higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N890**(E)**(J5)H

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

5 June 2019 (X-Paper)
09:00–12:00

This question paper consists of 8 pages.

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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.

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SECTION A

QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.1.1–1.1.14) in the ANSWER BOOK. 📖

1.1.1 Poppadoms can be used to garnish curries and salads.

1.1.2 Tomato roses are also known as tomato lilies.

1.1.3 Nasturtiums are edible flowers.

1.1.4 Fish moulds are traditionally garnished with flambéed bananas.

1.2.5 Cheese and sundried tomatoes cannot be used to improve the appearance of bread.

1.1.6 Soup can be garnished with cocktail meatballs.

1.1.7 Caramelised peaches should not be added to fruit salad.

1.1.8 Garlic butter sauce is traditionally served with cold meats.

📖 1.1.9 Angelica is a herb used to enhance the taste and appeal of moulded fish.

1.1.10 Melba toast is a confectionary served with pâtés and dips.

1.1.11 It is a general rule that vegetables are served before potatoes.

1.1.12 A service cloth protects the waiter against heat and allows a serving dish to rotate more easily on an underflat.

1.1.13 Individually portioned dessert plates are placed in front of the guest from the left.

1.1.14 When serving individual hors d'oeuvres in glasses, the spoon or fork may not be placed at the side of the glass. 📖

(14 × 1) (14)

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1.2 The following apparatuses are used for the preparation and serving of food. Name each apparatus and give ONE use of each. Write only the answer next to the question number (1.2.1–1.2.10) in the ANSWER BOOK. 📖

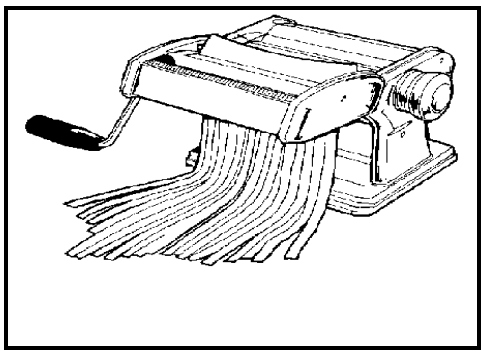
1.2.1



1.2.2



1.2.3



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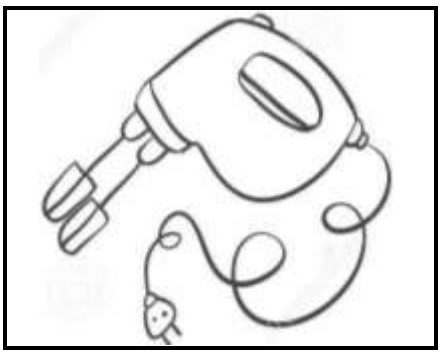
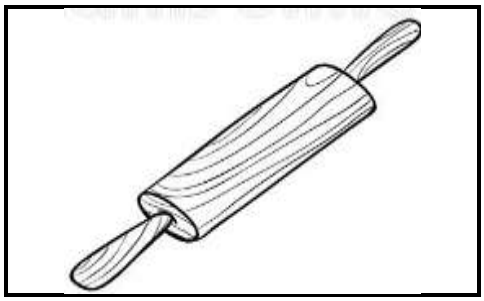


📖 1.2.5



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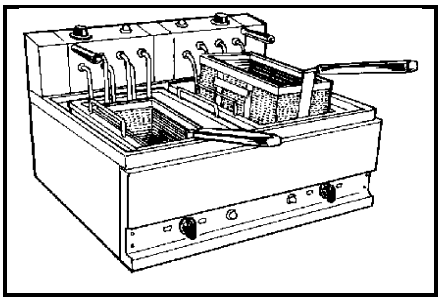

