



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

FOOD AND BEVERAGE SERVICE N5

24 November 2022

This marking guideline consists of 11 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	D		
	1.1.4	C		
	1.1.5	C		
	1.1.6	D		
	1.1.7	A		
	1.1.8	C		
	1.1.9	C		
	1.1.10	A		
	1.1.11	A		
	1.1.12	A		
	1.1.13	B		
	1.1.14	A		
	1.1.15	B		
	1.1.16	B		
	1.1.17	C		
	1.1.18	A		
	1.1.19	B		
	1.1.20	A		
			(20 × 1)	(20)
1.2	1.2.1	J		
	1.2.2	G		
	1.2.3	A		
	1.2.4	H		
	1.2.5	C		
	1.2.6	L		
	1.2.7	I		
	1.2.8	D		
	1.2.9	E		
	1.2.10	F		
			(10 × 1)	(10)
1.3	1.3.1	• Food and wine pairing menu • Chef sample menu • Sample menu	(Any relevant answer) (2 × 1)	(2)
	1.3.2	Clear thin soup		(2)
	1.3.3	• A small coffee cup and saucer • A breakfast coffee cup and saucer • 90 to 180 ml sized coffee cup	(Any 2 × 1)	(2)

1.3.4	• A food dish covered with spirits and briefly set alight • A term used to light food • This is done in a gueridon service	(Any 2 × 1)	(2)
1.3.5	• Dish covered with bread crumbs/grated cheese • and browned	(Any ONE)	(2)
1.3.6	• Small piece of bread with savoury topping • Can be a welcome snack served with drinks at a reception • Small fancy toppings on toasted bread/variety of shapes • Small item served for cocktails/hors d'oeuvres	(Any 2 × 1)	(2)
1.3.7	• Tea or coffee with nothing to eat • A beverage only		(2)
1.3.8	• Something to eat with a beverage • Beverage and breakfast		(2)
1.3.9	• A velouté thickened with egg yolk and cream • A rich creamy type of velouté sauce		(2)
1.3.10	• A person who does not eat meat or fish • There are various types of vegetarians, e.g. pesco, lacto (Any reference to these is an acceptable answer)		(2)
			[50]
TOTAL SECTION A:			50

SECTION B**QUESTION 2**

2.1	2.1.1	• Maître d' • Maître d'hotel	(Any 1 × 1)	(1)
	2.1.2	(NOTE: For each quality mentioned: Heading: 1 mark; Explanation: Any relevant answer, 1 mark) Personal hygiene • Staff should be clean and use deodorants. • Aftershave and perfumes should not be strong. • Sufficient sleep, an adequate healthy intake of food and regular exercise. • Particular attention should be paid to their hands. They must always be clean, free of nicotine stains and with clean, well-trimmed nails. • Teeth should be brushed before coming on duty and breath		

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should be fresh smelling.

Knowledge of food and beverages

- Must know how to serve food and beverages
- Must be able to explain the menu
- Must know the product

Local knowledge

- Must be able to explain surrounding areas
- Knowledge of other events/tourist attractions
- Must be able to direct customers to restaurant

Loyalty

- Remain indebted to establishment
- Do not bad-mouth workplace

Professionalism

- Have the appropriate presentation
- Do not have poor posture/body language
- Speak correctly
- Maintain service conventions

Interpersonal skills

- Ability to interact with people

Technical skills

- Knowledge on how to use equipment

Team player

- Able to work with people

Punctuality

- Arrive at work on time (Any 5 × 2) (10)

- 2.1.3
- A flexible sole (4)
 - Find the right size and type for your feet
 - so that your feet do not become painful
 - Able to walk comfortably
 - Must fit you well
 - Must be comfortable
 - Must be a closed shoe to avoid getting hurt when an accident occurs
 - Should not have high heels, as you have to be on your feet for long hours (Any TWO relevant factors)

REASONS

- The right shoe can help keep your feet healthy
- It can protect you against injury.

