

6103-030/530    Level 3 Supervision in  
Food and Beverage  
Services

Version 1.0 – October 2017

**Sample Mark Scheme**

1	
a) State <b>three</b> leadership styles used by a food and beverage supervisor.	(3 marks)
b) For <b>each</b> style of leadership stated in a), explain a situation when it would be appropriate to be used.	(3 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Autocratic / authoritarian.</li> <li>• Democratic /participative.</li> <li>• Laissez-faire / delegative.</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, 1 mark available for situation for each style, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Autocratic – under tight time constraints (need for strict control to ensure deadlines are met) (1); crisis management (single point of control to handle all areas effectively) (1), incident management (to resolve issues as quickly as possible) (1).</li> <li>• Democratic – during normal service (1), team management staff with different skills levels (1), resource issues (1).</li> <li>• Laissez-faire – during normal service (1), team management (1).</li> </ul>	

2	
State <b>two</b> factors to consider when designing and producing menus for a privately owned restaurant.	(2 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Commodity prices and availability.</li> <li>• Supplier's agreements.</li> <li>• External impacts - Wider economy (interest rates, competition), taxes.</li> <li>• Energy prices.</li> <li>• Staff skills level and cost.</li> </ul>	

3	
a) State <b>two</b> legal responsibilities of a supervisor when serving non-alcoholic beverages in a restaurant.	(2 marks)
b) Explain the factors that impact on the quality of tea beverages to be served in a restaurant.	(3 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark each for any of the following, to a maximum of 2 marks:</b>  <b>Allow mark if description only provided:</b></p> <ul style="list-style-type: none"> <li>• Weight and measures / correct measures are served in line with prices displayed.</li> <li>• Sale of Goods / accurate description and pricing of products.</li> <li>• Food Safety / correct storage, safe and hygienic preparation and service of drinks and garnishes.</li> <li>• Display of information relating to allergens on all products being sold.</li> <li>• Price display order / display of correct prices and measures of items being sold.</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, 1 mark available for situation for each style, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• Type of tea being used – loose leaf or tea bag and blend of tea (1) will affect the strength and flavour of the tea (1).</li> <li>• Temperature of the water – too hot will scold the leaves (1), not hot enough the brewing process is not activated (1).</li> <li>• Type of equipment (pot / urn / cup) – the larger the receptacle the more difficult to get the strength correct (1), prone to over brewing (1), individual pots allow for temperature to be controlled (1) and tea brewed to customer requirements (1).</li> <li>• Cleanliness of service equipment – dirty equipment (1) will taint the flavour of the tea (1).</li> </ul>	

4	
Explain the factors that will impact on the characteristics of New World red wine.	(3 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b>  <b>The following are all factors and not descriptions, so allow a maximum of 2 marks for each and a mark for any correct explanation:</b></p> <ul style="list-style-type: none"> <li>• Geographical location (1) – climate (1), terrain (1).</li> <li>• Production method (1) – type of fermentation process (1), storage (1), maturing process/time. (1).</li> <li>• Grape variety (1) – flavour of the grape (1), blend of grape varieties. (1).</li> </ul>	

5	
a) Describe how planning can be used by a supervisor working in a fast food outlet to ensure the smooth operation of the business.	(4 marks)
b) Describe how a supervisor can measure the success of a training and development programme.	(4 marks)
<p><b>Answer:</b></p> <p><b>a)</b>  <b>1 mark each for any of the following, with a maximum of 2 marks for examples of planning, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>Developing work schedules (1) to ensure shifts are covered (1) so that there are no staff shortages, staffing levels are appropriate for the time of day and customer complaints are avoided (1).</li> <li>Conducting pre service briefings and the allocation of roles (1) to ensure all team members understand their responsibilities and that all tasks are covered and a smooth service is provided (1).</li> <li>Carrying out and monitoring risk assessments (1) to ensure a safe working environment is provided through hazards being identified and controls implemented (1).</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, with a maximum of 2 marks for success measure, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>Improved product knowledge for both food and beverage (1) is demonstrated by staff (1) and they are confident to answer customer questions accurately (1).</li> <li>Improved customer interactions (1) where staff build a relationship with the customers (1) resulting in a high level of customer service (1).</li> <li>Increased sales and business promotions (1) – bookings, additional sales are achieved (1) as well as repeat business and referrals (1).</li> <li>Increased customer satisfaction levels (1) is analysed through feedback and reviews (1).</li> <li>Enhanced communication skills (1) when engaging with customers (1) shown through staff confidence levels (1) and customer satisfaction surveys (1).</li> <li>Ability to increase level of responsibility is shown (1) by the team by being proactive (1) and taking on more responsibilities (1).</li> <li>Positive contribution to business objectives (1) shown through increased sales (!), higher levels of customer satisfaction (1), and increased reputation (1).</li> </ul>	

6	
State <b>three</b> examples of dynamic pricing tactics used in a food and beverage establishment.	(3 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>Happy hour.</li> <li>Early bird specials.</li> <li>Two for one offers.</li> <li>Children eat for half price.</li> <li>Pre-theatre meals.</li> </ul>	

7	
The owner of the restaurant has asked the supervisor to investigate options for purchasing alcoholic and non-alcoholic beverages to extend the product range offered.  Describe how these purchasing options could affect the business.	(4 marks)
<p><b>Answer:</b>  <b>1 mark each for any of the following descriptions of a factor, to a maximum of 2 marks. 1 mark each for any of the following appropriate explanations of how a factor can affect the business, to a maximum of 2 marks.</b></p> <ul style="list-style-type: none"> <li>• Suppliers available and their reputation, reliability, length of trading, product range available and quality/brands (1) in order to meet business image and meet customer needs/expectations (1).</li> <li>• Prices, buying methods available including payment options and credit facilities (1) to support the business cash flow 1.</li> <li>• Ordering systems (1) to compliment the business needs – online, telephone, 24 hour ordering line 1.</li> <li>• Delivery options frequencies to meet business needs (1) to lead time for ordering to accommodate stock shortages (1).</li> </ul>	

