



City & Guilds Level 2 Technical Certificate in Food and Beverage Service (6103-20)

6103-021/521 – Sample Questions
Version 1.1 – August 2018

Version and date	Change detail	Section
1.1 August 2018	City & Guilds added to the title	Throughout

Please note this is not a complete sample theory exam, this document consists of sample questions from across the test specification.

Candidate	Name	Date	DD/MM/YY
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1 State **three** ways in which the hospitality industry contributes to the national economy. (3 marks)

2 State **two** considerations when maintaining the on-line presence of a restaurant business. (2 marks)

3 a) List **two** factors to consider in order to meet the varying needs of customers. (2 marks)

b) Describe how to deal with a customer who has a dietary requirement. (4 marks)





4 State **five** health and safety responsibilities that waiting staff have to comply with.

(5 marks)

5 A customer requires a beverage service for a **four** course celebration dinner menu that includes a seafood starter, a main course consisting of game followed by a panna cotta dessert and cheese and biscuits.
Discuss the considerations to take when meeting the customer requirements.

(9 marks)





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6 a) State the equipment used to dispense cask beers. (1 mark)

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b) Describe the production methods for cask beers. (6 marks)

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7 State **two** characteristics of a wheat beer. (2 marks)

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8 a) State **four** pieces of equipment required to serve Earl Grey tea. (4 marks)

b) List the accompaniments required for the service of Earl Grey tea. (2 marks)

9 A menu costs £12.20 to produce and a 65% gross profit is required. Calculate the following showing your working out.

a) The gross profit. (2 marks)

b) The selling price. (2 marks)

10 State **two** dietary requirements that should be considered when describing a menu to a customer. (2 marks)





11 State the key nutrients required for maintaining a healthy diet.

(3 marks)

12 a) Identify **two** ways in which the restaurant industry can have a negative impact on the environment.

(4 marks)

b) Describe how restaurants can reduce their impact on the environment.

(4 marks)

