

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : May 2001, Final Examination

TUTORS : Mr. W. LaMontagne

PROGRAMME TITLE : Hospitality Studies

PROGRAMME CODE : HOS 319

COURSE TITLE : Food and Beverage Service Theory

COURSE CODE : FAB 311

CLASS(ES) : Year One

DATE : 14th May 2001

TIME : 9:00 a.m.

DURATION : 2 hours

ROOM : DHS R. 1

INVIGILATOR : Mr. W. LaMontagne/Ms. P. Pascal



INSTRUCTIONS:

SECTION A Circle the best answer on the question paper.

Students must attempt all questions from Section A and B and two (2) questions from Section C.

Student Name : _____

I.D Number: _____

GOOD LUCK!!!!

Section A

Multiple Choice - 1 mark each

Circle the correct answer.

1. Good personal hygiene would be indicated in a food service operator by:
 - (a) well pressed uniform, clean shoes and unshaven
 - (b) excessive makeup, well starched apron, hair tied back
 - (c) clean hands and nails, use of a deodorant, well groomed hair
 - (d) body odour, excessive jewellery, frequently washed hair

2. When the food service operator is not serving guest they should stand discreetly by their side board and:
 - (a) look attentive
 - (b) watch and anticipate the guests requirements
 - (c) be ready to assist their colleagues
 - (d) check they have sufficient equipment in their side board to continue the service.

3. Should a guest make a minor complaint, the food service operator will:
 - (a) immediately refer the complaint to the supervisor
 - (b) offer a discount on the guest's bill
 - (c) listen tactfully and enter in the complaints book at conclusion of service
 - (d) rectify the complaint as far as possible and then inform the supervisor

4. All food service staff should wear sensitive shoes because:
 - (a) they do wear out so quickly
 - (b) the guest find them more fashionable
 - (c) they are more hygienic
 - (d) it prevents accidents

5. The main reason why the food service operator must have a good knowledge of the menu and wine list is:
 - (a) so that the correct cover can be laid
 - (b) so that the food service operator can advise and offer suggestions to the guest
 - (c) because the food and drink check must be written out correctly
 - (d) so that the appropriate accompaniments may be offered.

6. The person who has overall responsibility for the service of food and drink to guests is:
- (a) The Maitre D'Hotel
 - (b) The Aboyeur
 - (c) The Chef De Cuisine
 - (d) The Sous Chef
7. The correct attitude of the food service waiter is determined by:
- (a) being servile
 - (b) dealing with complaints when time allows
 - (c) anticipating the guests' needs and wishes
 - (d) being lax in your work
8. In a large hotel, person who has overall responsibility for the food and beverage department is
- (a) Food and Beverage Manager
 - (b) The Banqueting Manager
 - (c) The Duty Manager
 - (d) The Restaurant Manager
9. The person who controls the hot plate at service time is known as the:
- (a) aboyeur
 - (b) chef de rang
 - (c) chef de partie
 - (d) trancheur
10. Which of the following does not indicate a style of menu
- (a) A la Carte
 - (b) Table D'Hote
 - (c) Plat Du Jour
 - (d) Carte Du Jour
11. The plate to use in service of hors d'oeuvres is a:
- (a) side plate
 - (b) fish plate
 - (c) joint plate
 - (d) salad crescent

12. Which of the following spoons would be used when laying the cover for service of demi-pamplemousse.
- (a) teaspoon
 - (b) preserve spoon
 - (c) grapefruit spoon
 - (d) sweet spoon
13. As well as a hot fish plate the cover plate for omelette served as a starter course is
- (a) side knife and sweet fork
 - (b) joint-knife and fork
 - (c) joint-fork only
 - (d) sweet spoon and fork
14. What are the accompaniments for the service of dessert
- (a) salt, castor sugar
 - (b) cruet, castor sugar
 - (c) segment of lemon, ice cream
 - (d) sauce anglaise, cream
15. The cover you have laid is a joint fork, sweet spoon, hot soup plate on and under plate. What dish are you serving:
- (a) lasagne
 - (b) spaghetti
 - (c) zabaglione
 - (d) kair de boeuf
16. Which of the following styles of food service would be offered where rapid turnover of custom and a speedy service is required?
- (a) silver service
 - (b) french service
 - (c) family service
 - (d) plate service
17. Which of the following styles of food service demands more skill, dexterity and flair from the food service waiter?
- (a) gueridon service
 - (b) silver service
 - (c) plate service
 - (d) self service

18. The term 'tableware' indicates
- (a) All items of equipment required to lay up a table
 - (b) All items of cutlery, flatware and hallow ware
 - (c) All varieties of china used in the catering trade
 - (d) All varieties of glass ware suitable for serving drinks in
19. Which of the following has only two prongs:
- (a) oyster fork
 - (b) pastry fork
 - (c) snail fork
 - (d) fruit fork
20. The process of crumbing down normally takes place
- (a) after each course
 - (b) after the main course
 - (c) at the conclusion of meal but before the bill is presented
 - (d) immediately prior to the service of coffee
21. When serving food and drink to a party of four guests, the person to be served last would be the
- (a) eldest female
 - (b) youngest male
 - (c) eldest male
 - (d) host
22. When using the triplicate checking system the information to be completed in the four corners food check will be:
- (a) time of arrival, number of covers, name of host, signature
 - (b) signature of supervisor, table number, number of covers, date
 - (c) table number, number of covers, date, signature of waiter
 - (d) table number, number of covers, date, prices of meals.
23. The main difference between the service of full afternoon tea and high tea is
- (a) the menu for a full afternoon tea is a la carte, whereas with high tea it is table D'Hote
 - (b) with high tea a cooked snack is offered
 - (c) with high tea the tisanes would be offered
 - (d) high tea is always served in the lounge area.

24. At what stage of the breakfast service in a restaurant would the hot beverage be placed on the table.
- (a) at the commencement of the meal
 - (b) with the main course
 - (c) after the first course has been cleared
 - (d) after the main course has been served.
25. After clearing the main course at breakfast, the waiter should firstly:
- (a) crumb down
 - (b) take the order for the next course
 - (c) enquire if more toast, preserve, butter and beverage is reequiired
 - (d) move the side plate and side knife in front of the guest.

SECTION B

1. (a) What is a service plate? [1 mk]
(b) List the five (5) main uses during the service of a meal. [5 mks]
2. Explain in detail the process of crumbing down and the method to be followed in order to do so professionally. [8 mks]
3. The differences between a Table D'Hote and A La Carte menu could each be outlined in four (4) points. What are they? [8 mks]
4. What is a "waiter's station" and how important is it in the organisation and smooth running of the restaurant. [8 mks]
5. Outline five (5) factors which help to determine the style of service to be carried out in a catering establishment. [5 mks]

SECTION C

1. No matter how good the quality of the food and beverage, décor and equipment, poorly trained scruffy and unhelpful staff can destroy and customer's potential satisfaction with the product. It is also true that well trained, smart and helpful staff can make up for aspects which are lacking elsewhere in the operation. Discuss four (4) principles attributes necessary in food and beverage service personnel. [20 mks]

2. Write a detailed description on any two (2) of the following styles of service.
 - (a) American
 - (b) French
 - (c) English
 - (d) Russian[20 mks]

3. When an unforeseen incident arises it must be coped with promptly and efficiently without causing any more disturbance than is necessary. Explain how you would deal with the situation - A glass of water is knocked down accidentally by your guest on the table cloth during the service of a meal. [20 mks]