higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

3 June 2021 (X-paper)
09:00–12:00

This question paper consists of 9 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. Start each section on a new page.
5. Use only a black or blue pen.
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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Tablecloths have a neat appearance with an overhang of …

A 10 cm to 15 cm. ⌘
B 65 cm to 80 cm.
C 25 cm to 30 cm.
D 40 cm to 55 cm.

1.1.2 An item normally carried by a waiter is a …

A toothpick.
B corkscrew.
C ashtray.
D fork.

1.1.3 … is/are often garnished with flavoured butter shapes.

A Ham
B Fish
C Chicken drumsticks
D Crown of lamb

1.1.4 Food served from flats must be placed in the … o'clock position on the joint plate.

⌘

A 9
B 12
C 6
D 3

1.1.5 If one cheese is served as a single portion, … g per person should be allowed.

A 30
B 90
C 60
D 120

1.1.6 Apple sauce is traditionally served with …

A lamb.
B cold meats. ⌘
C pork.
D veal.

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1.1.7 Cheese should be served at … °C.

A 5 ⌘
B 30
C 18
D 23

1.1.8 A good serving size for a block of cheese would be … g.

A 200
B 225
C 100
D 150

1.1.9 Strawberries and cream can be used to decorate …

A biscuits. ⌘
B croissants.
C milk tart.
D pavlova.

1.1.10 Pieces of glazed fruit, nuts, patterns in piped icing and hundreds and thousands can be used to decorate …

A fruit flans.
B waffles.
C petit fours.
D soufflés.

(10 × 1) (10)

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

1.2.1 The dessert spoon is set above the plate and below the dessert fork with the handle to the left.

1.2.2 Stainless steel needs less care than aluminium and is suitable for everyday use.

1.2.3 Lilly-shaped glasses are used to serve wine.

1.2.4 Ice water speeds up the process of preparing celery curls.

1.2.5 Worchester sauce and chutney are condiments commonly required on the sideboard. ⌘

1.2.6 The service station side table stocks items used by waiters during service.

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1.2.7 Wine glasses should be placed above the dinner plate.

1.2.8 Individually portioned hors d'oeuvre glasses are preplated on the sideboard. ⌘

1.2.9 An ideal garnish for whole chicken is orange slices and watercress.

1.2.10 Egg royale and julienne vegetable strips can be used to garnish consommé.

(10 × 1) (10)

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

1.3.1 Cold or hot non-alcoholic and alcoholic drinks

1.3.2 Alcoholic drinks which stimulate the appetite are served before the meal.

1.3.3 Sponge cake with a flavoursome top layer/filling which can be used as a dessert or snack ⌘

1.3.4 A herb butter containing parsley and lemon juice

1.3.5 A round and oval case made of puff pastry usually filled with diced chicken or fish, dressed in a sauce

1.3.6 Piece of equipment used to make filter coffee

1.3.7 Serving of food on a plate from a trolley or side table

1.3.8 Interaction between a waiter and his customer

1.3.9 A grill with the heat source from above ⌘

1.3.10 A rich and velvety sauce made from stock and cream

(10 × 1) (10)

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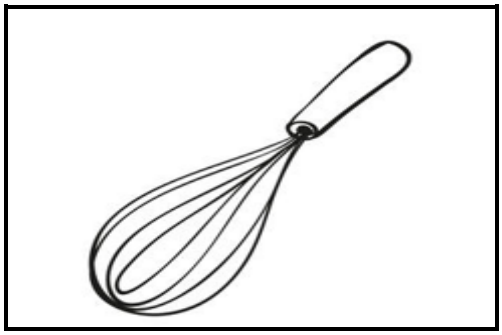
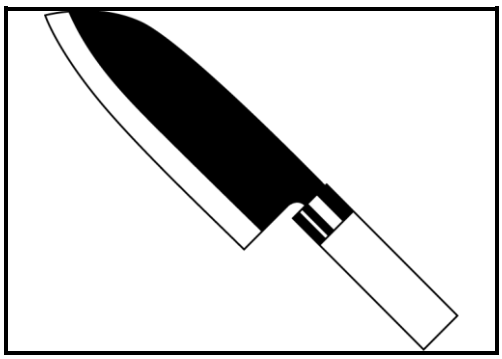
1.4 Name the following equipment used for the preparation and serving of food and give ONE use of each. Write the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

⌘

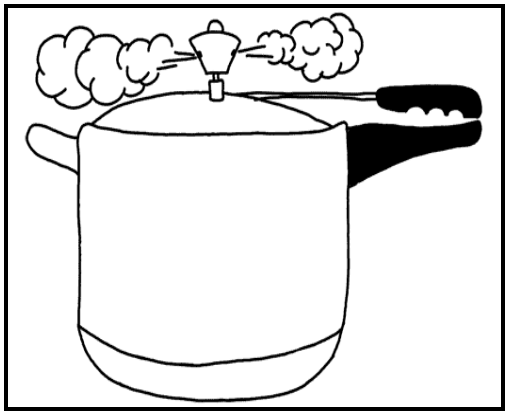
1.4.1



1.4.2



1.4.3



1.4.4



⌘

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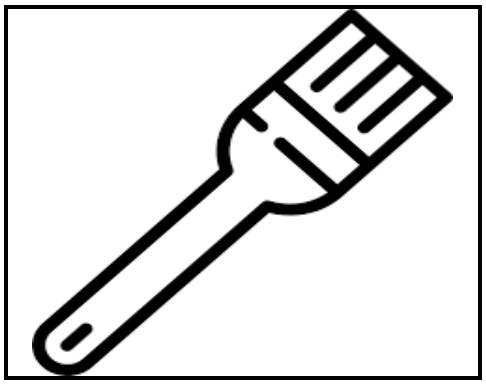
1.4.5 

