NOVEMBER 2013 EXAMINATION

DATE: 12 NOVEMBER 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.
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. You should plan a menu long in advance of production to ensure:
   (a) efficient labour scheduling.
   (b) all the staff is well rested.
   (c) all costs are covered.
   (d) the waiters know which specials are on the new menu.

2. The menu has two functions for the business:
   (a) It is a money making and a money saving tool.
   (b) It is a money saving and a cost control tool.
   (c) It is a cost control and a money making tool.
   (d) It is a production tool and it is a marketing tool.

3. The pub style restaurant is based on the:
   (a) British local pub theme.
   (b) Canadian bar theme.
   (c) South African bar theme.
   (d) American bar theme.

4. From the original 'eating houses', different styles of eating houses have developed. These are:
   (a) expensive eating houses.
   (b) less expensive eating houses.
   (c) fine dining restaurants, bistro and cafeteria style eating houses.
   (d) middle and upper class style eating houses.

5. The bistro restaurant is based on the:
   (a) Greek style café.
   (b) French style café.
   (c) Japanese style café.
   (d) English style café.

6. The pricing of your product must:
   (a) give the customer value for money.
   (b) always be expensive.
   (c) give the customer the lowest price possible.
   (d) increase every third month.
7. The quality of the food you offer must be good and must meet customer expectations:
   (a) only in a hotel restaurant.
   (b) for the type and style of operation.
   (c) only during lunch.
   (d) only when the manager demands good quality.

8. One of the advantages of a hotel restaurant is that it:
   (a) can put menu prices up every year.
   (b) can train all staff members to help in the restaurant when necessary.
   (c) the hotel has a built-in market in the form of its own guests.
   (d) the hotel restaurant can close any time during the day.

9. A restaurant is usually successful when:
   (a) it has a well-controlled food and liquor cost and it has sound stock, sales and a cash control system.
   (b) it is very small.
   (c) it has one chef.
   (d) the cost of running the restaurant is average.

10. Hoteliers can overcome the risks associated with running a hotel restaurant by:
    (a) buying minimum supplies.
    (b) serving only breakfast and lunch.
    (c) getting the best bartender to run the hotel restaurant.
    (d) sub-contracting the food and beverage operation to outside suppliers. [10]

(ii) TRUE OR FALSE QUESTIONS

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

1. Coffee shops are derived from the French café style operations.
2. Before you plan a menu, you must determine exactly who your customer is.
3. The catering manager has a responsibility to plan menus taking into consideration the nutritional requirements of customers.
4. The waiter cannot usually obtain a print out of the order once it has been entered into the POS system.
5. The effectiveness of any control system is only as good as the computer that is monitoring and controlling it. [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. a restaurant is usually successful if the following factors are present</td>
<td>(a) the cafeteria or fast food style restaurant</td>
</tr>
<tr>
<td>2. developed out of a growing demand for a public place to eat, and also for a place to socialise and be entertained</td>
<td>(b) it has sound stock, sales and cash control systems</td>
</tr>
<tr>
<td>3. table d'hote, à la carte and buffet</td>
<td>(c) management</td>
</tr>
<tr>
<td>4. the advantages of hotel restaurants</td>
<td>(d) the independent eating-house</td>
</tr>
<tr>
<td>5. are operated independently of a hotel operation and is usually run by their owners</td>
<td>(e) customers</td>
</tr>
<tr>
<td>6. must be good and must be maintained in a style that will suit the ambience of the operation and the comfort of the guest</td>
<td>(f) must be consistent</td>
</tr>
<tr>
<td>7. your food and service quality</td>
<td>(g) hotel restaurants</td>
</tr>
<tr>
<td>8. go out of your way to satisfy their needs – ‘go the extra mile’</td>
<td>(h) service quality</td>
</tr>
<tr>
<td>9. they must be visible to both customers and to staff and must be actively involved in the operation</td>
<td>(i) an infrastructure already exists for administrative and management support</td>
</tr>
<tr>
<td>10. guests collect their food items or are served from a counter</td>
<td>(j) independent restaurants</td>
</tr>
</tbody>
</table>

[10]

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

ANSWER ALL THE QUESTIONS

QUESTION 1
Give two duties of the banqueting secretary. [2]

QUESTION 2
What two factors should you keep in mind when you plan an outdoor function? [2]

QUESTION 3
(a) i. What does the term 'purchasing' mean? (1)
    ii. Name two duties of a bar attendant. (2)

(b) Give three advantages of par stock levels. (3) [6]

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

ANSWER ALL THE QUESTIONS

QUESTION 1

(a) Give five guidelines you should follow when making cocktails. (5)

(b) Give five examples of common dishonest practices of a bar attendant. (5) [10]

QUESTION 2

Name five key factors that are likely to make a restaurant successful. [5 × 2 = 10]

QUESTION 3

(a) i. Name any five factors you must consider in the banqueting department when planning a menu. (5)

ii. Name five items of equipment you will need to make most cocktails. (5)

(b) How would you make a Whiskey Sour? (10) [20]

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

ANSWER ANY ONE OF THE QUESTIONS

QUESTION 1

(a) The service area is the area from where the waiter serves the function area.

Give a checklist of what waiters should do to prepare the service station.  

(5 × 2 = 10)

(b) Name five responsibilities of the executive chef.  

(5 × 2 = 10) [20]

OR

QUESTION 2

Give the ten commandments of purchasing.  

[10 × 2 = 20]

OR

QUESTION 3

(a) i. The purchaser for equipment and sundries could purchase a wide variety of items.  

What equipment does this include?  

(5)

ii. Name five ways of purchasing available to the purchaser in the hospitality and catering industry:  

(5)

(b) Give five factors that make shops different.  

(5 × 2 = 10) [20]

[20]