higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

22 NOVEMBER 2018

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

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

(10 × 1) (10)

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

(10 × 1) (10)

1.3
1.3.1 Ā la carte menu
1.3.2 Main course
1.3.3 High tea
1.3.4 Carvery
1.3.5 Beverages
1.3.6 Table d'hôte menu
1.3.7 Service plate
1.3.8 Chef
1.3.9 Reception
1.3.10 Menu

(10 × 1) (10)

1.4
1.4.1 Microwave oven
- To cook or reheat food

1.4.2 Masher
- To mash potatoes or other vegetables into a puree

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

1.4.4 Flambé trolley
- To serve food that has been flambéed (spirits poured over and ignited)
- To serve food

1.4.5 Muffin pan
- For baking muffins and cakes

(5 × 2) (10)

1.5

1.5.1	A	H
1.5.2	B	E
1.5.3	D	G
1.5.4	C	I
1.5.5	F	J

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1
- Grilling
- Melting
- Browning (3)

2.2
- Round
- Oval
- Oblong
- Square
- Irregular (5)

2.3

2.3.1	500 mm x 500 mm
2.3.2	25 mm
2.3.3	600 mm – 750 mm
2.3.4	400 mm x 400 mm
2.3.5	25 cm – 30 cm

(5 × 1) (5)

2.4
1 – Napkin
2 – Dessert plate
3 – Butter knife
4 – Saucer
5 – Coffee/tea cup
6 – Coffee/tea spoon
7 – Bread/toast plate
8 – Butter dish
9 – Jam dish
10 – Sugar bowl
11 – Milk jug
12 – Coffee pot (12)

2.5 2.5.1
- Embroidered tea cloth
- Neatly ironed
- The colour of the table linen can harmonise or contrast with the colour of the crockery and the room
- Washable, stain resistant and durable (4)

2.5.2
- Match the cloth
- Dainty embroidered serviettes
- Rice paper serviettes are ideal and are often used for tea parties (3)

2.6
- 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 meal served (7)

2.7 English:
- Consists of several courses.
- There is a choice of items for each course.
- Usually three to four courses.
- Bacon and eggs, toast and marmalade are usually served.
- Usually a table d'hôte menu.

Continental:
- A plain and simple meal.
- Does not usually contain any hot dishes.
- Some continental breakfasts include cold meats and cheese and cereals.
- Normally croissants, brioche or toast, served with butter and preserves, with coffee as the beverage.
- The most basic menu is a table d'hôte. (Any 5 × 1) (5)

2.8
- Do not use flowers that have a strong scent such as jasmine, narcissus or St Joseph's lilies.
- Delicately scented flowers such as roses are always popular for lunch or dinner.
- Flower arrangements must be in proportion to the size of the table.
- Include candles in the arrangement.
- Choose appropriate flowers and containers to match the occasion: a crystal or silver container and roses are a good example for a small dinner.
- Never use artificial flowers.
- The style and colour of the arrangement should be suitable for the character of the set table as well as the occasion.
- In some cases other table decorations may be more suitable than flowers, e.g. shellfish, shells, coral and seaweed on crushed ice and water on a seafood buffet table. (Any 6 × 1) (6)

[50]

QUESTION 3

3.1
- Lemon butter
- Sweet and sour sauce
- Tartare sauce
- Parsley sauce
- Garlic butter sauce (Any relevant 4 × 1) (4)

3.2
- To stimulate the appetite
- To accomplish contrast in texture, colour or flavour
- To apply principles of art e.g. harmony and balance
- To develop originality to present attractive dishes (4 × 1) (4)

3.3 3.3.1

- Croûtons
- Croûtes
- Breadcrumbs
- Sour cream
- Cream roses
- Julienne strips
- Savoury custard (Egg Royale) with consommé
- Star shaped carrots
- Chopped nuts
- Finley chopped parsley
- Hardboiled egg slices
- Grated cheese, e.g. parmesan
- Chopped fried bacon
- Pasta shapes
- Fried mushrooms
- Fried onion rings
- Macaroni or noodles
- Sautéed banana slices
- Cocktail meat balls
- Vienna sausages (Any relevant 4 × 1)

