higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

25 November 2019 (X-Paper)
09:00–12:00

This question paper consists of 9 pages.

Copyright reserved

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.

Copyright reserved

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 Poppadoms are used to garnish … .

A fish moulds
B glazed turkey
C beef curries
D crumbed drumsticks

1.1.2 … sauce is traditionally served with fish.

A Chilli
B Barbeque
C Tartare
D Brown onion

1.1.3 Stuffed eggs can be garnished with … .

A parmesan
B red caviar
C coconut
D sesame seeds

1.1.4 Pieces of glazed fruit, nuts and hundreds and thousands are used to decorate … .

A lemon soufflé
B Chelsea buns
C baked flans
D petit fours

1.1.5 Savoury crackers are not typically garnished with … .

A chicken liver pâté
B egg royale
C shrimps
D cottage cheese

1.1.6 The most suitable garnish for lamb:

A Plum relish
B Whole apples
C Chopped egg
D Gherkin fans

Copyright reserved

1.1.7 An edible flower used to garnish salads:

A Nasturtiums
B Buttercups
C Azaleas
D Sweet pea

1.1.8 … sauce is traditionally served with veal.

A Yoghurt
B Lemon butter
C Mustard
D Sweet and sour

1.1.9 A crown of lamb is usually garnished with … .

A stuffed olives
B cutlet frills
C caramelised bananas
D steamed mussels

1.1.10 Canned blackberries may be thickened with … and used as a dessert topping.

A icing sugar
B cream
C cornflour
D baking powder

(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 (1.2.1–1.2.4) in the ANSWER BOOK.

1.2.1 A soufflé dish is smaller than a ramequin.

1.2.2 An ice-cream scoop can be used to portion meatballs.

1.2.3 If only one cheese is served as a single portion on a cheese platter, 100 g per person should be allowed.

1.2.4 Cheese served at room temperature is more palatable than chilled cheese.

(4 × 1) (4)

Copyright reserved

1.3 The following are pictures of apparatuses 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 (1.3.1–1.3.10) in the ANSWER BOOK.

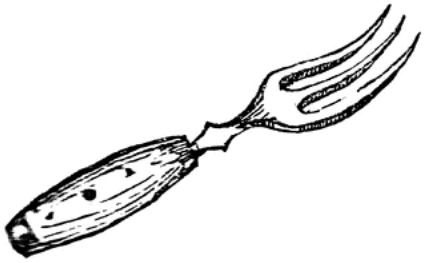
1.3.1



1.3.2



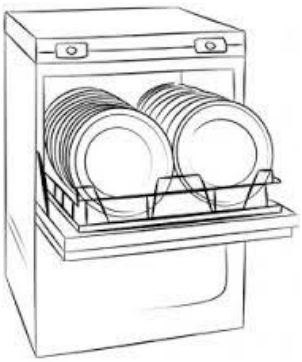
1.3.3



1.3.4



1.3.5



1.3.6



1.3.7



1.3.8



1.3.9



1.3.10



(10 × 2) (20)

1.4 Complete the following sentences by using the measurements in the list below. Write only the measurement next to the question number (1.4.1–1.4.6) in the ANSWER BOOK.

600 mm–750 mm; 500 mm × 500 mm; 25 mm; 550 mm–600 mm; 25 cm–30 cm; 400 mm × 400 mm

1.4.1 Tableware must be arranged in such a way that all pieces of cutlery and the plate form a straight line approximately … from the edge of the table.

1.4.2 Tablecloths have an overhang of … if they are to appear neat.

1.4.3 Serviettes for a dinner should be at least … .

1.4.4 A space of at least … must be allowed for each guest.

1.4.5 The ideal space on a table for an individual cover is … .

1.4.6 Serviettes for a lunch or breakfast should be … .

(6 × 1) (6)

1.5 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	A grill with the heat source above	A	relevé
1.5.2	Piece of equipment used to make filter coffee	B	canapés
1.5.3	A meal at a fixed price with limited or no choices	C	salamander
1.5.4	A large cut of meat served as the second meat course for formal dinners	D	velouté
1.5.5	A rich white sauce made from chicken stock	E	mâître d'hôtel butter
1.5.6	Small pieces of bread spread with cheese, meat or relish	F	cocktails
1.5.7	A herb butter containing parsley and lemon juice	G	perculator
1.5.8	A type of service where food is served from a trolley	H	guéridon
1.5.9	French term for starter course	I	table d'hôte
1.5.10	Drinks made with different ingredients	J	hors d'oeuvres
		K	croissant

(10 × 1) (10)

[50]

