

Qualification title: Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services (450)



Exam title: Level 3 Supervision in Food and Beverage Services - Theory exam

Series: April 2017

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| 1 |
| Describe the implications of key legislations covered in the induction for a bar tender. (3 marks) |
| Answers below are what is covered by the legislation and not the implications, so allow marks for correct descriptions of consequences stated if key points of legislation are not followed. |
| Answer: 1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none">• Sale and Supply of Goods –the bar tender must provide accurate pricing, descriptions of food and drink being sold to avoid prosecution.• Display of information relating to allergens – the bar tender must be able to accurately inform customers of the content of food and drink items.• Licensing Laws- the bar tender must know and serve the correct drinks measure, adhere to responsible retailing of alcohol.• Weights and Measures – drink measures, portion sizes must be served according to price list descriptions and legal requirements.• Food Safety – safe hygienic working practices must be demonstrated at all time.• Health & Safety – manual handling, COSHH, safe working practices must be adhered to protect self and others.• Price marking display order – by ensuring all prices are displayed and charged correctly. |
| Total marks: 3 |

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| 2 |
| <p>a) State the equipment required for cooking and serving Steak Diane at the table. (4 marks)</p> <p>b) Describe a suitable cooking and finishing technique for serving Steak Diane at the table. (3 marks)</p> |
| <p>Answer:</p> <p>a) 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Gueridon trolley to prepare food items at the customer table. • Flambé lamp for cooking the dish at the table. • Suzette pan made from silver plated copper. • Service equipment – crockery, spoon and fork. <p>b) 1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Sauté/shallow frying shallots, mushrooms and steak to create the juices as a basis for the sauce. • Flaming with alcohol (brandy) to add flavour whilst burning off the alcohol. • Addition of cream to enhance sauce. • Portioning and presentation – serve onto a hot joint plate, sprinkle with parsley to finish the dish. |
| Total marks: 7 |

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| 3 |
| <p>a) Describe three leadership styles used by a food and beverage supervisor. (3 marks)</p> <p>b) For each style of leadership in a), explain a situation when it would be appropriate to be used. (3 marks)</p> |
| <p>Answer:</p> <p>a) 1 mark each for any of the following, to a maximum of 3 marks: Allow mark if description only provided</p> <ul style="list-style-type: none"> • Autocratic / authoritarian – takes control. • Democratic / participative – encourages team participation and ideas. • Laissez-faire / delegative – relaxed approach with a strong team. <p>b) 1 mark available for situation for each style:</p> <ul style="list-style-type: none"> • 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). • Democratic – during normal service (1), team management staff with different skills levels (1), resource issues (1). • Laissez-faire – during normal service (1), team management (1). |
| Total marks: 6 |

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| 4 |
| State two factors to consider when designing and producing menus for a privately owned restaurant. (2 marks) |
| <p>Answer: 1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Commodity prices and availability. • Supplier’s agreements. • External impacts - Wider economy (interest rates, competition), taxes. • Energy prices. • Staff skills level and cost. |
| Total marks: 2 |

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| 5 |
| Explain the marketing and promotional techniques used by a coffee shop to attract and retain customers. (6 marks) |
| <p>Answer: 2 marks available for each technique (1 for the technique and 1 for the explanation) max of 3 marks for techniques</p> <ul style="list-style-type: none"> • Branding and brand loyalty (1 mark) – giving the product an identity that customer recognise (1 mark) and become their preferred choice. (1 mark) • Persuasive advertising (1 mark) – used to influence the customer choice (1 mark), persuade them to make a purchase. (1 mark) • Public relations (1 mark) - a communication and information process that is forward looking (1 mark) to create positive publicity. (1 mark) • Sales promotions (1 mark) – a temporary incentive highlighting aspects of a product(1 mark), a special offer, and increase average spend. (1 mark) • Direct selling (1 mark) – marketing of products directly to consumers(1 mark), targeting specific groups of customers. (1 mark) • Merchandising (1 mark) – the art in which the brand/image from one product is used to sell another eg. Branded coffee cups. (1 mark) |
| Total marks: 6 |

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| 6 |
| State the stages to be followed when completing a risk assessment for a new portable hot plate to be used in the restaurant. (4 marks) |
| <p>Answer: 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Identify hazards and who will be affected. • Evaluate the risk levels. • Determine preventative measure. • Record findings. • Review records. |
| Total marks: 4 |

7

Poor practice in the control of cross-contamination has been identified in a fast food outlet and the supervisor has been asked to suggest improvements that can be made to the daily routines to improve and maintain practices to meet company standards.

Explain the practices that can be communicated to staff for immediate implementation.