- Make your physical activity easier
- You will be more comfortable and active and enjoy work more.
(Any TWO relevant reasons) (2 × 2)

- 2.2
- Has overall responsibility for organisation and administration of particular food and beverage service areas.
 - Sets standard for the service
 - Responsible for any staff training that may be required
 - He/she makes out duty rotas, holiday lists and hours on and off duty
 - Manages inventory and orders food, beverages, equipment and supplies
 - Oversees food preparation
 - Manages food and beverages
 - Instructs subordinates
 - May hire/fire food and beverage staff/human resources
 - Meetings with F&B management and head chef
 - Meetings with hotel management of other departments (Any 4 × 2) (8)
- 2.3
- Greet guests the minute they walk in at the door.
 - Show that you recognise them.
 - Ask if they have been in before.
 - Use titles of respect – sir, madam
 - Do not interrupt when they are speaking
 - Listen attentively and pay attention to what they want
 - Set a welcoming ambiance
 - Good lighting
 - Beautiful décor/theme
 - Music (Any 5 × 1) (5)
- 2.4
- Side knife✓
 - Soup spoon✓
 - Fish knife✓ and fork✓
 - Joint/main/table/dinner knife✓ and fork✓
 - Dessert spoon✓ and fork✓ (8)
- 2.5
- Croissant
 - Hot toast
 - Butter
 - Preserves
 - Coffee or tea
 - Fruits
 - Cereals
 - Yoghurt
 - Pastries
 - Bread
 - Waffles
 - Pancakes (Any relevant food items only) (Any 6 × 1) (6)

- 2.6
- Instant coffee
 - Filter La cafeitiere
 - Bialetti/mocha pot coffee
 - Coffee pods
 - Coffee bags
 - Espresso
 - Machiato
 - Ristretto
 - Americano
 - Café noir
 - Café au lait
 - Mocha
 - Any flavoured coffee
 - Decaffeinated coffee
 - Cappuccino
 - Caffé latte
 - Flat white
 - Iced coffee – Turkish
 - Speciality coffees
- (Any relevant coffee) (Any 8 × 1) (8)
[50]

QUESTION 3

- 3.1 Table service (10)
- Waiter serves customer at a table
- Single-point service
- Customer stands at one point
 - Customer orders, pays and collects
 - Example: Vending machine
- Specialised service/In situ
- F&B service is offered in an area not designed for F&B/as restaurant
 - Example: Training for F&B service/hospital service (Any relevant answer)
- Assisted service
- Part of meal customer helps himself/herself, other part waiter/service staff assists
 - Will find this in buffet/carvery (Any relevant answer)
- Self-service
- Customers help themselves

- Example: Food market counters

(5 × 2)

- | | | | | |
|-----|-------|---|-----------------------|-------------|
| 3.2 | 3.2.1 | <ul style="list-style-type: none"> • Saves time • Fast • Cost-efficient • Less pressure on kitchen/front of house • Service of food is quicker • Not a long order waiting time • Casual dining • Attractive plating | (Any 2 × 1) | (2) |
| | 3.2.2 | American | | (1) |
| | 3.2.3 | <ul style="list-style-type: none"> • Host • English | | (2) |
| 3.3 | 3.3.1 | <ul style="list-style-type: none"> • Size of place • Correct table used • Ensure it is even/stable • Check if tables are in good condition • Check chairs are in good condition/upholstery • Spacing between the tables is determined by the room setup • The shape of the table • And the size of the chairs • All tables should be numbered • The table numbers should be visible in an upright position so they can be seen from the entrance to the room • Table numbers may be removed once all guests are seated • A seating plan should be pinned to boards outside the entrance | (Any relevant answer) | (Any 3 × 1) |
| | 3.3.2 | <ul style="list-style-type: none"> • Clean bar floor • Check bar stock • Wipe bar counters • Clean the shelves • Polish glasses • Check all bar equipment • Check all optics/measuring equipment • Do garnishes • Make sure there is ice • Make sure there are cocktail umbrellas • Ensure there are enough straws • Ensure there are coasters • Polish all required glassware | | |

- Bar cash float
- Switch on coffee machines
- Check bar menus
- Check bill folders
- Ensure enough trays (Any relevant answer) (Any 3 × 1)

- 3.3.3
- Check if there is enough toilet paper
 - Fill up all hand wash soaps
 - Provide paper towels/tissues for hands
 - Ensure the hand dryer is switched on
 - Clean the basins
 - Clean the mirrors
 - Ensure toilet floors are clean
 - Ensure toilets are in good working order
 - Ensure air freshner is filled
 - Open windows
 - Ensure all toilet doors can lock (Any relevant answer)(Any 3 × 1)
(3 × 3) (9)

- 3.4 3.4.1
- Underlay/silence cloth
 - Table cloth
 - Overlay/Runner (Any ONE, either runner/overlay) (Any 2 × 1) (2)

