higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

INTRODUCTORY SERVICING TECHNIQUES PRACTICAL N4

25 NOVEMBER 2019

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

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

(10 × 1) (10)

1.2
1.2.1 False
1.2.2 True
1.2.3 False
1.2.4 True

(4 × 1) (4)

1.3
1.3.1 Name: Salamander✓
Use: A grill that heats food from above✓

1.3.2 Name: Balloon whisk/piano whip✓
Use: To beat air into food, such as egg, egg whites and cream✓
To beat sauces, such as mayonnaise or white sauce, during preparation✓
Whipping, for example, eggs, cream, hollandaise and other thinner liquids✓

1.3.3 Name: Two-tined fork✓
Use: To hold hot or cold meat in place while carving✓
To serve carved meat✓

1.3.4 Name: Zester✓
Use: To prepare citrus zest✓
To remove the fine outer skin/zest of citrus fruit✓

1.3.5 Name: Dishwashing machine✓
Use: Hygienic washing followed by a sterilising rinse✓

1.3.6 Name: Bratt pan/tilting frying pan✓
Use: Many cooking methods (shallow/deep frying, stewing, braising, boiling)✓

1.3.7 Name: Sharpening steel✓
Use: To sharpen/true/maintain the edges/blades of knifes/scissors✓
To realign the knife's edges in between sharpening✓

1.3.8 Name: Mallet/Meat hammer✓
Use: To flatten meat or chicken✓
To tenderise meat or chicken✓
To break down tough connective tissue✓

1.3.9 Name: Pestle and mortar✓
Use: To pound and grind food into a paste✓
To pound and grind food into a powder✓
To break whole spices to release flavour before being used in cooking✓

1.3.10 Name: Garlic press✓
Use: To crush/smash/squeeze the clove into a pulp/small pieces✓

(✓name + ✓use) (10 × 2) (20)

1.4 1.4.1 25 mm
1.4.2 25 cm–30 cm
1.4.3 500 mm × 500 mm
1.4.4 600 mm–750 mm
1.4.5 550 mm–600 mm
1.4.6 400 mm × 400 mm

(6 × 1) (6)

1.5 1.5.1 C
1.5.2 G
1.5.3 I
1.5.4 A
1.5.5 D
1.5.6 B
1.5.7 E
1.5.8 H
1.5.9 J
1.5.10 F

(10 × 1) (10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Counter:✓
Customers queuing in front of a service counter✓ choosing items from the menu in stages and placing them onto a tray✓ (may include a 'carousel' – a revolving stacked counter saving space)

Free-flow:✓
Selection as in counter (above) but in multi-point food service area✓ where customers move at will to random service points; customers usually exit via till point✓

Echelon:✓
Series of serving counters✓ at angles to customer flow within a free-flow area✓ (4 × 3) (12)

2.2 Carvery:
Commonly applied to 'carvery' type operations; some courses of a meal are served to seated customers;✓ other courses are collected by customers from serving area (also used for breakfast service)✓

Buffet:
Customers select food and beverage from displays or passed trays;✓ they either eat at tables, stand or eat in lounge area✓ (2 × 2) (4)

2.3
- Spaghetti
- Ravioli
- Cannelloni
- Lasagne
- Pilaff
- Risotto
- Gnocchi (Any 3 × 1) (3)

2.4 1–Bread knife
2–Side plate
3–Fish fork
4–Table fork
5–Dessert fork
6–Dinner plate
7–Serviette
8–Dessert spoon
9–Table knife
10–Fish knife
11–Soup spoon
12–Glasses (12)

2.5
- Make sure the table is in the correct position and stands firmly on all four legs.
- Place the felt over the table.
- Use the correct size cloth for the table.
- Stand in the centre of the table.
- Place the folded cloth on the table with the main folds facing away from you and the open edges towards you.
- Open the cloth across the table as follows: the selvedge edges and its inside double fold lie facing you; the two double folds face away from you.
- Keep your hands with your thumbs to the top, take the top flap of cloth between your thumb and first finger and the central folds between the first and second finger.
- Spread your arms the width of the table, move the cloth to the far edge (away from you) of the table.
- Drop the bottom flap that is now lying loose over the far edge of the table.
- Allow the rest of the cloth to lie on the table and release your hold on the centre folds.
- Gently unfold the cloth by drawing it across the table towards you until the table is covered and the tablecloth is open.
- Make sure that the drop is even all around and that the cloth drapes over the corners and legs.
- If any adjustments are necessary, stand squarely between the table legs, stretch your arms and pull the cloth square. Mitre the corners where the table legs are if you put a cloth on square or rectangular tables.
- You can now place the chairs in their correct positions. (Any 13 × 1) (13)

2.6
- Bain-marie
- Hot cupboards
- Hotplates
- Carvery trolley (4)

2.7
- To display appetisers or small savouries
- Serve appetisers or small savouries from the trolley (2)

[50]

QUESTION 3

3.1 3.1.1
- To improve the appearance of the dish
- To complement the taste of the dish (2)

