JUNE 2013 EXAMINATION
DATE: 3 JUNE 2013
TIME: 09H00 – 11H00
TOTAL: 100 MARKS
DURATION: 2 HOURS
PASS MARK: 40%

(EM-97)
BANQUETING OPERATIONS

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

SECTION A: CONSISTS OF:
(i) 10 MULTIPLE-CHOICE QUESTIONS (10 MARKS)
(ii) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(iii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 3 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION C: CONSISTS OF 3 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (40 MARKS)

SECTION D: CONSISTS OF 3 INTERPRETATIVE QUESTIONS
ANSWER ANY ONE OF THE QUESTIONS (20 MARKS)

INSTRUCTIONS:
1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
(i) **MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. The banqueting secretary:

   (a) is usually the secretary for the whole banqueting department.
   (b) is usually the secretary for the housekeeping department.
   (c) is usually the secretary for the head chef.
   (d) is usually the secretary for the salad chef.

2. The banqueting headwaiter is sometimes called the:

   (a) banqueting coordinator.
   (b) banqueting supervisor.
   (c) banqueting general manager.
   (d) banqueting secretary.

3. During a dinner dance:

   (a) the general manager must open the dance with a guest.
   (b) the chef must greet all guests and staff.
   (c) the headwaiter must stand at the entrance and announce the guests.
   (d) a formal or buffet meal is served in a room where there is a dance floor and a band or disco.

4. During a buffet:

   (a) the waiters serve the guests the meal.
   (b) guests collect food from the kitchen that is prepared by the salad chef.
   (c) guests collect their food from the buffet table where the food is displayed.
   (d) waiters collect food from the kitchen that is prepared by the salad chef.

5. Finger lunches or dinners are:

   (a) food portions served in small, bite-sized portions that can be eaten with the fingers, or food that can be eaten using only a fork.
   (b) food portions served in big portions that can be eaten with the fingers.
   (c) food portions consisting only of cheese and raw vegetables.
   (d) food portions consisting only of cheese and grapes.
6. At cocktail parties, waiters:
   (a) serve fruit to guests who stand around and mingle.
   (b) serve drinks and snacks to guests who stand around and mingle.
   (c) serve salad to guests who stand around and mingle.
   (d) serve wine and cheese to guests who stand around and mingle.

7. The cinema-style layout is usually used for:
   (a) smaller presentations.
   (b) training sessions.
   (c) small meetings.
   (d) larger presentations.

8. The most expensive buffet may include items such as:
   (a) crayfish, smoked salmon, oysters and Parma ham.
   (b) ham and cheese sandwiches.
   (c) macaroni and cheese.
   (d) hot dogs and hamburgers.

9. In hotels, the term ‘banqueting’ is traditionally used to describe the department that handles:
   (a) all functions that are organised for a specific group or purpose, using hotel facilities set aside for that use.
   (b) queries and complaints.
   (c) maintenance.
   (d) safety and security.

10. Larger hotels will usually appoint:
    (a) a full-time banqueting manager.
    (b) a banqueting manager who comes in once a month.
    (c) a banqueting manager who comes in once a week.
    (d) a banqueting manager who comes in once a year.

(ii) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are True or False. Motivate all your answers.

1. Every large hotel must have extensive banqueting facilities.
2. In big hotels, the banqueting facility may be a profit centre of its own.
3. Conference and function organisation is becoming an increasingly specialised field, which can form an important part of the hotel's business plan and can even be run as a separate business operation within the hotel.
4. Large hotels have a separate banqueting kitchen.
5. There are no entrepreneurs who can develop conference centres and function venues independently of hotels.

\[5 \times 2 = 10\]
(iii) **MATCHING-STATEMENT QUESTIONS**

Match the statements in Column B to the statements in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. the banqueting manager reports to him or her in some operations</td>
<td>(a) educational functions</td>
</tr>
<tr>
<td>2. all functions, conferences and banquets</td>
<td>(b) beverage or liquor service</td>
</tr>
<tr>
<td>3. required by almost all functions in some form</td>
<td>(c) commercial functions</td>
</tr>
<tr>
<td>4. will be on the permanent payroll</td>
<td>(d) permanent staff</td>
</tr>
<tr>
<td>5. employed to carry objects around and to handle the heavy work</td>
<td>(e) guests attending banqueting functions</td>
</tr>
<tr>
<td>6. come from a broad spectrum of society and can often include VIPs from business and politics and diplomatic representatives</td>
<td>(f) food and beverage manager</td>
</tr>
<tr>
<td>7. weddings and birthdays</td>
<td>(g) social functions</td>
</tr>
<tr>
<td>8. product launches and exhibitions</td>
<td>(h) business functions</td>
</tr>
<tr>
<td>9. meetings and conferences</td>
<td>(i) responsibility of the banqueting manager</td>
</tr>
<tr>
<td>10. training seminars and workshops</td>
<td>(j) banqueting porters</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Give two general spacing rules that you must consider when setting up tables. [2]

QUESTION 2
A selection of menus may be prepared by the executive chef in consultation with the banqueting department, for the guest to choose from.

What scope do these menus usually cover? [2]

QUESTION 3
(a) Why are international conferences considered to be a big business today? (1)
(b) Identify two responsibilities of the banqueting head barman. (2)
(c) List three factors the banqueting department considers when selecting staff for an event. (3) [6]

[10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Clients may wish to replace individual items on the standard menu or wish to compile their own menus. For this purpose, it is a good idea to keep a list of additional, individually priced, basic menu items to show clients. These items should be items with which the kitchen staff are familiar.

(a) List five dishes you would suggest as a first course to clients who wish to compile their own menu. (5)

(b) List five dishes you would suggest as a main course to clients who wish to compile their own menu: (5) [10]

QUESTION 2

Specify five details you should take from the client on his or her initial enquiry. [5 × 2 = 10]

QUESTION 3

(a) List five costs you must keep in mind when planning an outdoor function. (5)

(b) Describe the correct procedure for speeches and toasts at a wedding following the traditional format. (5)

(c) All conference and banqueting venues should have a promotional folder with a choice of menus, good photographs of the suites, and details of special services. This folder should be attractive and informative, with maximum sales appeal.

Identify five items of information that this folder must contain. (5 × 2 = 10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS (20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1
(a) List ten points regarding the service station you consider most important to check before the start of a function. (10)

(b) List five points regarding the function room you consider most important to check before the start of a function. (5 × 2 = 10) [20]

OR

QUESTION 2
Name ten items of equipment that may be required by trainers for a seminar. [10 × 2 = 20]

OR

QUESTION 3
(a) Explain five factors that should be taken into account when planning the staff requirements for a function. (5)

(b) Give five important factors that must be considered when planning a menu. (5)

(c) Explain the order of service for a typical formal dinner. (10) [20]

[20]

Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS