JUNE 2013 EXAMINATION

DATE: 13 JUNE 2013

TIME: 09H00 – 12H00 TOTAL: 100 MARKS

DURATION: 3 HOURS PASS MARK: 40%

(VOC-1209)

FOOD AND BEVERAGE OPERATIONS I

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)
ANSWER ALL THE QUESTIONS

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.
SECTION A (30 MARKS)

ANSWER ALL THE QUESTIONS

(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. Fixed costs are:
   (a) the costs that are normally unaffected by changes in sales volume.
   (b) controllable costs.
   (c) affected by changes in sales volume.
   (d) controllable costs that are affected by changes in sales volume.

2. The purpose of a control system is:
   (a) to monitor plans and standards and identify where the plans are not going right or the standards are not being met.
   (b) a process where the owners or managers of an establishment cannot regulate and influence the actions of others.
   (c) to monitor guests behaviour in the hotel.
   (d) a process, whereby guests can actively control their holidays.

3. What can influence menu items selling prices?
   (a) the type of customer and the style of service
   (b) the receptionist and his performance
   (c) the housekeeping staff and their behaviour
   (d) the maintenance manager and his service

4. Perishable items:
   (a) deteriorate slowly.
   (b) deteriorate rapidly.
   (c) can be stored up to three months.
   (d) can be stored up to six months.

5. The executive chef is responsible for:
   (a) the housekeeping department and his staff.
   (b) the bar area and the restaurant.
   (c) menu planning and the training of staff.
   (d) the maintenance department and the wine cellar.
6. The cellar master is sometimes known as the:
   (a) master of ceremonies.
   (b) liquor storekeeper.
   (c) pantry chef.
   (d) beverage supervisor.

7. Apart from purchase requisitions, purchasers have other means of learning the requirements of stores and the other departments in the hotel, namely:
   (a) the purchaser observes the minimum stock level.
   (b) the purchaser never uses a bill of materials when items are required for special purposes.
   (c) the purchaser never observes the minimum stock levels.
   (d) the purchaser never uses budgeting.

8. All normal purchasing transactions are agreements between the:
   (a) buyer and the seller.
   (b) buyer and the stock taker.
   (c) stock taker and the chef.
   (d) chef and the housekeeper.

9. What is a warranty in a contract?
   (a) A warranty is a statement made by buyers about the title of the goods they sell.
   (b) A warranty is a statement made by sellers about the title, nature, quality, or condition of the goods they sell.
   (c) A warranty is a statement made by the buyers and the sellers.
   (d) A warranty is a statement made by five different parties about the buying of goods.

10. One way of purchasing in a small enterprise is that the:
    (a) head of the business can do it.
    (b) receptionist can do it.
    (c) carpenter can do it.
    (d) electrician can do it.

(ii) TRUE OR FALSE QUESTIONS

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

1. Certain products, such as fresh meat and dairy products, do lend themselves extremely well to centralised purchasing.

2. Market list purchasing is where the buyer contacts the suppliers daily for prices of the daily items required for the hotel.

3. Cash and carry purchasing is where the purchaser buys at depots or warehouses.
4. A wholesaler buys goods from the manufacturer and sells them directly to the customer.

5. A purchaser can do retail purchasing from suppliers who are closed to the general public. \[5 \times 2 = 10\]

(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. a purchase requisition</td>
<td>(a) wrapped in a covering that can contaminate it</td>
</tr>
<tr>
<td>2. food should not be</td>
<td>(b) sterilised</td>
</tr>
<tr>
<td>3. if someone on the premises gets food poisoning</td>
<td>(c) hot and cold running water</td>
</tr>
<tr>
<td>4. pathogens</td>
<td>(d) between 62°C and 67°C</td>
</tr>
<tr>
<td>5. signs must be placed</td>
<td>(e) because they are either too dry, or contain plenty of sugar or salt</td>
</tr>
<tr>
<td>6. equipment that is used to clean food must be</td>
<td>(f) can be used to wash fruit and vegetables</td>
</tr>
<tr>
<td>7. the kitchen must have</td>
<td>(g) above the basins to remind food handlers to wash their hands</td>
</tr>
<tr>
<td>8. Milton</td>
<td>(h) germs and viruses</td>
</tr>
<tr>
<td>9. except during preparation, food that contains meat, fish, gravy, cream, eggs or milk must be kept warm at</td>
<td>(i) a health inspector must be informed</td>
</tr>
<tr>
<td>10. certain foods do not support the growth of food poisoning organisms</td>
<td>(j) is an internal document used by a head of department to requisition goods from the purchasing department</td>
</tr>
</tbody>
</table>

[10]

[30]
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

**QUESTION 1**
What information about the owner must be printed on delivery vehicles? [2]

**QUESTION 2**
What is food poisoning? [2]

**QUESTION 3**
(a) Give two uses for yeast. (2)
(b) What do bacteria need to grow and multiply? (1)
(c) How would you maintain an espresso machine? (3) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Give five signs of visible food spoilage.  (5)

(b) Which five factors can cause food spoilage?  (5) [10]

QUESTION 2

What are the smells of food spoilage? Name five.  [5 × 2 = 10]

QUESTION 3

(a) What signs do spoiled canned food show?  (5)

(b) Which spoiled foods are commonly associated with food poisoning? List five.  (5)

(c) How do pathogenic bacteria get into the food in a kitchen?  
(You will remember if you memorised the Five F’s.)  (5 × 2 = 10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Which good practices must you adhere to when preparing food to prevent salmonella? Name five of these good practices. (5 × 2 = 10)

(b) What are the five ingredients in pastry? (5 × 2 = 10) [20]

OR

QUESTION 2

Give the English terms for the following French terminology from the classical menu:

Example: Oeufs
Answer: Eggs

(a) Potage
(b) Fromage
(c) Sorbet
(d) Savoureux
(e) Poisson
(f) Farineaux
(g) Rôtis
(h) Salades
(i) Buffet froid
(j) Entremet [10 × 2 = 20]

OR
QUESTION 3

(a) Give five reasons why coffee could be weak. (5)

(b) How would you clear soup bowls with under plates? (5)

(c) Wine, like every other beverage, consists of different chemicals. List five of them. (5 × 2 = 10) [20]

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