3.3.2

- Apples whole/wedges/sauce
- Pineapple rings
- Cherries
- Peach/pear/prune halves
- Bay leaves (Any relevant 4 × 1)

3.3.3

- Mint leaves
- Cream
- Hot chocolate powder
- Cinnamon (Any relevant 4 × 1)

(3 × 4) (12)

3.4 3.4.1 Ladles

- For serving soup and gravies

Perforated ladles

- To drain cooked items
- To measure portion sizes (3 × 1) (3)

3.4.2 Service spoon

- To spoon raw and cooked food
- To portion food

Perforated spoon

- To drain cooked items
- To portion food such as boiled vegetables or stew (2 × 2) (4)

3.4.3 Ramequin
- Miniature soufflé dish
- Small baking dish for individual servings

Soufflé dishes
- Larger than a ramequin
- To prepare soufflés (2 × 2) (4)

3.4.4 Coffee grinder
- To grind the coffee beans into a powder

Percolator
- To brew grinded coffee (2 × 1) (2)

3.5
- Clear-glass plates
- Porcelain plates
- Trays
- Glass sheets
- Platters
- Wooden plates
- Wicker baskets (Any relevant 6 × 1) (6)

3.6
- Celery
- Radishes
- Carrots
- Spring onions
- Tomatoes – cherry/plain (Any relevant 5 × 1) (5)

3.7 Sharp, piquant or strong cheeses:
- Stilton
- Mature cheddar

Mellow-flavoured cheeses:
- Gouda
- Gruyére

Soft, delicate cheeses:
- Cheddar
- Edam
- Camembert (3 × 2) (6)

[50]

QUESTION 4

4.1
- The hot food service counter should not be left unattended once service starts as this will cause congestion in the flow of service.
- Any spillage must be wiped up immediately with a damp cloth. Spillage left on a hot counter for too long will create problems later with cleaning as it hardens because of the heat.
- Portion control specifications should be applied.
- Do not allow food items to run out during service. Inform the kitchen when a dish is only one-third full. Near the end of service time, check with the supervisor.
- Make sure that there are always enough plates in stock on the counter. (5)

4.2
- 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 selects something, 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
- The waiter should be able to carry pre-plated foods and clear dirty plates.
- Speed and efficiency are needed around the table.
- Avoid possible accidents.
- Create the minimum inconvenience for guests.
- Stack dirty plates neatly, correctly and without delay on the sideboard.
- Use the correct clearing techniques to clear more in less time.
- Make as few journeys as possible between the sideboard and the table. (7)

4.4
- Set up the buffet in a prominent position in the room.
- Leave enough space on the buffet for display and presentation.
- Place the buffet within easy reach of the stillroom and wash-up so that replenishment of the buffet and cleaning of dirty dishes may be carried out without disturbing the guests.
- Leave enough space for customers to circulate 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. (6)

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4.5
- Side plates or utensils are placed from the left.
- Food is served from the left.
- Used food plates are removed from the right.
- Glasses are placed from the right.
- Drinks are served from the right.
- Used glasses are removed from the right.
- Silver service, guéridon service and French service is done from the left.

(Any 5 × 1) (5)

4.6

Table number✓	Retour✓ First dish + price✓ En place✓ Alternative dish + price✓	Number of cover✓
Date✓		Signed✓

(8)

4.7
- The general rule is that potatoes are served before vegetables.
- Present a vegetable dish placed on a flat under dish 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 different 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 flat under dish.
- 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 as he 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 onto the plate.
- Potatoes are served at the 2:10 position on the plate.
- Vegetables served at the 9:50 position on the plate. (Any 8 × 1) (8)

4.8 4.8.1 The specific amount of food prepared and served✓ as determined by food costing,✓ in such a way to ensure profit.✓

4.8.2
- To ensure a profitable meal
- To ensure that there will be enough food available
- To serve equal sized portions for customer satisfaction

4.8.3
- By doing stock/portion control on a regular basis
- By doing effective planning in terms of portioning (3 × 2) (6)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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