





## 6103-521 MARCH 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.					Wednesday 14 March 2018 09:30 – 12:10										
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Candidate enrolment number Date of birth (DDMMYYYY) Gender (M/F)								.tio.or							
	sment da				Centr									ciara	ation*
<ul> <li>If any additional answer sheets are used, enter the additional number of pages in this box.</li> <li>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.</li> <li>All candidates need to use a black/blue pen. Do not use a pencil or gel pen.</li> <li>If provided with source documents, these documents will not be returned to City &amp; Guilds, and will be shredded. Do not write on the source documents.</li> <li>*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.</li> </ul>															

## You should have the following for this assessment

• 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 17 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.

(3 marks)

State **three** characteristics of excellent customer service.

Explain the benefits of excellent customer service to the business.	(6 marks)
State <b>three main</b> types of food safety hazards.	(3 marks)

(2 marks)

7		lain the control methods used during <b>each</b> of the following stages of a food nagement system.	
		Deliveries.	(2 marks)
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	b)	Preparation and service.	(2 marks)
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scuss the factors to consider when preparing for the interview.	(9 marks
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(1 mark)

b) Broth.

Purée.

(1 mark)

c) Cold.

(1 mark)

10 State **three** types of wet cooking methods.

State **one** example of **each** of the following styles of soup.

(3 marks)

A customer has requested further information on the roast chicken menu iten Explain the influences that roasting has on a chicken.	(6 marks
State the <b>four</b> production stages for gin.	(4 marks

Sta a)	te the <b>main</b> ingredient used in <b>each</b> of the following spirits. Rum.	(1 mark)
b)	Tequila.	(1 mark)
c)	Brandy.	(1 mark)
Exp	plain <b>three</b> factors that affect the quality of wine.	(6 marks)
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5	State <b>three</b> examples of documentation that are used during stock control procedures.	(3 marks
ó	Explain the importance of stock control procedures to a business.	(6 mark

Discuss the factors to consider for ensuring a safe and successful event.	(9 m
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