TOTAL SECTION A: 50

Copyright reserved

SECTION B

QUESTION 2

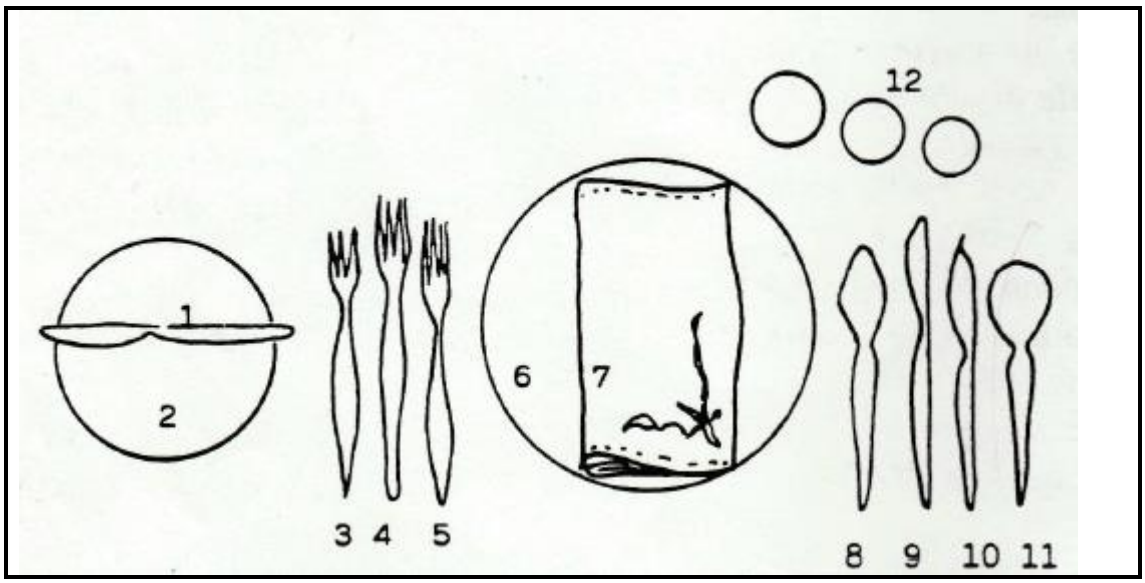
2.1 Cafeteria services are categorised under self-service serving styles.

Identify and describe FOUR types of cafeteria service styles. (4 × 3) (12)

2.2 Give the differences between *carveries* and *buffets* as a combination of table service and self-service. (2 × 2) (4)

2.3 State THREE examples of farinaceous foods. (3)

2.4 The following is a view from above of a laid individual cover for a four-course meal. Write only the answers next to numbers (1–12) in the ANSWER BOOK.



(12 × 1) (12)

2.5 Describe the correct procedure to follow when laying a cloth for a formal function. (13)

2.6 Name FOUR large apparatuses used to keep food warm during service. (4)

2.7 What is the function of an hors d'oeuvre trolley? (2)

[50]

QUESTION 3

3.1 Garnishing is an important aspect in all food service units.

3.1.1 Name TWO purposes of garnishing. (2)

3.1.2 Explain the FOUR functions of garnishing. (4 × 2) (8)

3.1.3 Distinguish between the terms *garnishing* and *decorating* as used in the food industry.

Define each term and give an applicable example under each term. (2 × 2) (4)

3.2 List FIVE examples of decorations that can be used on chocolate cakes. (5)

3.3 Classify cheese into THREE groups and give TWO examples under each group. (3 × 3) (9)

3.4 Identify SIX vegetable garnishes for a cheeseboard. (6)

3.5 Name FOUR ways to arrange savouries on a tray in an orderly fashion. (4)

3.6 You are the kitchen manager at Bonolo restaurant.

Name FIVE ideal criteria for arranging a variety of sandwiches on plates. (5)

3.7 Discuss the principles to follow when dishing food up on meat plates and in serving dishes. (5)

3.8 State TWO ways of executing portion control effectively. (2)

[50]

QUESTION 4

4.1 Define the term *portion control.* (3)

4.2 What are the TWO main purposes of portion control? (2)

4.3 State EIGHT guidelines for serving potatoes and vegetables from serving dishes. (8)

4.4 Name FIVE ways to serve desserts as individual portions on plates to customers. (5)

4.5 Explain to one of the newly appointed waiters the procedures he should follow when a guest accidentally knocks over a glass of Merlot. (13)

Copyright reserved

4.6 The cream of potato soup you served a guest curdled. There are certain steps one should take in such a case, and one of these is to write out a special check for a new order.

Draw this special check for a new order in the ANSWER BOOK. (8)

4.7 List SIX important rules to follow when serving a client at the salad bar. (6)

4.8 Name FIVE ways in which trays can be used. (5)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved