

Qualification: 6103-20-021/521

Level 2 Technical Certificate in Food and Beverage Service (450)

Level 2 Food and Beverage Service - Theory exam

June 2018

1	State three operative job roles found in a restaurant.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none"> • Porter. • Waiter/station waiter. • Runner. • Cashier. • Barista. • Sommelier. • Bar person/mixologist. • Host/greeter. 		3
2	State three work ethics that should be demonstrated by a waiter when serving customers.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none"> • Attitude. • Timekeeping. • Appearance. • Respecting diversity. • Reliability. • Honesty. • Resilience. • Not breaching terms and conditions of employment. 		3

3	Explain the responsibilities of a barista.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 4 marks: <ul style="list-style-type: none"> • Preparing/setting up the coffee shop (1) to ensure it is ready for opening (1). • Prepare food/drinks to specification (1) for customer orders (1) to meet customers' expectations (1) to maintain brand standards (1). • Taking customer orders/payments (1) to maintain levels of business (1). • Maintaining a safe working environment (1) to comply with legislation (1) reduce the risk of accidents (1) and maintain a professional image (1). • Taking stock checks (1) / ordering new stock (1) to ensure a smooth service (1). 	A maximum of 2 marks for identification of responsibilities.	4
4	State three potential consequences for a restaurant of poor customer service.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none"> • Increase of complaints. • Loss of business, e.g. customers. • Loss of income. • Loss of reputation/negative feedback. • Staff demotivation. • Job losses. 		3
5	Explain three benefits to a restaurant of collecting customer feedback.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 6 marks: <ul style="list-style-type: none"> • Feedback can be recorded (1) <ul style="list-style-type: none"> ○ which can help identify trends (1) <ul style="list-style-type: none"> ▪ and support changes in staff/service (1) ▪ improve the type of products offered (1). ○ which can help measure customer satisfaction (1). <ul style="list-style-type: none"> ▪ which helps to identify customer preferences (1). • Feedback can be monitored (1) against company standards (1) and can be used to assess the results of training programmes (1) and can support further training needs/requirements (1). 		6

	<ul style="list-style-type: none"> Feedback can reduce complacency in staff (1) and help to motivate the staff (1). 		
6	Explain three responsibilities of service staff when maintaining a safe working environment.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> Participation in training (1) <ul style="list-style-type: none"> so that staff are up-to-date/aware of own responsibilities (1) so that staff know how to comply with legislation (1). Identify hazards (1) <ul style="list-style-type: none"> so they can be dealt with (1) so others can be made aware (1) to prevent accidents (1). Report and record hazards/near misses (1) <ul style="list-style-type: none"> so it can be dealt with appropriately (1) to provide an audit trail (1) Follow manufacturers' instructions (1) to prevent misuse of equipment (1). Use equipment/appropriate PPE correctly (1) to protect self/others (1). 	<p>A maximum of 3 marks for identification of responsibilities.</p> <p>A maximum of 1 mark for each linked explanation.</p>	6
7	State three methods used to reduce the risk of food safety hazards under COSHH.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> Storing chemicals correctly. Handling chemicals correctly. Use of correct chemicals. Effective chemical contact time. Effective material to use with chemical. 		3

8	<p>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.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>Band 1 (1-3 marks) Candidates' response has focussed on some of the key areas with brief descriptions or lists. Limited examples shown of the importance of preparing for an event. Some links have been made but not always relevant to the preparation of a drinks event.</p> <p>Band 2 (4-6 marks) Candidate has described the key areas and shown some understanding of the importance of relating the preparation of the event. Examples of key areas are expanded on with relevant links made including some justifications.</p> <p>Band 3 (7-9 marks) Comprehensive and detailed discussion including the importance of and impact on the key areas in relation to the preparation and success of the event. Examples of keys areas and links were relevant and fully justified.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> • Range of alcoholic and non-alcoholic beverages. • Equipment for serving. • Service style. • Potential issues and actions to take. • Legislation. • Stock control and usage. • Environmental considerations. • Consideration of budget. • Security. • Customer requirements/expectations. • Contingency planning. • Teamwork. <p><i>For no awardable content, award 0 marks.</i></p>	9
9	<p>State one food service method most suitable for each of the following scenarios.</p> <p>a) A group of young friends meeting for dinner. b) A large conference lunch.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>a) 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Family service. • Plated service. <p>b) 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Assisted/self-service. 		<p>a) 1</p> <p>b) 1</p>