(6 marks)

Answer:

2 marks available for each practice (1 for the practice and 1 for the explanation) max of 3 marks for practices

- Cleaning routines (1) – standardise tasks to be completed hourly, daily, weekly, monthly (1).
- Use of colour coded equipment (1) to maintain high standards of hygiene and to prevent cross contamination (1).
- Redeployed training in the use of equipment (1) – to avoid misuse, reducing cross-contamination (1).
- Correct use of chemicals (1) – dilution rates and contact times (1).
- Personal hygiene (1) – handwashing, personal appearance/hygiene (1).
- Use of protective clothing for deep cleaning (1).
- Use of separate sinks for handwashing, equipment and food (1).
- Correct storage of food (stock rotation, date labelling), equipment (1).
- Waste disposal procedures (1) to prevent pest infestation (1).

Total marks: 6

You have undertaken a new role as a restaurant supervisor within the hospitality company that you have been working for over the past two years. You are aware that there has been an escalating number of customer complaints that have led to a decline in bookings and a fall in business levels.

Discuss the strategies to use to manage and monitor team members, justifying how this will contribute to ongoing business success.

(9 marks)

Indicative content

Strategies:

- Allocated tasks are completed – all team members understand the requirements of their job and know how to complete them.
- Customer requirements are met – all team members know how to meet the needs of customers or where to obtain help.
- Service standards are met – all team members understand and are confident to deliver service standards.
- Targets are met – realistic targets are set, team members understand how to achieve them.
- Business runs efficiently – all team members know their role and feel valued.
- The environment is safe – risk assessments are completed and maintained to provide a safe working environment.
- Legislative requirements are met – legislative responsibilities are clearly understood and adhered to by all team members.

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Performance indicators:

- Covers – bookings and turnover, daily/weekly trends.
- Average spends – per customer.
- Targets – target markets, covers per day/per meal.
- Repeat business – trends over a period.
- Referral business – target market.
- Sales mix – types of customers.
- Food/beverage breakdown – additional sales.
- On line customer views – positive, negative.
- Recorded customer feedback – complaints and complements, actions taken.
- Staff retention / turnover.

Band 1 (1-3 marks)

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.

Band 2 (4-6 marks)

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.

Band 3: (7-9 marks)

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.

Total marks: 9

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| 9 |
| When organising an event the planning stages are essential to ensure the success of the event. Describe what is meant by a pre-event plan. (2 marks) |
| Answer: The planning process where meetings are held with the client to discuss the client brief, budgets are established, resources are sourced (1) and options are researched to enable an outline proposal to be presented (1). |
| Total marks: 2 |

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| 10 |
| Explain the factors that can influence a customer when selecting an establishment for afternoon tea. (4 marks) |
| Answer: 2 marks available for each factor (1 for the factor and 1 for the explanation) max of 2 marks for factors |
| <ul style="list-style-type: none"> • Value for money(1) – perceived and actual. (1) • Spending power (1) – within budget/disposable income/one off occasion. (1) • Location (1) – where the establishment is/ does it incur travel or is it local. (1) • Perceptions and expectations (1) – reviews,/recommendations/ listings in guides/ ratings. (1) • Reputations of the establishment (1) – known for afternoon teas. (1) • Food trends/fashions (1) – the place to eat/offers something different/ in vogue. |
| Total marks: 4 |

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| 11 |
| a) Identify a type of beer that complements <ul style="list-style-type: none"> i. blue cheese (1 mark) ii. oysters. (1 mark) |
| b) For each commodity in a), explain how the beer selected complements the dish. (4 marks) |
| Answer: |
| a) |
| i. |
| 1 mark each for any of the following, to a maximum of 1 mark: Indian Pale Ale. |
| ii. |
| 1 mark each for any of the following, to a maximum of 1 mark: Stout. |
| b) |
| 1 mark each for any of the following, to a maximum of 4 marks: |
| <ul style="list-style-type: none"> • Hop bitterness cuts through the creaminess and richness of the cheese (1), and the fruitiness of the hops finds similar flavours in the cheese (1). • The maltiness and bitterness contrast to the flavour of oyster, they have a similar gentle and smooth texture (1). The roasty and sweet notes compliment the briny and mineral flavours of the oysters (1). |
| Total marks: 6 |

12

- a) State **two** financial responsibilities of the restaurant reception team. (2 marks)
- b) Describe the process to be followed when closing down the payment point at the end of the day. (4 marks)

Answer:

a)

1 mark each for any of the following, to a maximum of 2 marks:

- Counting the float at the beginning and end of the shift.
- Reconciliation of the takings at the end of the shift.
- Security of the payment point.
- Processing refunds, recording complimentary sales, vouchers and loyalty cards accurately to ensure all takings are accounted for.
- Recording / storing gratuities in line with company procedures.

b)

1 mark each for any of the following, to a maximum of 4 marks:

- Recording the till readings on company documentation.
- Taking and recording reading from PDQ machine to balance card payments.
- Balance the taking against the till reading, ensuring accurate payment methods have been recorded.
- Checking the correct amount is in the float for the next shift.
- Securing the takings in line with organisational procedures.
- Checking stock levels of stationary for the next shift.