3.1.2
- To stimulate the appetite,✓ for example, when something looks good/nice, you develop an appetite for it but if it looks burned or raw, you would not want to eat it✓
- To accomplish contrast✓ in texture, colour or flavour, for example, if everything on the plate is the same colour or texture (mushy), you would not want to eat it✓
- To apply the principles of art,✓ for example, harmony and balance✓
- To develop originality to present attractive dishes,✓ for example, individual signature dishes help to stimulate appetite and to recognise a certain chef's style✓

(Any other correct answer/explanation) (4 × 2) (8)

3.1.3 Garnishing:
Adding trimmings to savoury dishes to enhance the appearance and stimulate the appetite,✓ for example, chopped parsley or gravy on a steak✓

Decorating:
Adding trimmings to sweet dishes to enhance the appearance and stimulate the appetite,✓ for example, fruit or icing on a cake✓

(Any other correct answer/example) (2 × 2) (4)

3.2
- Nuts
- Fruit
- Icing
- Coconut
- Glazed fruit
- Hundreds and thousands (Any 5 × 1) (5)

3.3 Sharp, piquant or strong cheese:✓
- Stilton✓
- Matured cheddar✓

Mellow flavoured cheese:✓
- Gouda✓
- Gruyere✓

Soft, delicate cheese:✓
- Cheddar✓
- Edam✓
- Camembert (✓name + ✓✓examples) (Any 3 × 3) (9)

3.4
- Celery curls
- Radish roses
- Carrot sticks
- Spring onions
- Gherkin slices
- Stuffed olives
- Mushroom wheels (Any 6 × 1) (6)

3.5
- Vertically
- Horizontally
- Diagonally
- Circles (4)

3.6
- 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 this rule is rainbow sandwiches.
- Arrange on a thin bed of finely shredded, crisp lettuce. This will keep sandwiches moist and forms an attractive background.
- Label the sandwiches with flags.
- Garnish appropriately with radish roses, carrot curls, tomato wedges, parsley, et cetera. (5)

3.7
- Do not fill the serving dish to the top but fill it only three-quarter full.
- There must be no spot or spillages on the serving dish or meat plate.
- The serving dish and meat plate should be heated before placing food on it if hot food is served.
- Arrange food attractively on a meat plate by taking balance, rhythm, proportion, emphasis and harmony into consideration.
- Garnish food attractively. (5)

3.8
- Stock control
- Effective planning (2)

[50]

QUESTION 4

4.1 The specific amount of food prepared✓ and served as determined✓ by food costing in such a way to assure profit.✓ (3)

4.2
- To ensure a profitable meal
- To ensure that enough food will be available (2)

4.3
- The general rule is that potatoes are served before vegetables.
- Present a vegetable dish placed on an under dish flat with a napkin on it when serving vegetables and potatoes.
- The purpose of the 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 dish.
- With the serving dish in in the 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, as this makes 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 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)

4.4
- Lay the sweets attractively out on the trolley from the customer's point of view and from behind for the server.
- The server should stand either behind the trolley or at the side of the trolley, but never in front of the trolley.
- When the customer selects sweets, a plate should be positioned near the item that is to be served.
- With a spoon in one hand and a fork in the other hand, the portion of food should be transferred neatly to the plate.
- The plate should then be placed in front of the customer from the right. (5)

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4.5
- Make sure that no wine has spilled on the guest.
- If some of the wine has spilled on the guest's clothes, allow the guest to rub the dirty area with a clean damp cloth to remove the worst of the spillage.
- If the guest has to go to the cloakroom to remove the spillage, his/her meal should be placed on the hotplate until he/she returns.
- Where possible, the party of guests should be seated at another table and allowed to continue their meal without delay.
- If it is not possible to move them to another table, they should be seated slightly back from the table to allow the waiter to carry out the necessary procedures as speedily and efficiently as possible.
- The guests' meals should be placed on the hotplate to keep it warm.
- The waiter should remove all dirty items on a tray to his sideboard, ready to go to the wash-up area.
- Clean items should be removed and kept on the waiter's sideboard to relay the table.
- Mop the tablecloth with a clean absorbent cloth to remove as much liquid as possible.
- Put as many old menus as possible underneath the tablecloth on the table top.
- The waiter should bring a clean tablecloth of the correct size to the table, open out the cloth and hold it in the correct manner as if he laying the tablecloth during the pre-service preparation period. Put the tablecloth put on the table in the usual way while the soiled tablecloth removed.
- After the clean tablecloth has been put on the table, the table should be re-laid as quickly as possible.
- Reseat the guests and return their meals from the hotplate. (13)

4.6

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

(8)

4.7
- Keep a constant eye on the levels of food in the salad bar.
- Bowls or plates should never be filled at the counter but in the kitchen.
- Service spoons, slices, et cetera, misplaced by customers, should be replaced in the respective bowls, dishes and plates.
- Any spillages must be wiped up with a damp cloth immediately.
- The salad bar should be kept tidy, well arranged and well presented.
- Make sure that there are always enough bowls and plates for the salad counter. (6)

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4.8
- To carry food from the kitchen to the restaurant sideboard
- For service in rooms and lounges
- To clear sideboards
- To clean tables when there are no customers seated
- To carry equipment (5)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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