8	
a) State <b>two</b> factors relating to coffee beans that impact on the quality of the coffee being served.	(2 marks)
b) Describe how a supervisor can measure the success of a training and development programme.	(2 marks)
<p><b>Answer:</b>  <b>a)</b>  <b>1 mark each for any of the following, to a maximum of 2 marks:</b></p> <ul style="list-style-type: none"> <li>• Type of bean.</li> <li>• Quality of bean.</li> <li>• The grind of the bean.</li> <li>• How the beans have been stored.</li> </ul> <p><b>b)</b>  <b>1 mark each for any of the following, with a maximum of 2 marks for success measure, to a maximum of 4 marks:</b></p> <ul style="list-style-type: none"> <li>• Less acidic in flavour (1) due to slower oxidation in the cold brew process (1).</li> <li>• Sweeter in flavour (1) due to the compounds in the ground coffee that do not dissolve in the cold brew process (1).</li> <li>• Less bitter.in flavour (1) due to oxidation/degradation taking place much more slowly (1).</li> </ul>	

9	
a) Describe how the ageing process impacts on vintage port.	(3 marks)
b) Describe the effects the fermentation process has on the alcoholic content of beer.	(3 marks)
<p><b>Answer:</b></p> <p><b>a)</b></p> <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• The price is higher for vintage port (1) especially for exceptional years of production (1) due the high quality of the beverage produced and the age (1).</li> <li>• Flavour (1) – rich and sophisticated (1) whilst retaining fresh fruit flavours (1).</li> <li>• Dark ruby colour retained (1) showing the higher quality of the product (1).</li> </ul> <p><b>b)</b></p> <p><b>1 mark each for any of the following, to a maximum of 3 marks:</b></p> <ul style="list-style-type: none"> <li>• The amount of sugar in the wort after the process of extraction.</li> <li>• The length of time the yeast is in contact with the wort in the fermenter.</li> <li>• The type and the amount of yeast used in fermentation process.</li> </ul>	

10	
Describe how current influences impact on the commodities and cooking techniques used in food service outlets today.	(4 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 4 marks.</b></p> <ul style="list-style-type: none"> <li>• Historical influences – traditions, cooking methods, and beverages served.</li> <li>• Cultural – different religious preparation methods, importance of different foods, celebrations relating to dishes being served.</li> <li>• Geographical – climate, soil, terrain relating to wines, coffee, teas and availability of food items.</li> <li>• Provenance – from field to fork, traceability of foods.</li> <li>• Sustainability – not over farming, protecting the food chain, seasonality.</li> <li>• Food miles – how far food and beverages travel, locally sourced products.</li> </ul>	

11	
Describe the terminology used when recommending a bottle of Shiraz wine to a customer.	(2 marks)
<p><b>Answer:</b></p> <p><b>1 mark each for any of the following, to a maximum of 2 marks.</b></p> <ul style="list-style-type: none"> <li>• Colour – deep red.</li> <li>• Medium to full bodied.</li> <li>• High levels of tannin.</li> <li>• Flavours – blackberry, mint and black pepper notes.</li> </ul>	

12		
<p>A supervisor has taken on a new role in a restaurant they have been working for over the past two years. They are aware that there have been an escalating number of customer complaints that have led to a decline in bookings and a fall in business levels.</p> <p>Discuss the strategies that will contribute to a successful business.</p>		(9 marks)
<p><b>Answer:</b>  <b>Indicative content</b>  <b>Strategies:</b></p> <ul style="list-style-type: none"> <li>• Allocated tasks are completed – all team members understand the requirements of their job and know how to complete them.</li> <li>• Customer requirements are met – all team members know how to meet the needs of customers or where to obtain help.</li> <li>• Service standards are met – all team members understand and are confident to deliver service standards.</li> <li>• Targets are met – realistic targets are set, team members understand how to achieve them.</li> <li>• Business runs efficiently – all team members know their role and feel valued.</li> <li>• The environment is safe – risk assessments are completed and maintained to provide a safe working environment.</li> <li>• Legislative requirements are met – legislative responsibilities are clearly understood and adhered to by all team members.</li> </ul> <p><b>Performance indicators:</b></p> <ul style="list-style-type: none"> <li>• Covers – bookings and turnover, daily/weekly trends.</li> <li>• Average spends – per customer.</li> <li>• Targets – target markets, covers per day/per meal.</li> <li>• Repeat business – trends over a period.</li> <li>• Referral business – target market.</li> <li>• Sales mix – types of customers.</li> <li>• Food/beverage breakdown – additional sales.</li> <li>• On line customer views – positive, negative.</li> <li>• Recorded customer feedback – complaints and complements, actions taken.</li> <li>• Staff retention / turnover.</li> </ul>		
<p><b>Band 1 (1-3 marks)</b></p> <p>Candidate has outlined supervision methods and performance indicators but response lacks depth and clarity. Basic suggestions put forward but few examples provided. Answer lacks coherence and depth.</p>	<p><b>Band 2 (4-6 marks)</b></p> <p>Candidate has discussed strategies for supervising the team that offers some insight into effective supervision. Performance indicators have been listed but not related to the ongoing success of the business. Candidate displayed an understanding of effective supervision.</p>	<p><b>Band 3: (7-9 marks)</b></p> <p>Candidate has discussed strategies in detail with examples of how they relate to team members. They have demonstrated a clear and developed insight into performance measures and how they impact on the success of the business.</p>