

ITEMS PAST PAPERS  
MANAGEMENT STUDIES

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

EXAMINATION SESSION : December 2004 Final Examination

TUTOR(S) : Mr. Willings Lamontagne

PROGRAMME TITLE(S) : Food and Beverage Operations

PROGRAMME CODE(S) : 3HS-FAB-AD

**COURSE TITLE** : **Food and Beverage Service IA**

**COURSE CODE** : **FAB105**

CLASS(ES) : Year I

**DATE** : **8<sup>th</sup> December 2004**

COMMENCEMENT TIME : 9:00 a.m.

DURATION : 2 Hours

INVIGILATOR(S) : Patricia Pascall/ Antonia Jean

ROOM(S) : HOS - W1



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**INSTRUCTIONS**

- This Paper contains Three (3) Sections A, B and C
- **Section A - Attempt ALL Questions - Circle the correct answer on the question paper**
- **Section B - Attempt ALL Questions**
- **Section C - Attempt Two (2) Questions**
- Marks are awarded accordingly

STUDENT NAME : \_\_\_\_\_ ID# \_\_\_\_\_

SECTION A

STUDENT NAME : \_\_\_\_\_

- (1) Good personal hygiene would be indicated in a food service operator by :
- well-pressed uniform , clean shoes, unshaven
  - excessive makeup, well starched apron, hair tied back
  - clean hands and nails, use of deodorant, well groomed hair, clean shaven
  - body odor, excessive jewelry, frequently washed hair.
- (2) When the waiter is not serving a guest, he should stand discreetly by his side board and
- look attentive,
  - watch and anticipate the guests' requirements
  - be ready to assist his colleagues
  - ensure that he has sufficient equipment in the sideboard to continue the service
- (3) Should a guest make a minor complaint, the food service waiter will
- immediately refer the complaints to the supervisor.
  - offer a discount on the guest's bill
  - listen tactfully and enter the complaint in the complaint book at the conclusion of service.
  - rectify the complaints as far as possible and then inform the supervisor
- (4) All food service staff should wear sensible shoes because :
- they do not wear out quickly
  - the guests find them more fashionable
  - they are more hygienic
  - they prevent accidents
- (5) The main reason why the food service staff must have a good knowledge of all the menu and wine list items is :
- so that the correct cover can be laid
  - so that the food service operator can advice and offer suggestions to the guests'
  - because the food and drink check must be written out correctly
  - so that the appropriate accompaniments may be offered
- (6) The person who has overall responsibility for the service of food and drink to guest is the:
- maitre d'hotel
  - aboyeur
  - chef de cuisine
  - the sous chef
- (7) The correct attitude of the food service waiter is determined by :
- being servile
  - dealing with complaints when time allows
  - anticipating the guests' needs and wishes
  - being lax in your work
- (8) In a large hotel the person who has overall responsibility for the food and beverage department is the :
- food and beverage manager
  - banqueting manager
  - duty manager
  - restaurant manager



- (9) Which of the following styles of food service demands more skill dexterity and flair from the food service waiter?
- a) Gueridon service                      c) Plate service  
b) Silver service                          d) Self service
- (10) The persons who controls the hotplate at the service time is known as the :
- a) aboyeur                                      c) chef de partie  
b) chef de rang                                d) trancheur
- (11) The function of the "off board" is to inform the staff :
- a) at what times they may go off duty  
b) when dishes on the menu are no longer available  
c) when their days off are due  
d) which tables are no longer in use
- (12) Which of the following does not indicate a style of menu?
- a) A la carte                                      c) Plat du jour  
b) Table d'Hote                                d) Carte du jour
- (13) Which of the following items of equipment is used in the presentation of hor d'oeuvre?
- a) Timbale                                        c) Petit marmite  
b) Sur le plat                                    d) Ravier
- (14) The only cream soup traditionally served with croutons offered separately is :
- a) crème de celery                            c) crème de champignons  
b) crème de legumes                         d) crème de tomates
- (15) The plate to use in the service of hor d'oeuvre is a :
- a) side plate                                      c) joint plate  
b) fish plate                                      d) salad crescent
- (16) Which of the following spoons would be used when laying the cover for the service of half grapefruit :
- a) teaspoon                                      c) sweet spoon  
b) preserve spoon                              d) grapefruit spoon
- (17) As well as hot fish plates, the cover for omelette served as a starter course is :
- a) side knife and sweet fork                c) joint fork only  
b) joint knife and fork                        d) sweet spoon and fork
- (18) Which of the following item of equipment might be used in the service of Florida Cocktail?
- a) Ramekin                                        c) Hock glass  
b) Demi-tasse                                    d) Coupe

STUDENT NAME : \_\_\_\_\_

- (19) Which of the following main course dishes would you not use a steak knife as part of the cover :
- |                |                  |
|----------------|------------------|
| a) entrecote   | c) steak tartare |
| b) porterhouse | d) mixed grill   |
- (20) Which of the following omelette dishes would be served "flat" rather than "folded"?
- |                             |                    |
|-----------------------------|--------------------|
| a) Tomato and herb omelette | c) Cheese omelette |
| b) Spanish omelette         | d) Ham omelette    |
- (21) When laying the cover for cheese the appropriate item of table wear required is a :
- |                         |                |
|-------------------------|----------------|
| a) joint-knife and fork | c) joint knife |
| b) cheese knife         | d) side knife  |
- (22) 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   | c) zabaglione    |
| b) spaghetti | d) kari de boeuf |
- (23) When serving food and drink to party of four covers, the cover to be served last would be:
- |                  |                  |
|------------------|------------------|
| a) eldest female | c) youngest male |
| b) eldest male   | d) host          |
- (24) The dish œuf sur le plat is served in the container in which it is cooked.
- a) True                                  b) false
- (25) The Sommelier serves all forms of alcoholic beverage during the service of meals in a restaurant.
- a) True                                  b) false

## SECTION B

**Instructions : Answer ALL Questions. Use the foolscap paper given.**

- (1) a) What is a service plate? (1 mark)  
b) List the five (5) main uses during the service of a meal. (5 marks)
- (2) Explain in detail the process of crumbing down and the method to be followed in six (6) steps in order to do so professionally. (8 marks)
- (3) The difference between table d'Hote and A la Carte menu can each be outlined in four (4) points. What are they? (8 marks)
- (4) What is a "waiter's station" and how important is it in the organisation and smooth running of the restaurant? (8 marks)

**STUDENT NAME :** \_\_\_\_\_

- (5) a) What is a sideboard? (1 mark)  
b) The sideboard style and design varies from restaurant to restaurant but there are four important points that must be considered before purchasing one. List these points.

(5 marks)

### SECTION C

**Instructions : Answer any TWO (2) Questions**

- 1/ a) Service staff must be on duty a few minutes before service starts. Discuss the statement and give reasons why this is necessary?

(10 marks)

- b) The approach each staff member has to each task will affect the overall standard of service. Describe five (5) typical time and effort saving routines.

(10 marks)

- 2/ There is a standard procedure for service to a guest from the moment he/she enters the establishment until he/she leaves. This order may change according to the establishment, type of menu and service offered. As per the service offered at the Banana Pavilion, outline in point form the order of service for that restaurant.

(20 marks)

- 3/ No matter how good the quality of the food and beverage, decor and equipment, poorly trained, and scruffy or unhelpful staff can destroy the 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) principal attributes necessary in food and beverage service personnel.

(20 marks)