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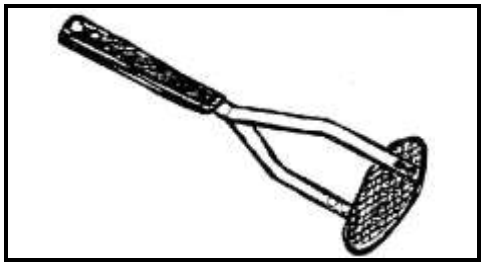

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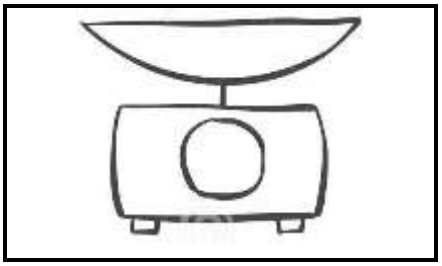
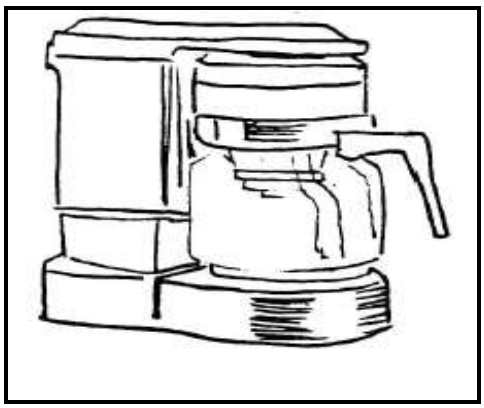


1.2.9



1.2.10 📖



(10 × 2) (20)

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1.3 Choose a word or words from the following list that matches each description below. Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

Chef; carvery; hors d'oeuvres; farinaceous; reception; mice en place; brioche; high tea; service plate; aperitifs

1.3.1 French term for a starter course

1.3.2 Preparation before service

1.3.3 The person in charge of a kitchen or of a department of a kitchen

1.3.4 A large cut of meat, usually roasted and carved in front of guests

1.3.5 Type of yeast roll for breakfast

1.3.6 The name used for a plate and napkin

1.3.7 The area in a restaurant where the guests are received

1.3.8 The name of the tea that is served at 16:00

1.3.9 Pasta and rice dishes such as ravioli and pilaff

1.3.10 Alcoholic drinks that are taken before a meal

(10 × 1) (10)

1.4 Choose TWO examples of a type of cheese from COLUMN B that matches a cheese group in COLUMN A. Write only the letter (A–F) next to the question number (1.4.1–1.4.3) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Sharp, piquant or strong	A	Stilton
1.4.2	Mellow-flavoured	B	Edam
1.4.3	Soft and delicate	C	Camembert
		D	Gouda
		E	Gruyère
		F	Mature cheddar

(3 × 2) (6)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 A single-point service can take place on the premises or food can be taken away.

