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

Candidate name (first, last)
First
Last
Candidate enrolment number
Date of birth (DDMMYYYY)
Gender (M/F)
Assessment date (DDMMYYYY)
Centre number
Candidate signature and declaration*

• 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
• 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.
1. State three types of establishments from the service sector. (3 marks)

2. State three sections found on a CV. (3 marks)

3. Describe how the food industry can reduce its impact on the environment. (4 marks)

4. State three characteristics of excellent customer service. (3 marks)
5. Explain the benefits of excellent customer service to the business. (6 marks)

6. State **three main** types of food safety hazards. (3 marks)
7 Explain the control methods used during each of the following stages of a food management system.

a) Deliveries. (2 marks)

b) Preparation and service. (2 marks)

c) Cleaning. (2 marks)
A runner is attending a job interview for a full-time waiter position in a highly awarded fine dine restaurant. Discuss the factors to consider when preparing for the interview. (9 marks)
9 State one example of each of the following styles of soup.
   a) Purée. (1 mark)
   b) Broth. (1 mark)
   c) Cold. (1 mark)

10 State three types of wet cooking methods. (3 marks)
11 A customer has requested further information on the roast chicken menu item. Explain the influences that roasting has on a chicken. (6 marks)

12 State the **four** production stages for gin. (4 marks)
13 State the **main** ingredient used in **each** of the following spirits.

a) Rum. (1 mark)

b) Tequila. (1 mark)

c) Brandy. (1 mark)

14 Explain **three** factors that affect the quality of wine. (6 marks)
15 State three examples of documentation that are used during stock control procedures. (3 marks)

16 Explain the importance of stock control procedures to a business. (6 marks)
17 A restaurant team is setting a large scale conference for 200 guests for an all-day event finishing with a gala dinner. Discuss the factors to consider for ensuring a safe and successful event. (9 marks)