higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

6 October 2020

This marking guideline consists of 12 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	C		
	1.1.4	B		
	1.1.5	C		
	1.1.6	B		
	1.1.7	A		
	1.1.8	A		
	1.1.9	D		
	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	True		
	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	Menu		
	1.3.2	Croissant		
	1.3.3	Relevé		
	1.3.4	Entrée		
	1.3.5	Sideboard		
	1.3.6	Dispense bar		
	1.3.7	Chef		
	1.3.8	Table d'hôte menu		
	1.3.9	Beverages		
	1.3.10	Guéridon service		
			(10 × 1)	(10)

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1.4 1.4.1 Coasters
- Used to prevent wet glasses from damaging wooden tables
- Used to rest drinks upon
- Used to damp the sound of the glass on the table

1.4.2 Coffee grinder
- To ensure the correct ground of coffee beans
- To grind fresh spices, e.g. peppercorns, cinnamon and other spices into a fine powder

1.4.3 Wine bottle opener
- Used to remove foil from wine bottles
- Used to open wine bottles and remove the cork
- Used to open flip-top bottles, e.g. beer

1.4.4 Tong (Any)
- Used to turn meat during cooking rather than piercing the meat with a fork
- Used to serve food
- Plastic tongs may be used to serve confectionaries.

1.4.5 Decanter
- Hold the decanted liquid which may contain sediment.
- Used as a serving vessel.

(1 mark for name and 1 mark for any ONE use for each) (5 × 2) (10)

1.5 1.5.1
- Pieces of sautéed or rebaked bread
- Often cubed and seasoned
- Used to add texture and flavour to salads
- Serves as an accompaniment to soups and stews
- Eaten as a snack food
- It can also be stale bread (Any 2 × 1) (2)

1.5.2
- A savoury custard
- Used to garnish consommés
- Eggs Benedict with smoked salmon instead of Canadian bacon, also known as eggs royale. (Any 2 × 1) (2)

1.5.3
- A small bite-sized confectionery typically made with marzipan and served after a meal.
- The name is French, petit four meaning small oven.
- A small cake cut from pound or sponge cake and frosted.
- Any of various very small rich sweet cakes and biscuits, usually decorated with fancy icing, marzipan, etc. (Any 2 × 1) (2)

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1.5.4
- Interaction between the customer and the staff of the establishment
- Any competence facilitating communication with others where social rules and relations are created, communicated and exchanged verbally and nonverbally.
- The process of learning these skills is called socialisation.

(Any 2 × 1) (2)

1.5.5
- A joint plate with a napkin upon it, used in numerous ways during a meal service.
- It may be placed at each cover, especially for more formal occasions.
- Hors d'oeuvres are placed on this plate before the guests arrive.
- Soup and fish may also be served on it.
- Large plates used at full course dinners or to dress up extraordinary events such as parties and weddings. (Any 2 × 1) (2)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Take-away
- Customer orders are served from a single point, at a counter, hatch or snack stand. Customers consume food away from the premises. Some take-away establishments provide seating.
- A drive-thru form of take-away allows customers to drive their vehicles to the order point, order and move onto the payment and collection points.
- Fast food: Originally used to describe a service at a counter or hatch where customers receive a complete meal or dish in exchange for cash or vouchers. Commonly used nowadays to describe a type of establishment offering a menu with a limited range and a fast service at a take-away facility.

Vending
- Provision of food and beverage service by means of automatic retailing.

Kiosk
- Outstation to provide service for peak demand or in specific locations (may be opened for customers to order or used for dispensing only).

Food court
- Series of autonomous counters where customers may either order and eat (as at a bar counter) or buy from several counters and eat in a separate area or take away.

Bar
- Selling point and consumption area on licensed premises.

(1 mark for name and 1 mark for ONE description each) (5 × 2) (10)

2.2 2.2.1
- It is an automated machine that provides/sells items such as food, beverage, cigarettes and lottery tickets to consumers
- after money, a card or specially designed tokens are inserted into the machine. (2)

2.2.2
- Coins
- Tokens
- Banknotes
- Money cards/credit cards (4)

2.3 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 3 × 1) (3)

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 and usually served.
- Usually a table d'hôte menu. (Any 3 × 1) (3)

2.4 2.4.1
- The colour of the tablecloth could either be in contrast or harmonise with the colour of the dinner service or dining area.
- Table linen must be durable and washable.
- The linen must always be clean and neatly pressed. The only visible fold should be down the middle of the tablecloth.
- The shape and size of tablecloths, place mats and runners must match those of the table.
- Tablecloths must have an overhang of 25 cm–30 cm if they are to appear neat.
- Floor-length tablecloths are not suitable for sit-down meals, but they are very attractive for buffet meals or tea parties where the guests do not sit at the table.
- Place mats can be round, oval, oblong, square or irregular.
- The sizes of place mats vary considerably but mats should always be large enough to accommodate a dinner plate, glasses and the necessary cutlery. Mats on which serving dishes are placed are usually a little larger.
- Table mats and runners should be resistant to heat, stains and moisture.
- The table coverings serve as a background for a table that was laid and will largely determine the atmosphere or mood.
- The fabric, colour and design of the tablecloth must be appropriate for the occasion.
- Elegant and formal – a lace tablecloth and linen serviettes with a lace inset; starched white damask or fine, plain coloured linen with matching serviettes. (Any 10 × 1) (10)