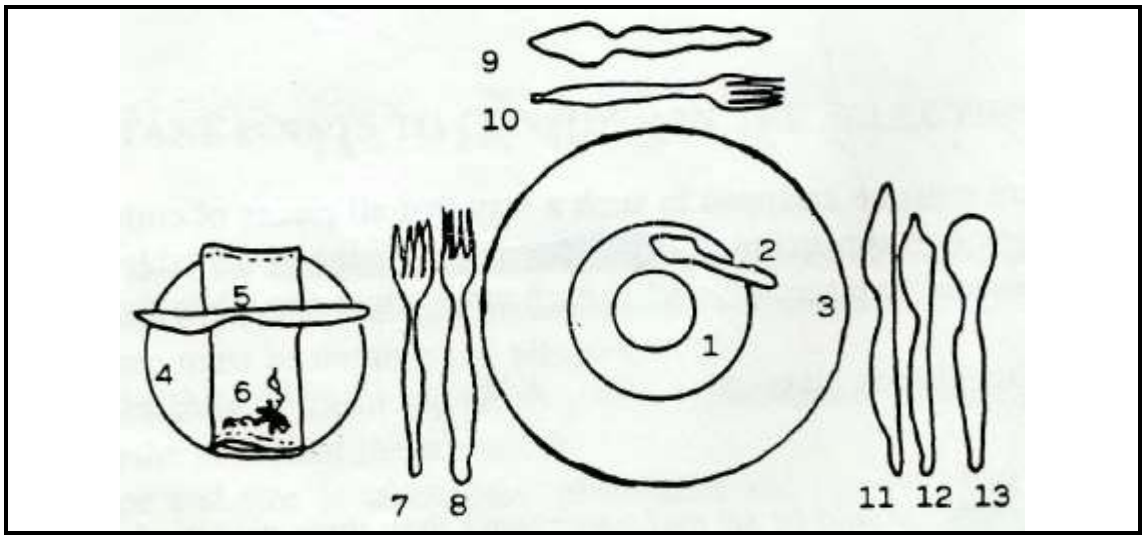
📖

Distinguish between THREE kinds of take-away services. (3 × 3) (9)

2.2 Name SIX in situ services. (6)

2.3 Differentiate between a *continental* and *English breakfast*. (2 × 3) (6)

2.4 The following is a view from above of an individual cover laid for a formal function. Name each item by writing the answer next to the number (1–13) in the ANSWER BOOK. 📖



(13)

2.5 Name the factors that determine the setting of a table for a function. (4)

2.6 You are the food and beverage manager of the Haven hotel.

📖

Explain to your restaurant supervisor how to change a tablecloth during service. (9)

2.7 State important points to keep in mind when selecting tablecloths for an informal function. (3)

[50]

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QUESTION 3

3.1 Chefs usually use large apparatuses to keep food warm during a service. 🕮

Give typical characteristics or uses of the following apparatuses:

3.1.1 Hors d'oeuvre trolley

3.1.2 Bain-marie

3.1.3 Hot plate

3.1.4 Hot cupboard

3.1.5 Flambé trolley

(5 × 2) (10)

3.2 State FOUR functions of garnishing. 🕮 (4)

3.3 What is the purpose of garnishing food for a buffet? (2)

3.4 Choose the most appropriate garnish from the following list for each type of soup mentioned below:

chopped, fried bacon; parsley and cream swirl; hard-boiled egg slices; eggs royale; Parmesan cheese

3.4.1 Consommé

3.4.2 Curried soup

3.4.3 Vegetable soup

3.4.4 Thick vegetable soup

🕮 3.4.5 Cream of tomato soup

(5 × 1) (5)

3.5 Strawberries can be used to garnish a variety of dishes.

Give FIVE examples of how strawberries can be prepared. (5)

3.6 Give TWO examples of nuts that can be used in salads. (2)

3.7 Name SEVEN suitable serving dishes for savouries. (7)

3.8 Name FOUR ways in which savouries can be arranged on serving dishes. (4)

3.9 Give guidelines on how to prepare a cheeseboard. (7)

3.10 Explain how to arrange a variety of sandwiches on a serving dish. (4)

[50]

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QUESTION 4

4.1 Describe how fish or meat is served from a flat serving dish. (9)

4.2 Soup can be served as individual portions.

📖

Discuss the correct procedure of serving soup in plates. (4)

4.3 Portion control is a very important aspect in the hospitality industry.

4.3.1 Describe the term *portion control*. (3)

4.3.2 Explain the purpose of portion control. (2)

📖 4.3.3 State how to execute portion control. (2)

4.4 Good interpersonal skills are required when the staff of an establishment interact with customers.

State TEN interpersonal skills relating to specific points of service. (10)

4.5 Write down the steps to be taken when a waiter finds the wallet of a regular guest under a chair in the restaurant. (10)

4.6 Name THREE different types of buffets. 📖 (3)

4.7 Define the term *counter service*. (2)

4.8 State FIVE basic rules to be followed for a buffet service. (5)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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