higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

(10070334)

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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 All pieces of cutlery and the plate must form a straight line approximately … from the edge of the table.

A 35 mm
B 15 mm
C 10 mm
D 25 mm

1.1.2 Never set more than … pieces of a kind of cutlery on one side of a plate.

A 4
B 3
C 6
D 2

1.1.3 Food served flambé has been prepared on a/an … trolley.

A hors d'oeuvres
B carving
C guéridon
D beverage

1.1.4 … is/are large, generally oval dishes, usually stainless steel on which food is presented to customers.

A Trays
B Flats
C Chafing dishes
D Silverware

1.1.5 A … pan resembles a frying pan and is made from silver-plated copper for even distribution of heat.

A griddle
B poaching
C Suzette
D Crêpe

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1.1.6 … are served on an hors d'oeuvre trolley.

A Confectionaries
B Appetisers
C Aperitifs
D Relevés

1.1.7 Poppadoms and bananas are garnishes served with …

A curries.
B pâtés.
C seafood.
D chicken à la king.

1.1.8 Stuffed eggs can be garnished with …

A red caviar.
B croûtes.
C avocado fans.
D mint leaves.

1.1.9 … sauce is usually served with cold meats.

A Parsley
B Tartare
C Lemon butter
D Mustard

1.1.10 If a variety of cheeses are served on a cheese board, provide … of each type of cheese per person.

A 60 g
B 30 g
C 25 g
D 45 g

(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 Cutlery is referred to as silverware.

1.2.2 No unnecessary tableware should be set on the table. Extra tableware can be brought in with the relevant courses.

1.2.3 A sugar spoon is also known as a sugar shell.

1.2.4 A consommé cup and saucer are used when serving a creamy soup.

1.2.5 With a guéridon service a chef and a commis chef usually work together as a team.

1.2.6 A bain-marie can be a table-top model or a separate cabinet with various sized inserts.

1.2.7 A percolator is used to grind coffee beans.

1.2.8 Nasturtiums are edible flowers which could be used to garnish salads.

1.2.9 Cutlet frills can be used to garnish crown of lamb and chicken drumsticks.

1.2.10 Garnishing also refers to the appealing arrangement of food on a plate.

(10 × 1) (10)

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

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

1.3.2 A crescent-shaped bread roll served during breakfast or late afternoon tea

1.3.3 A butcher's joint which is carved and served before the main meal

1.3.4 A small, well-garnished dish served before the roast or main meat courses

1.3.5 Also known as the service station of a waiter

1.3.6 A bar situated in a food-and-beverage area from which diners can be served wine or other alcoholic drinks only while they are having their meal

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

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

1.3.9 Hot and cold alcoholic and non-alcoholic drinks

1.3.10 Serving food on a plate from a trolley or side table

(10 × 1) (10)

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1.4 Name the following utensils and apparatuses used for the preparation and serving of food and drinks, 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



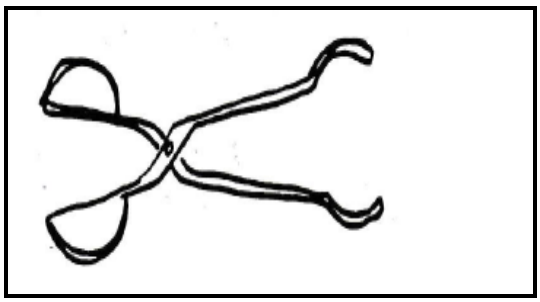
1.4.2



1.4.3



1.4.4



1.4.5



(5 × 2) (10)

1.5 Define each of the following terminology:

1.5.1 Croutons

1.5.2 Egg royale

1.5.3 Petit fours

1.5.4 Interpersonal skills

1.5.5 Service plate

(5 × 2) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Name and describe FIVE types of single-point services to customers.
(5 × 2) (10)

2.2 2.2.1 Define the term *automatic vending machine.* (2)

2.2.2 Name FOUR means of exchange when using this machine. (4)

2.3 Differentiate between an *English breakfast* and a *continental breakfast*.
(2 × 3) (6)

2.4 Describe to your waiting staff the following important points to consider when planning a formal function:

2.4.1 Linen (10)

2.4.2 Glasses (5)

2.4.3 Serviettes (5)

2.5 You are planning a tea party.

2.5.1 Explain the correct method of setting a tea table correctly. (5)

2.5.2 Formulate guidelines to consider when selecting crockery, containers and accessories for the tea party. (3)
[50]

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QUESTION 3

3.1 State the uses of the following small and large equipment:

3.1.1 Ramekins

3.1.2 Salamander

3.1.3 Hot cupboard

3.1.4 Cheese knife

3.1.5 Grapefruit spoon

(5 × 2) (10)

3.2 Garnishing your food can set you apart from your competition.

3.2.1 What is the purpose of garnishing? (2)

3.2.2 State the functions of garnishing. (4)

3.3 Name TWO suitable decorations for each of the following:

3.3.1 Sponge cake

3.3.2 Croissants

3.3.3 Chocolate mousse

3.3.4 Vanilla ice cream

3.3.5 Fruit salad

(5 × 2) (10)

3.4 Anything that is flat and has a large area or space on which food can be placed, can be used as serving dishes for savouries.

Name SIX suitable types of serving dishes for cold meat platters. (6)

3.5 Copy the following TABLE in the ANSWER BOOK. Complete it by indicating THREE types of cheese and TWO examples of each.

TYPE OF CHEESE (1)	**TYPE OF CHEESE** (1)	**TYPE OF CHEESE** (1)
TWO examples (2)	TWO examples (2)	TWO examples (2)

(3 × 3) (9)

3.6 You need to prepare a sandwich platter as part of a finger meal.

3.6.1 Give guidelines on how to arrange a variety of sandwiches on a platter. (5)

3.6.2 Name FOUR ways in which sandwiches can be arranged in rows in an orderly fashion. (4)
[50]

QUESTION 4

4.1 Hot food can be dished up in serving dishes and/or on fish plates.

Explain the following serving procedures:

4.1.1 Serving food from fish plates (9)

4.1.2 Serving potatoes and vegetables (8)

4.2 Individual food portions are also prepared and served in the hospitality industry.

Discuss the serving of the following individual portions:

4.2.1 Hors d'oeuvres in glasses (3)

4.2.2 Soup plates (4)

4.3 Holding a service spoon and fork while serving a client at a table, is a very sophisticated skill.

Describe the specific hand positions for holding service spoons and knifes while serving. (6)

4.4 Discuss the steps to follow when a waiter finds a lost wallet of a client in the cloakroom of a restaurant. (12)

4.5 You are a newly appointed waitress. Your serving skills are not yet up to standards.

Explain the process to follow when spilling a few drops of meat gravy on the table cloth while serving a customer. (8)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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