NOVEMBER 2013 EXAMINATION

DATE: 4 NOVEMBER 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)

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. In hotels, the term ‘banqueting’ is traditionally used to describe the department that handles all:
   (a) functions that are organised for a specific group without using hotel facilities.
   (b) inventory.
   (c) housekeeping.
   (d) functions that are organised for a specific group or purpose using hotel facilities set aside for that purpose.

2. The banqueting manager is the manager of the _____ department.
   (a) banqueting
   (b) sales
   (c) safety and security
   (d) sales, safety and security

3. Many international conferences are too large to be handled by a single hotel because they often involve:
   (a) five to ten people.
   (b) ten to twenty people.
   (c) three to four thousand people.
   (d) twenty to forty people.

4. Banqueting can be a variable business depending on:
   (a) seasons, economic climate, competing events, school holidays and many other variables.
   (b) seasons and quality of staff training.
   (c) seasons and quality of food.
   (d) seasons and quality of room service.

5. The banqueting manager needs to be a very:
   (a) friendly and easy-going person.
   (b) organised person with an excellent ability to lead and motivate others.
   (c) open-minded and friendly person.
   (d) stern person.
6. The banqueting _____ is the initial liaison between the client and the banqueting manager:

(a) head waiter  
(b) secretary  
(c) co-ordinator  
(d) head barman

7. The banqueting secretary is usually the secretary for the whole _____ department.

(a) housekeeping  
(b) finance  
(c) food and beverage  
(d) banqueting

8. The banqueting head waiter is sometimes called the banqueting:

(a) manager.  
(b) secretary.  
(c) co-ordinator.  
(d) supervisor.

9. Large, formal banquets and dinners may have _____ who function separately from the food service staff.

(a) wine stewards  
(b) managers  
(c) secretaries  
(d) receptionists

10. Banqueting porters form part of the:

(a) casual banqueting staff.  
(b) staff of other departments.  
(c) staff of the housekeeping department.  
(d) permanent banqueting staff.

(ii) TRUE OR FALSE QUESTIONS

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

1. The number of staff employed in banqueting makes up a very important aspect of the marketing of the operation and its facilities.

2. Conferences are sometimes held for educational purposes or to disseminate (spread) information.

3. 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.
4. The arrangements for formal dinners will often depend on the size of the function.

5. Guests are served by waiters during a buffet. \[5 \times 2 = 10\]

(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. finger lunches</td>
<td>(a) one waiter to every ten guests</td>
</tr>
<tr>
<td>2. cocktail parties</td>
<td>(b) will always require a certain amount of special equipment for music, lighting and projection</td>
</tr>
<tr>
<td>3. a popular alternative to a cocktail party</td>
<td>(c) this is the most common layout for conferences where delegates need to take notes</td>
</tr>
<tr>
<td>4. overhead projectors</td>
<td>(d) used for larger presentations, lectures and conferences</td>
</tr>
<tr>
<td>5. white boards</td>
<td>(e) u-shape style layout</td>
</tr>
<tr>
<td>6. this is the most common layout for a training session</td>
<td>(f) clean, without scratches or dents</td>
</tr>
<tr>
<td>7. cinema style</td>
<td>(g) must focus and have spare bulbs</td>
</tr>
<tr>
<td>8. schoolroom style</td>
<td>(h) a cheese and wine</td>
</tr>
<tr>
<td>9. fashion shows</td>
<td>(i) waiters serve drinks to guests who stand around and mingle</td>
</tr>
<tr>
<td>10. the normal ratio of staff to guest for a classical, high quality, silver service function is</td>
<td>(j) food portions are served in small, bite-sized portions</td>
</tr>
</tbody>
</table>

[10]

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

ANSWER ALL THE QUESTIONS

QUESTION 1
Identify two factors that determine the number of waiters used for any event. [2]

QUESTION 2
Name two highly priced seafood items that usually appear in the first course of a meal. [2]

QUESTION 3
(a) i. To whom does the banqueting manager answer? (1)
    ii. What is the main responsibility of the banqueting manager? (2)

(b) Give three reasons why international conferences are big business today. (3) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List five factors that influence the staffing of any banqueting and function facility. (5)

(b) Give five reasons why functions are generally held. (5) [10]

QUESTION 2

Give five general rules for table spacing. [5 × 2 = 10]

QUESTION 3

(a) i. Outline five factors that should be taken into account when planning a menu that is to be served using the silver service method. (5)

ii. Discuss the table arrangements for a wedding reception, with special emphasis on the top table. (5)

(b) List five points to remember when planning an outdoor function. (5 × 2 = 10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

The banqueting department or conference venue will usually have a package of pre-planned menus that are given to clients to look at when they are planning a function. These menus are designed to appeal to the potential function organiser, and take into account the facilities of the venue.

(a) Outline five important factors you should consider when planning a menu. 

(5 × 2 = 10)

(b) Certain details from a client should be taken on his or her initial enquiry about a function. Name five. 

(5 × 2 = 10) [20]

OR

QUESTION 2

Give a brief description of ten items that should be included in a promotional folder for a function venue. 

[10 × 2 = 20]

OR

QUESTION 3

(a) i. Specify five activities that should be on the checklist when you prepare the function area. 

(5)

ii. Specify five activities that should be on the checklist when you prepare the service station. 

(5)
(b) Many trainers demand equipment that is in line with the latest developments in technology, although some trainers bring their own. You should make sure of the trainer's requirements well before the date of the function, so that you are able to supply what is needed.

Name five different items of equipment that trainers may ask for. \( (5 \times 2 = 10) \) [20]

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