10	<p>a) State an appropriate style of wine for each of the following dishes.</p> <p>i) A simple garden salad. ii) Fillet of poached plaice. iii) Braised beef. iv) Eton mess.</p> <p>b) Explain three factors to consider when matching food with beverages.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>a) i 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • A light bodied white/rose wine. 	<p>Other correct wine descriptions are acceptable.</p>	<p>a) i 1</p>
	<p>a) ii 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • A medium white wine. 	<p>Other correct wine descriptions are acceptable. Do not accept wine without a descriptor.</p>	<p>a) ii 1</p>
	<p>a) iii 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • A rich/full bodied red wine. 	<p>Other correct wine descriptions are acceptable. Do not accept wine without a descriptor.</p>	<p>a) iii 1</p>
	<p>a) iv 1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • A sweet/dessert wine / sparkling wine. 	<p>Other correct wine descriptions are acceptable.</p>	<p>a) iv 1</p>
	<p>b) 1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • The type of beverage (1) <ul style="list-style-type: none"> ○ to suit that occasion/tradition (1) ○ to meet customer expectations (1). • The type of food (1) <ul style="list-style-type: none"> ○ to ensure the drink complements the main flavours (1) ○ as some foods have a traditional match (1). • Religious and cultural influences (1) to ensure beverages served do not contravene with cultural/religious needs (1). • Customer preference (1) <ul style="list-style-type: none"> ○ to identify the style/types of drinks (1) ○ to enhance customer enjoyment/experience (1). • Customer budget (1) <ul style="list-style-type: none"> ○ to ensure that the drinks are within customer budget (1) ○ to avoid embarrassing situations at payment (1). 	<p>A maximum of 3 marks for identification of factors. A maximum of 1 mark for each linked explanation.</p>	<p>b) 6</p>

	<ul style="list-style-type: none"> • Dietary requirements (1) <ul style="list-style-type: none"> ○ consideration of allergies / dietary intolerances with reason, e.g. gluten/wheat intolerant may not be able to have beer because it may contain wheat (1). 		
11	State four ingredients used during the production of beer.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 4 marks: <ul style="list-style-type: none"> • Barley. • Wheat. • Rye. • Yeast. • Water. • Hops. 		4
12	State three characteristics of a stout beer.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none"> • Dark. • Malty. • Creamy consistency. • Bitter. 		3
13	Describe the effects that the three levels of roasting have on the final characteristics of coffee.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 6 marks: <ul style="list-style-type: none"> • light/pale roasting (1) <ul style="list-style-type: none"> ○ results in a light brown colour (1) ○ results in a light body (1) ○ leaves no oil on surface of the bean / will have a lighter flavour(1) ○ will lead to a toasted grain taste (1) ○ results in high acidity (1) ○ will help retain origin flavours (1) ○ will retain most of the caffeine (1). • Medium roasting(1) <ul style="list-style-type: none"> ○ results in a medium brown colour (1) ○ results in medium/full body (1) ○ has a more balanced flavour/aroma/acidity (1). • Full and high roast (1) <ul style="list-style-type: none"> ○ results in a dark brown colour (1) ○ will leave a sheen of oil on the bean (1) 	A maximum of 1 mark for explanations linked to each level of roasting.	6

	<ul style="list-style-type: none"> ○ will result in a more bitter and smoky flavours (1) ○ will reduce the caffeine content (1) ○ will increase pungency of the aroma (1) ○ will produce a thicker textured (1). 		
14	The total bill in a restaurant is £60.55 including VAT. Calculate the VAT at the current rate showing your working out.		
	Acceptable answer(s)	Guidance	Max mks
	<p>Allocate 1 mark for applying the correct formula: Allocate 1 mark for applying the correct rate of VAT: Allocate 1 mark for the correct answer:</p> <p>VAT: 20%</p> <p>$60.55 / 1.20 = 50.46$ $60.55 - 50.46 = \text{£}10.09$</p> <p>Or</p> <p>Dividing by 6 demonstrates knowledge of VAT rate $60.55 / 6 = \text{£}10.09$</p>		3
15	Explain the importance to a business of carrying out a sales analysis.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Allows demand forecasting (1) / will determine when you are busy/quiet (1) / illustrate where/how your stock is being used (1) <ul style="list-style-type: none"> ○ to support stock ordering (1) and adjust selling prices (1). ○ to support staffing levels (1). • Supports budgeting (1) to allow for the setting of budgets for stock/staff/departments (1) which helps control costs (1). • Helps set targets (1) to improve the performance of the business (1) to measure progress/success (1). 		6

16	<p>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.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>Band 1 (1-3 marks) Candidates' response has focussed on some of the key areas with brief descriptions or lists. Limited examples shown of the importance of supporting the launch. Some links have been made but not always relevant to how they/the team will support the style of the launch.</p> <p>Band 2 (4-6 marks) Candidate has described the key areas and shown some understanding of the service style and its importance to the launch. Examples of key areas are expanded on with relevant links made including some justifications.</p> <p>Band 3 (7-9 marks) Comprehensive and detailed discussion including the importance of and impact on the key areas in relation to supporting the success of the launch. Examples of keys areas and links were relevant and fully justified.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> • Preparation. • Menu types. • Menu items. • Product knowledge. • Service methods/style. • Service equipment • Legislation. • Customer service. • Teamwork. <p><i>For no awardable content, award 0 marks.</i></p>	9