JUNE 2013 EXAMINATION

DATE: 11 JUNE 2013

TIME: 09H00 – 12H00 TOTAL: 100 MARKS

DURATION: 3 HOURS PASS MARK: 40%

(VOC-1210)

FOOD AND BEVERAGE OPERATIONS 2

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.
(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. A restaurant is usually successful if:
   (a) it has a general manager and waiting staff.
   (b) it provides a big bar area at the entrance.
   (c) it has a cleaning department and a kitchen.
   (d) it is correctly situated and provides the type of food and ambience demanded by sufficient numbers of customers.

2. One of the significant differences between hotel restaurant operations and independent restaurants is that hotels may offer:
   (a) banqueting facilities.
   (b) a four-course meal.
   (c) five-star services.
   (d) a free cocktail for each lunch.

3. A key factor that makes a restaurant successful is:
   (a) friendly staff.
   (b) food and service quality.
   (c) a good area.
   (d) the ambience and friendly staff.

4. A table d'hôte menu is:
   (a) a set menu for a set price, with little variety or choice of dishes.
   (b) a self-service menu.
   (c) a menu from which you can choose each dish, at different prices.
   (d) another word for a la carte menu.

5. From the original 'eating houses', different styles of eating out have developed, namely:
   (a) fast food and picnics.
   (b) pizzerias and cocktail bars.
   (c) fine dining, bistro and cafeteria-style restaurants.
   (d) taverns and sushi bars.
6. Fine dining restaurants:
   (a) cater mainly for the wealthy and social upper class.
   (b) cater mainly for airlines.
   (c) are fast food-style restaurants.
   (d) are bistro-style restaurants.

7. The pub-style restaurant is based on:
   (a) the Japanese local pub theme.
   (b) the Chinese local pub theme.
   (c) the French local pub theme.
   (d) the British local pub theme.

8. The restaurant manager has an important role to play in the organisation of greeting and seating:
   (a) The manager must ensure that most guests are seated at the windows.
   (b) The manager must ensure that frozen vegetables are well cooked before they are served to guests.
   (c) The manager must ensure that there are always four seats empty in the restaurant, for unexpected guests.
   (d) The manager must ensure that every guest is met in a friendly and efficient manner and that every seat in the restaurant is used to its maximum potential occupancy.

9. Menus can be written in:
   (a) black pen on white paper.
   (b) red pen on white paper.
   (c) modern format only.
   (d) classical or modern format.

10. Modern menus:
   (a) use French terminology only.
   (b) use terminology that is more modern and do not use French terminology.
   (c) are written in English with French descriptions.
   (d) are written in French with English descriptions.

(ii) TRUE OR FALSE QUESTIONS

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

1. Waiters carry the full responsibility for each individual function, and for the day-to-day administration and running of the banqueting department.

2. All functions will require some form of beverage or liquor service.

3. Large formal banquets and dinners may have wine stewards who function separately from the food service staff.
4. During a dinner dance, a formal or buffet meal is served in a room where there is a dance floor and a band or disco.

5. There are no indications that entrepreneurs 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 terms 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. buffet dinners</td>
<td>(a) form part of the permanent banqueting staff</td>
</tr>
<tr>
<td>2. finger lunches</td>
<td>(b) from the left of a guest and cleared from the right of a guest</td>
</tr>
<tr>
<td>3. banqueting porters</td>
<td>(c) shows what kind of presentation equipment must be arranged in the room</td>
</tr>
<tr>
<td>4. the banqueting department or conference venue</td>
<td>(d) the service can either be in the form of a wedding breakfast, light lunch, an evening buffet, dinner dance or a cocktail party</td>
</tr>
<tr>
<td>5. equipment checklist</td>
<td>(e) guests collect their food from the buffet table where the food is displayed</td>
</tr>
<tr>
<td>6. food is normally served</td>
<td>(f) similar to cinema style, except that tables are provided</td>
</tr>
<tr>
<td>7. the normal ratio of staff to guest for a classical, high quality, silver service function</td>
<td>(g) one waiter to every ten guests</td>
</tr>
<tr>
<td>8. wedding receptions</td>
<td>(h) will have a package of pre-planned menus that are given to clients to look at when they are planning a function</td>
</tr>
<tr>
<td>9. fashion shows</td>
<td>(i) food portions are served in small, bite-sized portions that can be eaten with the fingers</td>
</tr>
<tr>
<td>10. schoolroom-style training rooms</td>
<td>(j) guests can be seated cinema style or café style around a ramp</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (10 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Explain two duties of the banqueting secretary. [2]

QUESTION 2

List two duties of a beverage manager. [2]

QUESTION 3

(a) Give one advantage of par stock levels. [1]

(b) Briefly explain the history of the cocktail as a drink. [2]

(c) Identify the three areas for which the licensee (the person who holds the liquor licence) is responsible. [3] [6] [10]
SECTION C: LONG ANSWER QUESTIONS (40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
(a) A sports club liquor licence may only be granted to a bona fide club whose constitution complies with the requirements of the Liquor Act.

List five of these requirements: (5)

(b) Outline the most important characteristics of a good beverage staff member. (5) [10]

QUESTION 2
List five common dishonest practices that bar staff can employ. [5 × 2 = 10]

QUESTION 3
(a) List five basic ingredients of a cocktail. (5 × 2 = 10)

(b) Name five of the garnishes that are commonly used for cocktails. (5 × 2 = 10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) Waiters and the banqueting manager need a checklist to prepare the function area for guests. List the processes that should be on such a list with regard to floors, fixtures and fittings, pictures and wall hangings, air-conditioning and furniture. (5 × 2 = 10)

(b) Discuss five points to keep in mind when planning an outdoor function. (5 × 2 = 10) [20]

OR

QUESTION 2

List ten items of equipment required for making cocktails. [10 × 2 = 20]

OR

QUESTION 3

(a) The banqueting department or conference venue will usually have a package of pre-planned menus for clients to consider when planning a function. These menus are designed to appeal to the potential function organiser, and take into account the facilities of the venue. List the factors the Food and Beverage manager in this hotel must consider when planning such a menu. (5 × 2 = 10)

(b) Explain the purpose of control and record-keeping systems. (5 × 2 = 10) [20]

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