.
- It is a clever idea to select familiar varieties of cheese and at the same time introduce more unusual varieties, flavours, textures and colours.
- There should be enough cheese to provide each guest with a sample of each cheese variety.
- Serve cheese on attractive platters or cheese boards with plenty of knives for cutting.
- For the best flavour, cheese should be served at room temperature.
- The cheese platter can be marble, wood, glass or ceramic.
- Different types of sliced crusty bread can be served on the platter.

(Any 7 × 1) (7)

3.10
- Choose the serving plate carefully. It must be large enough to display sandwiches attractively. Flat, platter-type plates and trays are the best.
- Group sandwiches with the same filling together. The exception to the rule would be rainbow sandwiches.
- Arrange sandwiches on a thin bed of finely shredded, crisp lettuce. This keeps them moist and it looks attractive.
- Label the sandwiches with flags.
- Garnish appropriately with radish roses, carrot curls, tomato wedges, parsley sprigs, etc. (Any 4 × 1) (4)

[50]

QUESTION 4

4.1
- The correct cover is laid before the ordered food items are served.
- The service cloth is folded neatly to protect the hands against the hot serving dish.
- The fold of the cloth lies at the tips of the fingers.
- Present the complete dish to the guest as it was received from the kitchen to show the chef's culinary art.
- Hold the serving dish a little above the hot joint plate with the front edge slightly overlapping the rim of the hot joint plate.
- Place the portion of food in the 6 o'clock position on the hot joint plate.
- When the second portion has to be served, the serving dish should be rotated on the service cloth so that the next portion to be served will be nearest to the hot joint plate.
- There is ample space left on the plate to serve and present the potatoes and other vegetables attractively.
- The meat is placed in the middle of the plate if vegetables are served on separate plates. (9)

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4.2
- Make sure that the soup plates are hot and clean.
- Stir and ladle with care to avoid that drops of soup are spilt on plate rims.
- Plates of hot soup should be served on underplates 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. (Any 4 × 1) (4)

4.3 4.3.1 It is a specific amount of food prepared✓ and served as determined✓ by food costing in a way that ensures a profit.✓ (3)

4.3.2
- To ensure a profitable meal
- To ensure that there will be enough food available (2)

4.3.3 Through:
- Stock control
- Effective planning (2)

4.4
- Always walk customers to their table. Walk at their pace.
- When seating customers, first seat the oldest lady and then the rest, descending in age, unless the host is a lady.
- When menus/wine lists are offered to the customer, offer the list and wait for the customer to take it.
- Handle coats/wraps with care.
- Open a napkin carefully and do not shake it like a duster. Place it on the customer's lap after apologising to the customer.
- When water or rolls are offered, say for example: 'Excuse me Sir/Madam, would you like a bread roll?'
- Only offer accompaniments that you have at the table.
- Always say: 'Excuse me' before you serve or clear something from the table and say: 'Thank you' after you have attended to each customer.
- Food and beverage items should be explained to the customers using terms they understand and the terms should not be technical, such as *turned vegetables*. Use terms which will make the item sound attractive, e.g. casserole instead of stew or puréed potatoes instead of mashed potatoes. Do not use abbreviations such as veggies.
- Only talk to customers when you are standing next to them.

(Any other logical answer) (10)

4.5
- Immediately make sure if the guest has left or if he/she is still in the area. Return the wallet immediately if the person is still there.
- If the person has left already, the wallet should be handed to the head waiter or supervisor in charge.
- The supervisor or head waiter should check with reception and the hall porter to see if the person has left the building.
- If the guest stays in the building, reception should ring his/her room and inform the guest that the wallet has been found and that it can be collected at a convenient time.
- Regular guests may be known to the head waiter or head porter whom may know where to contact the guest, to inform him/her of the lost wallet.
- If the guest is a regular customer, but the staff do not know how to contact him/her, the wallet should be kept in the lost property office until the customer's next visit.
- If the owner cannot be found or contacted immediately, the supervisor or head waiter should list the items inside the wallet in the presence of the waiter who found the wallet. The list should be signed by the supervisor or head waiter and the waiter who found the wallet. The list should indicate where the item was found, as well as the date and time that it was found.
- A copy of the list together with the wallet should go to the lost property office where the contents of the wallet should be checked against the list before it is accepted. The details of the find should then be entered in a lost property register.
- Another copy of the list should go to the hall porter in case any enquiries are made about a lost wallet.
- Any person who claims any lost property should be directed to the lost property office.
- The lost property office should ask for a detailed description of the lost property to make sure that they hand over the lost property to the real owner. They should also request the person claiming ownership to provide proof of identity.
- All the above-mentioned steps should be carried out as quickly as possible in any case of lost property as it is in the best interest of the establishment and causes the minimum inconvenience to the guest. When the guest receives the lost property, he/she should sign for the item in question and give his/her address.
- After three months, unclaimed property becomes the property of the finder who should claim it through the head waiter or supervisor.

(Any 10 × 1) (10)

4.6
- Knife and fork buffet
- Fork buffet
- Finger buffet (3)

4.7 It is the simplest provision of food service that involves that guests or customers carry their food✓ selected from the place of display or assembly to a dining spot. (2)

4.8
- Set up the buffet in a prominent position in the room.
- There should be enough space on the buffet for display and presentation.
- Place the buffet within easy reach of the still room and wash-up area so that replenishment of the buffet and the cleaning of dirty dishes may be carried out without disturbing the guests.
- There should be enough space to allow the customers to move around easily.
- There should be enough occasional tables and chairs.
- The total presentation of the room should promote the right atmosphere and it should look attractive. (5)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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