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2.4.2
- Fine lead crystal is very popular for formal meals.
- Never serve wine in coloured glasses.
- Use tulip glasses to serve wine.
- Silvered glasses look attractive but spoil the flavour of the wine.
- Choose the correct type of glass for the kind of drinks to be served.
- Do not use chipped glasses and choose a pattern that can be replaced. (Any 5 × 1) (5)

2.4.3
- Serviettes should never be showy.
- A dinner serviette should be at least 500 mm × 500 mm and for a breakfast should be about 400 mm × 400 mm.
- Paper serviettes should never be used for the lunch or dinner table.
- Paper serviettes are entirely acceptable at large public social gatherings.
- Serviettes can all be the same colour.
- A larger, more absorbent serviette is needed for a three-course meal.
- Always choose the correct serviette for the occasion.

(Any 5 × 1) (5)

2.5 2.5.1
- The cups, saucers and teaspoons are arranged in front of the hostess.
- Jugs of milk, hot water and the teapot are placed on the right-hand side of the hostess.
- Place the sugar bowl within easy reach of the guests.
- Place the cake on its stand on the table. Make sure a knife is provided.
- Place a small cake plate on each place with a serviette and fork on it. (5)

2.5.2
- Use silverware, the finest teacups and matching cake plates.
- A drip cloth of lace, organdie or cotton in the saucer creates the impression of special attention given.
- Interesting cake plates with stands for small baked goods lend an attractive appearance to the table since everything is not on the same level. (3)

[50]

QUESTION 3

3.1 3.1.1
- Used for cooking/baking various individual dishes/portions. Anything you can do in a larger size can be done in a miniature size in a ramekin.
- Used for serving various individual dishes/portions.
- Used to serve side garnishes alongside an entrée.
- They can also be used for appetisers such as mixed olives.
- Ramekins make great pinch bowls
- Can be used for organising and measuring your ingredients.
- Used for dips and condiments.
- Used for soufflés.
- The traditional use of a ramekin is for a dish with eggs, cheese and either bread crumbs or an unsweetened puff pastry.
- The best-known use for ramekins is custard-based desserts.

(Any 2 × 1) (2)

3.1.2
- To finish off foods, rather than cook them
- Broiling
- Browning
- Caramelising
- Glazing
- Grilling
- Melting
- Toasting (Any 2 × 1) (2)

3.1.3
- To warm plates, cups and serving dishes.
- Used to keep food hot. (2)

3.1.4
- Used primarily for cutting thin slices of cheese.
- The fork-shaped side is used to pick up the slice of cheese and to put it in the plate. (2)

3.1.5
- To separate the flesh of a grapefruit from its rind.
- Used to scoop the flesh of the grapefruit into a plate or to eat it.

(Any 2 × 1) (2)

3.2 3.2.1
- To improve (enhance) the appearance of the dish.
- To complement the taste of the dish. (2)

3.2.2
- 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)

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3.3 3.3.1
- Icing
- Fruit
- Yoghurt
- Marzipan (Any 2 × 1) (2)

3.3.2
- Fruit
- Chocolate
- Icing glaze
- Custard (Any 2 × 1) (2)

3.3.3
- Cream
- Ice cream
- Cherry
- Chocolate shavings, nibs, etc. (Any 2 × 1) (2)

3.3.4
- Cherries
- Chocolate/caramel, etc. sauce (2)

3.3.5
- Interesting containers such as pineapple/watermelon cut lengthwise
- Pulp/puree of fruit
- Other fruit not in the salad, e.g. slices/fans etc.
- Zest
- Coconut
- Caramelised fruit (Any 2 × 1) (2)

3.4
- Clear glass plates
- Porcelain plates
- Trays
- Glass sheets
- Platters
- Wooden plates
- Wicker baskets (Any 6 × 1) (6)

3.5

SHARP, PIQUANT OR STRONG CHEESE (1)	**MELLO/MILD FLAVOURED CHEESE** (1)	**SOFT, DELICATE CHEESE** (1)
Stilton✓ Mature cheddar✓ (2)	Gouda✓ Gruyère✓ (2)	Cheddar✓ Edam✓ Camembert✓ (Any 2)

(3 × 3) (9)

3.6 3.6.1

- Choose the serving plate carefully – it must be large enough to display the sandwiches attractively. Flat, platter-type plates and trays are best.
- Group sandwiches with the same filling together. The exception to the rule would be rainbow sandwiches.
- Arrange on a thin bed of finely shredded, crisp lettuce. This keeps sandwiches moist and forms an attractive background.
- Label the sandwiches with flags.
- Garnish appropriately with radish roses, carrot curls, tomato wedges, parsley sprigs, etc. (5)

3.6.2

- Vertically
- Horizontally
- Diagonally
- Circles (4)

[50]

