## 6103-521 JUNE 2018

## Level 2 Technical Certificate in Food and Beverage Service

 Level 2 Food and Beverage Service - Theory exam (1)If provided, stick your candidate barcode label here.

Thursday 14 June 2018
09:30-12:10


- If any additional answer sheets are used, enter the additional number of pages in this box.
- Please ensure that you staple additional answer sheets to the back of this answer booklet, clearly labelling them with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a black/blue pen. Do not use a pencil or gel pen.
- If provided with source documents, these documents will not be returned to City \& Guilds, and will be shredded. Do not write on the source documents.
*I declare that I had no prior knowledge of the questions in this assessment and that I will not divulge to any person any information about the questions.


## You should have the following for this assessment

- non-programmable calculator
- a pen with blue or black ink


## General instructions

- Use black or blue ball-point pen.
- The marks for questions are shown in brackets.
- This examination contains 16 questions. Answer all questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Cross through any work you do not want to be marked.

1 State three operative job roles found in a restaurant.

2 State three work ethics that should be demonstrated by a waiter when serving customers.
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3 Explain the responsibilities of a barista.
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4 State three potential consequences for a restaurant of poor customer service.
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5 Explain three benefits to a restaurant of collecting customer feedback.
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6 Explain three responsibilities of service staff when maintaining a safe working environment.
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7 State three methods used to reduce the risk of food safety hazards under COSHH.

8 An outside caterer is planning a summertime drinks event for a multinational company with 200 guests attending from across the world.
Discuss the factors a bar person should consider when preparing for the event.
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9 State one food service method most suitable for each of the following scenarios.
a) A group of young friends meeting for dinner.
b) A large conference lunch.

10 a) State an appropriate style of wine for each of the following dishes.
i) A simple garden salad.
ii) Fillet of poached plaice.
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iii) Braised beef.
iv) Eton mess.
b) Explain three factors to consider when matching food with beverages.
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11 State four ingredients used during the production of beer.
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12 State three characteristics of a stout beer.
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13 Describe the effects that the three levels of roasting have on the final characteristics of coffee.
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14 The total bill in a restaurant is $£ 60.55$ including VAT. Calculate the VAT at the current rate showing your working out.
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15 Explain the importance to a business of carrying out a sales analysis.
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16 An independent restaurant is holding a launch event for their second establishment with a focus on table theatre.
Discuss the factors that the waiting team should consider to support the success of the launch.
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