NOVEMBER 2013 EXAMINATION

DATE: 14 NOVEMBER 2013

TIME: 09H00 – 12H00 TOTAL: 100 MARKS
DURATION: 3 HOURS PASS MARK: 40%

(VOC-1209)

FOOD AND BEVERAGE OPERATIONS 1

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. A reorder point (minimum level) is:
   
   (a) the place where staff meet to reorder stock items.
   (b) the place in the kitchen area where the executive chef orders his weekly stock.
   (c) the point when the hotel manager cancels an entire menu.
   (d) the point where a particular item in stock reaches a specific low number and has to be replenished in order for things to run smoothly.

2. Perpetual inventory is:
   
   (a) when certain stock reaches a low number.
   (b) when staff take inventory after working hours.
   (c) a record card system used in the stores where all items coming into the stores and leaving the stores are noted onto the record card.
   (d) when the food and beverage manager takes stock all by himself.

3. A standardised recipe is:
   
   (a) a recipe that is used every day.
   (b) a recipe that specifies exactly what the final product is and the methods and the ingredients used to produce the final product.
   (c) a recipe that only the executive chef knows.
   (d) a recipe that does not need a lot of expensive ingredients.

4. One advantage of non-perishable goods is that:
   
   (a) they have to be kept as stock in the stores.
   (b) they do not deteriorate easily.
   (c) they do not get stolen.
   (d) they have to be ordered in small quantities.

5. To improve gross profit when analysing menus you can:
   
   (a) decrease the selling price and increase the purchasing costs.
   (b) stick to the unpopular items on the menu.
   (c) increase the selling price and reduce the purchasing costs.
   (d) take the starter course off the menu.
6. It is difficult to control food costs because:
   (a) the raw material prices for items such as meat and vegetables are subject to price fluctuations, import problems, poor harvests and transport costs.
   (b) we import all our food from Europe.
   (c) of the change in supply and demand.
   (d) of poor management.

7. The food and beverage controller is responsible for:
   (a) informing the housekeeping staff of a change in the menu.
   (b) obtaining all necessary information from the junior accounts clerk.
   (c) obtaining all necessary information from the kitchen, taking stock and producing the trading figures.
   (d) minimising stocktaking.

8. The selling price of menu items can be influenced by:
   (a) insurance costs and depreciation on equipment.
   (b) the type of customer, the location and labour costs.
   (c) the accounts department of the restaurant or hotel.
   (d) the barman of the restaurant or hotel.

9. A good control system tells you:
   (a) how to analyse the menu.
   (b) how to train your kitchen staff.
   (c) how the executive chef calculates the cost of a new menu.
   (d) how, when and where the cost was created, the amount of the cost and how much the cost differs from the budgeted or anticipated cost.

10. One of the main principles of control is:
    (a) counting all products before 13h00.
    (b) first checking and counting all the old stock.
    (c) controlling the production of items, for which production standards must be set.
    (d) allowing free production of items. [10]

(ii) TRUE OR FALSE QUESTIONS

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

1. The standardised recipe is of no use unless it has a standardised yield.

2. Loss of profit in the restaurant business often stems from over-production.

3. You can determine the food cost percentage by knowing the selling price and the gross profit percentage.

4. In food services, it is customary to use the new purchase cost of the items instead of the old market price when calculating the value of the inventory.

5. To get the best use out of raw materials, you must ensure that the correct cooking methods are used in the kitchen. [5 × 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. all supplies</td>
<td>(a) used for storing sugar, flour and other large quantities of dry goods</td>
</tr>
<tr>
<td>2. good purchasing procedures</td>
<td>(b) should be received and checked for quality by trained staff members and then stored in optimal conditions</td>
</tr>
<tr>
<td>3. inventory figures</td>
<td>(c) essential for the effectiveness of the purchasing department</td>
</tr>
<tr>
<td>4. lead time</td>
<td>(d) used for storing goods such as vinegar, syrup, and edible oils</td>
</tr>
<tr>
<td>5. personal hygiene</td>
<td>(e) the maximum-minimum system</td>
</tr>
<tr>
<td>6. the most common record-based stock control system</td>
<td>(f) cannot be an effective substitute for stock record cards</td>
</tr>
<tr>
<td>7. the economic order quantity</td>
<td>(g) used to determine food and beverage cost of sales</td>
</tr>
<tr>
<td>8. bin cards</td>
<td>(h) hands and fingernails must be clean</td>
</tr>
<tr>
<td>9. wet stores</td>
<td>(i) how long it takes to obtain more supplies of a particular item</td>
</tr>
<tr>
<td>10. dry stores</td>
<td>(j) a system where the company decides on standard amounts of goods to be kept in stores, considering factors like discounts, storage space and customers needs</td>
</tr>
</tbody>
</table>

[10]

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

ANSWER ALL THE QUESTIONS

QUESTION 1
Name two methods of food preservation. [2]

QUESTION 2
Give two of the steps you can take to reduce the risk of an infestation of pests in your food premises. [2]

QUESTION 3
Describe how to control the following infestations:

(a) Wood beetles (2)
(b) Ants (2)
(c) Houseflies (2) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) List five rules that kitchen staff should adhere to when using the fridge: (5)

(b) Name five common raising agents. (5) [10]

QUESTION 2

Explain the plate-clearing technique in full. [10]

QUESTION 3

(a) As the waiter, you should know not only your own job but also any of the tasks that cover the spectrum of guest service in your establishment. This will enable you to help others in this complex and demanding job.

Identify five points in guest service that a waiter should be able to perform. (5)

(b) List five 'don'ts' for cleaning and maintaining a filter coffee machine. (5)

(c) List five important viticulture techniques for wine making. (5 × 2 = 10) [20]

[40]
SECTION D: INTERPRETATIVE QUESTIONS  

(20 MARKS)

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) You can grow grapes successfully in a variety of climates. Traditionally the most successful cultivation takes place between the latitudes of 28° and 55° both North and South. The general climate of the area can have a big influence on the quality of the grapes.

Discuss five of these climatic factors. 

(5 × 2 = 10)

(b) Identify the ingredients used to brew beer. 

(5 × 2 = 10) 

[20]

OR

QUESTION 2

Describe the procedure that you need to follow for opening and pouring wine. 

[10 × 2 = 20]

OR

QUESTION 3

(a) Explain how you would maintain cellars and storerooms. 

(5)

(b) Name five of the most common black grape varieties in South Africa. 

(5)

(c) Describe the advantages of using fizzy drink dispensers. 

(5 × 2 = 10) 

[20]

Section A: 30 marks

Section B: 10 marks

Section C: 40 marks

Section D: 20 marks

TOTAL: 100 MARKS