higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N880**(E)**(N22)H

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

22 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 10 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 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 … is an example of a farinaceous food.

A Moussaka
B Waldorf salad
C Lasagne
D Macaroons

1.1.2 A sauce normally served with curry:

A Chutney
B Tartare
C Mustard
D Garlic butter

1.1.3 The service of meat or fish on a hot joint plate is done by placing the portion on the … position.

A 4 o'clock
B 6 o'clock
C 12 o'clock
D 1 o'clock

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

A 45
B 30
C 60
D 35

1.1.5 Paper cutlet frills are most often used to garnish …

A vienna sausages.
B gammon.
C chicken drumsticks.
D grilled fish.

1.1.6 Cubed bread pieces, fried or toasted, usually used to garnish soup:

A Crudités
B Croûtes
C Croûtons
D Crêpes

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1.1.7 When turning radishes, you can make … as garnish.

A wedges
B tubes
C fans
D segments

1.1.8 After … months unclaimed property becomes the property of the finder.

A 2
B 4
C 3
D 6

1.1.9 The ideal size for a block of cheese on a cheese board is …

A 125 g.
B 200 g.
C 250 g.
D 100 g.

1.1.10 Carrot curls can be soaked in … to promote the quality of the curl.

A acidic solution
B scalded milk
C ice water
D fermented wine

(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 *Julienne* is the term used for vegetables cut into fine strips.

1.2.2 When preparing a cheeseboard, select a range of cheeses that vary in flavour, texture and colour.

1.2.3 The overall presentation of a buffet is improved by box pleating the ends of the buffet.

1.2.4 A consommé is normally served in a soup mug with a soup saucer.

1.2.5 Individually portioned hors d'oeuvres are placed before the customer from the right side.

1.2.6 Curried soup can be garnished with hardboiled egg slices.

1.2.7 Trays are not used to clear sideboards.

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1.2.8 Only talk to customers when you are standing next to them.

1.2.9 Egg Royale can be used to garnish a consommé.

1.2.10 Do not cut cheese into too small pieces, as this makes identification difficult.

(10 × 1) (10)

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

1.3.1 A menu where all the items on the menu are paid for individually

1.3.2 A course consisting of meat, accompaniments and vegetables

1.3.3 Tea that is served at 16:00

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

1.3.5 Cold and hot non-alcoholic and alcoholic drinks

1.3.6 A meal at a fixed price with limited or no choices

1.3.7 The name used for a service plate and napkin

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

1.3.9 The area in a restaurant where the guest will be received

1.3.10 A list of specific dishes served in a certain sequence during a specific meal

(10 × 1) (10)

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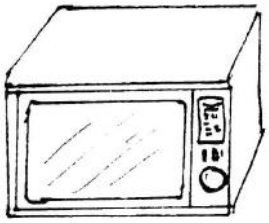
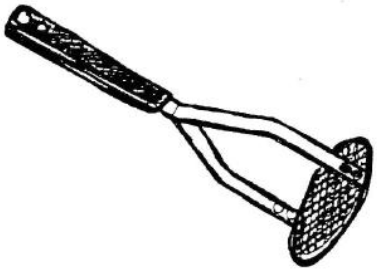
1.4 The following are pictures of apparatus used for the preparation and serving of food. Name the apparatus and give ONE use of each. Write only the answer next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1



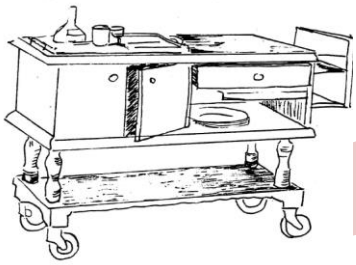
1.4.2



1.4.3



1.4.4



1.4.5



(5 × 2) (10)

1.5 Choose TWO types of services from COLUMN B that matches each mode of service in COLUMN A. Write only the TWO letters (A–J) next to each question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	Self-service	A	supermarket
1.5.2	Table service	B	guéridon
1.5.3	Assisted service	C	lounge
1.5.4	Specialised service	D	carvery
1.5.5	Single point service	E	butler
		F	kiosk
		G	buffet
		H	free-flow
		I	tray
		J	bar

