NOVEMBER 2012 EXAMINATION
DATE: 13 NOVEMBER 2012
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) 5 TRUE OR FALSE QUESTIONS (10 MARKS)
(ii) 10 MATCHING-STATEMENT QUESTIONS (10 MARKS)
ANSWER ALL THE QUESTIONS

SECTION B: CONSISTS OF 8 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (29 MARKS)

SECTION C: CONSISTS OF 4 LONG ANSWER QUESTIONS
ANSWER ALL THE QUESTIONS (27 MARKS)

SECTION D: CONSISTS OF 1 INTERPRETATIVE QUESTION
ANSWER THE QUESTION (24 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.

NOTE: YOU ARE ALLOWED TO USE A NON-PROGRAMMABLE CALCULATOR.

Examiner: J Farquharson
(i) **TRUE OR FALSE QUESTIONS**

Indicate whether the following statements are true or false. Motivate all your answer.

1. An important aspect of the restaurant manager's job is the organisation of guest seating and service.
2. A whiff is a type of shooter.
3. The South African standard tot measure is 30 ml.
4. An Irish Coffee glass is made from stronger glass than a wine glass.
5. Cocktails containing fizzy drinks should always be shaken.  

(ii) **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. bistro restaurant</td>
<td>(a) an off-dry white wine</td>
</tr>
<tr>
<td>2. table d'hôte</td>
<td>(b) point of sale terminal</td>
</tr>
<tr>
<td>3. Gewürztraminer</td>
<td>(c) a type of short glass</td>
</tr>
<tr>
<td>4. humidor</td>
<td>(d) a cocktail consisting of white rum and cola</td>
</tr>
<tr>
<td>5. sales mix</td>
<td>(e) a fortified wine</td>
</tr>
<tr>
<td>6. Muscadel</td>
<td>(f) a menu where dishes are cooked to order</td>
</tr>
<tr>
<td>7. a la carte</td>
<td>(g) a French style café</td>
</tr>
<tr>
<td>8. Cuba Libre</td>
<td>(h) cigar storage container</td>
</tr>
<tr>
<td>9. P.O.S</td>
<td>(i) ratio of quantities of various types of liquor</td>
</tr>
<tr>
<td>10. Old-fashioned</td>
<td>(j) a set menu with a set price</td>
</tr>
</tbody>
</table>
SECTION B: SHORT QUESTIONS (29 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Name the two functions that a menu has for a business. [2]

QUESTION 2
Identify three different layout styles for a training room. [3]

QUESTION 3
Define the following terms:
(a) split shift (2)
(b) par stock level (2) [4]

QUESTION 4
Provide four important factors to bear in mind when choosing the wines for a wine list. [4]

QUESTION 5
(a) Briefly explain the concept of a cocktail party. (3)
(b) Give two examples of food items that you may find on a cocktail menu. (2) [5]

QUESTION 6
Give the four basic reasons for putting effective billing and control systems into place. [4]

QUESTION 7
What is the base ingredient for each of the following spirits?
(a) Scotch whisky (1)
(b) rum (1) [2]
QUESTION 8

In a busy late night cigar bar, sales at cost price are R2 200 and sales at selling price are R7 500.

Calculate the following:

(a) the cost of sales % (show the formula you use)        (4)
(b) the gross profit %                                  (1) [5]

[29]
QUESTION 1
You are the barman / barlady at a new Caribbean cocktail bar.

A customer has just ordered a Bloody Mary. Summarise how you would prepare this cocktail, listing the ingredients. [6]

QUESTION 2
Distinguish between the 'build' method and the 'layered' method and give an example of each. [8]

QUESTION 3
The manager has just seated a table of six in your section of a busy Italian restaurant.

Describe the order of action you will need to take in order to ensure 100% customer satisfaction. [7]

QUESTION 4
A successful restaurant depends on a number of different factors.

Identify and describe three key factors for success. [3 × 2 = 6]
SECTION D: INTERPRETATIVE QUESTION

ANSWER THE QUESTION

QUESTION 1

You have been promoted from Bar Manager to Operations Manager at a five-star hotel. One of your responsibilities is to train the new Bar Manager.

Summarise the advice you would give the new manager on how to run a successful bar in terms of the following:

• purchasing
• pricing
• marketing
• security and control [4 × 6 = 24]

Section A: 20 marks
Section B: 29 marks
Section C: 27 marks
Section D: 24 marks
TOTAL: 100 MARKS