QUESTION 4

4.1 4.1.1

- The correct cover is laid before the ordered food item is served.
- The service cloth is folded neatly to protect the hands against the heat of the serving dish.
- The fold of the cloth lies on the tips of the fingers.
- Present the dish to the guest so that the complete dish can be seen as it has come from the kitchen.
- Hold the serving dish a little above the hot joint plate with front edge slightly overlapping the rim of the hot joint plate.
- Place the portion of food in the '6 o'clock' position on the joint plate.
- When the second portion must be served, the plate should be rotated on the service cloth so that the next meat portion to be served will be nearest to the plate.
- There is ample space left on the plate to serve and present the potatoes and other vegetables attractively.
- The meat is placed in the middle of the plate if vegetables are being served on to separate plates. (9)

4.1.2
- The general rule is that potatoes are served before vegetables.
- Present a vegetable dish placed on an under flat 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 under flat.
- 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 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 on to the plate.
- Potatoes are served at the 2:10 position on the plate.
- Vegetables are served at the 9:50 position on the plate.

(Any 8 × 1) (8)

4.2 4.2.1
- Glasses are pre-plated in the kitchen and served on an underplate which may be covered with a doily.
- Care must be taken that there is no spillage on the glass rims or on the underplate.
- The spoon/fork with which the food item will be eaten, can be placed neatly at the side of the glass. (3)

4.2.2
- Make sure that the soup plates are hot and clean.
- Stir and ladle with care to avoid drips on plate rims.
- Plates of hot soup should be served on underplates and great care should be taken to avoid spillage on plate rims. The underplate also prevents contact between the waiter's thumb and the soup that has been served. The underplate is even more important when soup is plated in the kitchen and must be carried a distance by the waiter.
- Consommé is normally served in a consommé cup on a consommé saucer with a fish plate underneath. (4)

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4.3
- The ends of the service spoon and fork should be in the position in the centre of the palms of the serving hand. By holding the fork and spoon this way, the waiter has more control when serving various food items.
- Position the service fork above or on top of the service spoon.
- The service spoon is held firmly in position with the finger of the serving hand, except for the forefinger.
- Use the forefinger and the thumb to hold the handle of the service fork.
- By using this method, you are able to pick up food items from the serving dish in between the service spoon and the service fork, and at the same time turn the service fork to mould with the shape of the item being served.
- At certain occasions, two service forks may be used when it will make the service of the food items more efficiently. (6)

4.4
- Immediately make sure if the guest has left, or if he/she is still in the area. Return the wallet immediately if the person is still there.
- If the person has already left, the wallet should be handed over to the head waiter or supervisor in charge.
- The supervisor or head waiter should check with reception and the hall porter to see if the person has left the building.
- If the guest stays in the building, reception may ring his/her room and inform the guest that the wallet has been found and that it can be collected at a convenient time.
- Regular guests may be known to the head waiter or head porter whom may know where to contact the guest, to let him/her know that the wallet was found.
- If the guest is a regular customer, but the head waiter or head porter does not know how to contact him/her, the wallet should be kept in the lost property office until the customer's next visit.
- If the owner cannot be found or contacted immediately, the supervisor or head waiter should list the properties of the wallet with the waiter who found it. The list should be signed by both the supervisor or head waiter and the waiter who found the wallet. The list must indicate where the article was found, it must be dated and the time it was found should also be indicated.
- A copy of the list plus the wallet should go to the lost property office where the wallet is checked against the list before it is accepted. The details of the find are then entered in a lost property register.
- Another copy of the list should go to the hall porter in case any enquiries are made about a lost wallet. Any person who claims any lost property should be sent to the lost property office.
- The lost property office must ask for a detailed description of the lost property to make sure that they hand it over to the genuine owner. They should also see proof of identity of the person claiming ownership.
- All the above-mentioned steps should be carried out as quickly as possible in any case of lost property as this is in best interest of the establishment and causes the minimum inconvenience for the guest. When the guest receives his/her lost property, he/she should sign for the article concerned and give his/her address.
- After three months, unclaimed property becomes the property of the finder who should claim it through the head waiter or supervisor. (12)

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4.5
- Check immediately that nothing has fallen on the guest being served.
- If some has fallen on the guest's clothes, the guest should be allowed to rub the dirty area with a clean damp cloth to remove the worst of the spillage.
- If the guest must go to the cloakroom to remove the spillage, his/her meal should be placed on the hotplate until he/she returns.
- The establishment may offer to have the garment cleaned, depending on the nature of the spillage.
- If the spillage was on the tablecloth, the waiter should remove all items of equipment that may be dirtied.
- The waiter should then mop or scrape up the spillage with a knife or clean damp cloth.
- An old menu card should be placed under the tablecloth over the damaged area.
- A second menu should be placed on top of the tablecloth over the damaged area.
- A clean rolled napkin should then be brought to the table and rolled over the damaged area to cover it completely. The menu will prevent any dampness to soak into the serviette.
- Any items which were removed should be returned to their correct position on the table top.
- Any meals which were placed on the hotplate should be returned and fresh covers put down where necessary.
- Apologies should be made again to guest for any inconvenience caused.

(Any 8 × 1) (8)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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