- 3.4.2
- For firmness
 - To assist in folding complex folds
 - Holds shape of linen better (Any 2 × 1) (2)

- 3.4.3
- The corners of the tablecloth should hang over the legs of the table.
 - The overlap should be even all round the table.
 - The creases of all the tablecloths should run in the same way in the room.
 - If two tablecloths are necessary to cover a table for a larger group of people, the overlap of the two tablecloths should face away from the entrance to the room.
 - 30–45 cm overlap
 - Tablecloths should not touch the floor.
(Any relevant guidelines) (Any 3 × 2) (6)

- 3.5
- Cone (4)
 - Bishops hat
 - Candle
 - Rose
 - Fan
 - Triple wave
 - Cockscomb
 - Tuxedo

- Boat
- Rose bud
- Swan
- Lotus
- Buffet fold

(Any relevant fold) (Any 4 × 1)

- 3.6
- Architecture
 - Theme
 - Colour
 - Design
 - Is it focal/attractive
 - Height
 - Budget
 - Wedding centrepiece
 - Flower for vases
 - Bowl decoration
- (Any relevant answer) (Any 3 × 1) (3)
- 3.7
- Knife and fork
 - Fork
 - Finger buffet
- (3)
- 3.8
- The buffet should be set in a prominent position in the room.
 - There should be ample space on the buffet table for display and presentation.
 - The buffet should be within easy access of the still room.
 - There must be ample space for customer circulation.
 - Provision should be made for sufficient occasional tables and chairs within the room.
 - The total presentation of the room should be attractive and promote a pleasant atmosphere that is appropriate for the occasion.
 - Close to kitchen for filling up food.
 - Must be attractive/focal to attract customers to it.
- (Any relevant answer) (Any 3 × 2) (6)
- [50]**

QUESTION 4

- 4.1 4.1.1 It is a movable service table or trolley from which food may be served. (2)
- 4.1.2
- Steak Diane
 - Steak tartare
 - Châteaubriand
 - Double steak entrecote
 - Carving meat/any joint meat/fish filleting
- (2)

- 4.1.3
- T-bone steak
 - Minute steak (Dishes need not be flambéed) (Any 2 × 1)
- Liquor is added to a dish either during or at the end of the preparation and briefly set alight. (2)
-
- 4.1.4
- Slow service
 - Low seat turnover
 - Expensive style of service as it requires more service area
 - Highly skilled staff should carry out this service
 - Chances of accidents are more
 - More investment in these service equipment
 - Cooking in the service area may leave an odour (Any 3 × 2) (6)
-
- 4.2
- B
F
E
D
G
A
C (7)
-
- 4.3
- 4.3.1 125 ml (2)
- 4.3.2
- (a)
- Candling is making use of a candle when decanting.
 - Casting light near neck of bottle.
- (b)
- The purpose is to ensure that sediment (grape skins) does not pass
 - through the neck of the bottle into the decanter. (Any relevant answer) (2 × 2) (4)
- 4.3.3
- Table/still wine
 - Sparkling wine (champagne)
 - Aromatised/fortified/sweetened wines
 - Organic/environmentally friendly/fairtrade wines (Any 2 × 1) (2)
-
- 4.4
- Side plate
 - Soup spoon
 - Fish knife and fork
 - Joint/main/dinner/table knife and fork
 - Dessert/sweet/fruit spoon/knife and fork
 - Water/goblet/Worthington/highball glass
 - White wine glass
 - Red wine glass (Any 5 × 2) (10)

4.5	• Clean and straighten tables • Sweep and mop food and beverages off the floor • Return chairs and tables that have been moved, to their original positions • Remove dishes and trash • Restock stations • Reconcile cash registers • Mop • Set tables for the next day's service • Set service areas/filling up, namely bar, hot pass, sideboards, etc. • Polish cutlery • Polish crockery • Switch off electrical equipment • Remove dirt • Dispatch linen • Stock count of sections closing up • Close windows	(Any relevant closing duty) (Any 6 × 1)	(6)
4.6	4.6.1 • That the establishment accepts this credit card • Expiry date • Signed card • Name of cardholder • Gender • Credit limit 4.6.2 • Triplicate • Duplicate • Service with order • Pre-ordered	(Any 4 × 1)	(4)
		(Any 3 × 1)	(3)
			[50]
		TOTAL SECTION B:	150
		GRAND TOTAL:	200