Please note this is not a complete sample theory exam, this document consists of sample questions from across the test specification.
1. a) State **three** leadership styles used by a food and beverage supervisor. (3 marks)

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b) For **each** style of leadership stated in a), explain a situation when it would be appropriate to be used. (3 marks)

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2. State **two** factors to consider when designing and producing menus for a privately owned restaurant. (2 marks)

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3   
   a) State **two** legal responsibilities of a supervisor when serving non-alcoholic beverages in a restaurant.  

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   b) Explain the factors that impact on the quality of tea beverages to be served in a restaurant.  

4   
   Explain the factors that will impact on the characteristics of New World red wine.
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.

b) Describe how a supervisor can measure the success of a training and development programme.
6. State **three** examples of dynamic pricing tactics used in a food and beverage establishment. 

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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. 

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8 a) State **two** factors relating to coffee beans that impact on the quality of the coffee being served  

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b) Describe how a supervisor can measure the success of a training and development programme.  

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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)
10. Describe how current influences impact on the commodities and cooking techniques used in food service outlets today. (4 marks)

11. Describe the terminology used when recommending a bottle of Shiraz wine to a customer. (2 marks)
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.

Discuss the strategies that will contribute to a successful business.

(9 marks)