Total marks: 6

13

- a) State the 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)

Answer:

a)

1 mark each for any of the following, to a maximum of 2 marks:

- Weight and measures – correct measures are served in line with prices displayed.
- Sale of Goods – accurate description and pricing of products.
- Food Safety – correct storage, safe and hygienic preparation and service of drinks and garnishes.
- Display of information relating to allergens on all products being sold.
- Price display order – display of correct prices and measures of items being sold.

b)

1 mark each for any of the following, to a maximum of 3 marks:

- Type of tea being used – loose leaf or tea bag and blend of tea will affect the strength and flavour of the tea.
- Temperature of the water – too hot will scold the leaves, not hot enough the brewing process is not activated.
- Type of equipment (pot / urn / cup) – the larger the receptacle the more difficult to get the strength correct, prone to over brewing, individual pots allow for temperature to be controlled and tea brewed to customer requirements..
- Cleanliness of service equipment – dirty equipment will taint the flavour of the tea.

Total marks: 5

14

- a) Describe the factors that will impact on the characteristics of New World red wine. (3 marks)
- b) There are a range of techniques used for making cocktails which have an effect on the end product.
State the effect the following methods have on cocktails.
- i. Muddled. (1 mark)
- ii. Shaken. (1 mark)

Answer:

a) For awarding, check how candidates have scored. Command verb should be explain.

1 mark each for any of the following, to a maximum of 3 marks:

The following are all factors and not descriptions, so allow a mark for each and a mark for any correct description/explanation

- Geographical location(1) – climate(1), terrain(1)
- Production method (1) – type of fermentation process(1), storage(1), maturing process/time. (1)
- Grape variety(1) – flavour of the grape(1), blend of grape varieties. (1)

b)

- i. Muddled - ingredients bruised to releases the flavours.
- ii. Shaken - infuses and chills the ingredients.

Total marks: 5

15

A coffee shop is due to open and has recruited a new team of staff with varying levels of experience, you have been asked to prepare an induction programme to ensure the company standards are implemented and all staff are confident to deliver the required service levels. The area manager has asked that particular attention is paid to training on the principles of stock control and how it affects the profitability of the business.

Propose an induction plan for a supervisor to implement, justifying how it meets the area manager's brief and the needs of the business.

(9 marks)

Answer:

Indicative content:

Induction on service standards:

- Information on products to include allergens, dietary requirements, dish content, pricing.
- Promotional activities including terms and conditions, time span and recording methods.
- Preparation methods/time/temperatures for all menu items to include food and beverages.
- Health and food safety requirements to include temperature recording, date labelling, risk assessments, accident reporting.
- Legal implications and legislation.
- Cash handling procedures, levels of responsibilities relating to discounts and refunds.

Training:

- The importance of checking all deliveries for quality and accurate amounts to control costs and wastage.
- Storage condition for the coffee shop stock to avoid waste.
- The importance of stock rotation and consequences of poor stock control, over ordering leading to out of date stock.
- Security of storage areas to avoid theft and misuse of stock.
- Requisitioning systems, levels of authority for ordering stock, par levels.
- Auditing procedures to ensure profitability of the business, frequency of checks.

Band 1 (1-3 marks)

Candidate has outlined the content of the induction and training programme but description lacks depth and clarity. Limited examples provided relating to the service standards for a coffee shop. Basic suggestions put forward for training team members with no evidence of understanding the stock control cycle.

Band 2 4-6 marks)

Candidate has described the content of the induction and training programme and description offers some insight to the coffee shop service standards. A range of suggestions for the content of the training programme with elements relating to stock control. Candidate displayed an understanding of the principles of stock control. To access the higher marks in the band, some justifications have been outlined.

Band 3 (7-9 marks)

Candidate has provided detailed induction programme covering all elements to ensure that service standards are met. They have demonstrated a clear and developed insight into the training of team members on the principles of stock control management. Clear and considered justifications of how the brief has been met. To access the higher marks in the band, the response will be clear, concise, coherent and comprehensive, with all relevant aspects considered.

Total marks: 9