(5 × 2) (10)

1.5 Define the following terms:

1.5.1 Service salver ⌘

1.5.2 Portion control

1.5.3 Confectionary

1.5.4 Nasturtiums

1.5.5 Underplate ⌘

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Describe the SIX table service styles used by waiters at a laid cover. (6 × 2) (12)

2.2 Distinguish between an *entrée* and a *relevè*. ⌘ (2 × 2) (4)

2.3 Describe TWO types of assisted service as a combination of table service and self-service. (2 × 3) (6)

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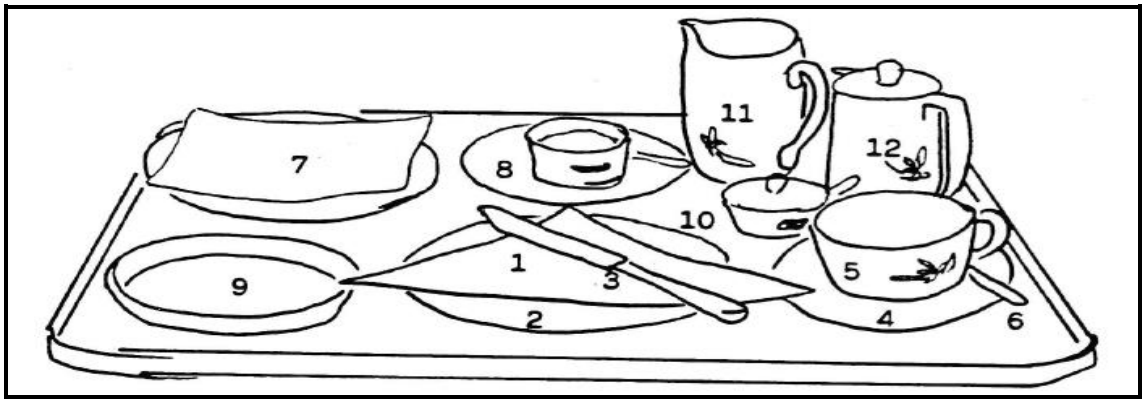
2.4 The breakfast tray shown below is set in an orderly fashion and attractive to the eye. Name each item by writing the answer next to the number (1–12) in the ANSWER BOOK.



(12)

2.5 State THREE points to consider when selecting quality silverware. ⌘ (3)

2.6 Discuss EIGHT points to keep in mind when choosing flowers for a formal function. (8)

2.7 Name FIVE crockery items that can be found on a tea tray. (5)

[50]

QUESTION 3

3.1 Explain the following large apparatus used in the kitchen and restaurant:

3.1.1 Hot cupboard ⌘

3.1.2 Carving trolley

3.1.3 Flambé trolley

3.1.4 Bain-marie

3.1.5 Hot plate

3.1.6 Hors d'oeuvres trolley

(6 × 2) (12)

3.2 State TWO purposes of garnishing dishes and give ONE example of each. (2 × 2) (4)

3.3 Name garnishes for each of the following dishes:

3.3.1 Cream soup. Name FIVE garnishes. ⌘ (5)

3.3.2 Curries. Name TWO garnishes. (2)

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3.4 State guidelines on how to prepare a cheeseboard for a cheese and wine function. (9)

3.5 Name SEVEN types of nuts and vegetables that can be used to garnish a cheese platter. (7)

⌘

3.6 The presentation of food is very important.

Name SIX suitable serving dishes for savouries. (6)

3.7 Give FIVE guidelines to your kitchen staff on how to arrange a variety of sandwiches on platters to be served at a conference. (5)
[50]

QUESTION 4

4.1 Name the crockery normally used to serve a consommé. (2)

4.2 State FIVE important principles to follow when food is served on meat plates and in serving dishes. (5)

⌘

4.3 Portion control is a very important aspect in all food industries.

4.3.1 State TWO purposes of portion control.

4.3.2 How can portion control be executed effectively?

(2 × 2) (4)

4.4 State SIX basic rules when serving food to customers. (6)

4.5 Name THREE different types of buffets. (3)

4.6 Describe the process of crumbing down and name TWO items used during this process. (2 × 2) (4)

4.7 A service plate is used in several ways during the meal service.

State FIVE uses of a service plate. (5)

4.8 State SIX basic rules to be followed when setting up a buffet service. (6)

4.9 State FIVE uses of trays. (5)

⌘

4.10 Customers should feel at home.

Name important interpersonal skills related to various points of the service, starting when the customer is accompanied from the reception desk. (10)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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