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

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SECTION B

QUESTION 2

2.1 Name THREE dry heat methods that a salamander applies as large kitchen equipment. (3)

2.2 List FIVE shapes to consider when selecting place mats for laying a table. (5)

2.3 Mention the estimated size or space that must be allowed for the following:

2.3.1 Dinner serviette

2.3.2 Dinning plate from the edge of the table

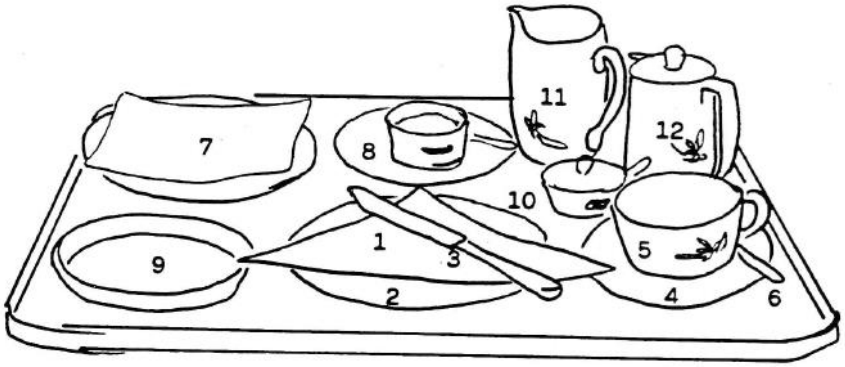
2.3.3 Ideal space for an individual cover

2.3.4 Breakfast serviette

2.3.5 Table cloth overhang

(5 × 1) (5)

2.4 Label each numbered item on the breakfast tray below. Write only the answer next to the question number (1–12) in the ANSWER BOOK.



(12)

2.5 Point out the important points to remember when selecting the following linen for a tea table:

2.5.1 Tablecloth (4)

2.5.2 Serviettes (3)

2.6 State SEVEN important factors which play a role in choosing the style of service. (7)

2.7 Differentiate between a *continental breakfast* and an *English breakfast* by giving a complete description of each. (5)

2.8 Discuss SIX important points to consider in the selection of flowers for a formal gala event. (6)

[50]

QUESTION 3

3.1 List FOUR sauces you would use when serving fish. (4)

3.2 What are the functions of garnishing? (4)

3.3 State FOUR examples of garnish used for each of the following:

3.3.1 Soup

3.3.2 Pork

3.3.3 Milk

(3 × 4) (12)

3.4 Differentiate between the following small equipment by stating the uses of each:

3.4.1 Ladles and perforated ladles (3)

3.4.2 Service spoons and perforated spoons (4)

3.4.3 Soufflé dishes and ramequins (4)

3.4.4 Percolator and coffee grinder (2)

3.5 Name SIX containers that are suitable for serving savouries. (6)

3.6 Vegetables can be used to garnish a cheeseboard.

Give FIVE vegetables a chef can use to garnish a cheeseboard. (5)

3.7 Classify cheese into THREE groups and give ONE example of each group.

(3 × 2) (6)

[50]

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QUESTION 4

4.1 You are the head chef at the Turklin Hotel.

Inform the waiters about the FIVE most important rules to adhere to when serving clients at a hot food counter. (5)

4.2 Provide the waiting staff with guidelines on the correct procedures to follow when serving individual portions of dessert on dessert-plates. (5)

4.3 The manager at the Turklin Hotel hires two men as waiters.

Compile a list of technical skills needed to carry plates professionally from the sideboard to clients' tables. (7)

4.4 Name SIX basic principles to be followed when setting up a buffet service. (6)

4.5 The side of service regularly change due to fashion and the house rules of different establishments.

State the side for service commonly used by giving FIVE examples. (5)

4.6 The cream of tomato soup which you have served to a guest was curdled. Certain steps should be taken, and one of them is to write out a special check for a new order.

Draw this special account in the ANSWER BOOK. (8)

4.7 Explain the procedures to be followed when dishing up potatoes and vegetables for clients. (8)

4.8 Portion control is important in the food industry.

4.8.1 Give a definition of *portion control*.

4.8.2 Discuss the purpose of portion control.

4.8.3 Explain how to execute portion control effectively.

(3 × 2) (6)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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