

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: June 2017

1
Describe the operational requirements that should be considered in relation to the styles of service being used in a hotel's food and beverage department. <p style="text-align: right;">(4 marks)</p>
<p>Answer:</p> <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none">• Human resource – number of staff and levels of skills set/job roles required to provide the style of service (1).• Physical resource – equipment needed to provide the style of service, types and quantities (1).• Environment – room and table layout, lighting, music and temperature to create the right atmosphere (1).• Workflow – to provide a safe environment, minimise risk and to provide an efficient service (1).• Health and food safety – safe working practices, legislative requirements. (1).
Total marks: 4

2

You are working in a fine dine restaurant where they have decided to introduce specialist food service techniques for some of the menu items to enhance the customer meal experience. As the supervisor, your role is to ensure the quality of the food is maintained throughout.

- a) Explain the controls needed to implement and maintain the quality of the food items when preparing, cooking and finishing dishes. (4 marks)
- b) State **two** specific controls that should be monitored when preparing flambéed scallops in a brandy and cream sauce at the table. (2 marks)

Answer:

a)

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

- Creating a work plan to include the pre-planning of the dishes/to checking availability of ingredients, ordering of ingredients from the kitchen/bar and checking they are available so the service runs smoothly and customer orders are met (1).
- Checking quality of all ingredients on delivery and during storage through monitoring temperatures and conditions to ensure that the dish is prepared to the correct spec and meets food safety requirements/no legislative requirements are breached (1).
- Using correct preparation techniques including equipment to prevent accidents and display the correct skills for table theatre.
- Using correct cooking techniques for the food items –so items cooked from raw, pre-prepared foods are cooked to the correct temperatures and food safety regulations are adhered to and safe food is served.
- Controlling temperature through the cooking process – through consistent flame, addition of liquids and when serving items from the pan so the dish is safe to eat and is of the correct standard.
- Using systems for disposal of waste to avoid cross contamination, accidents and safety issues

b)

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

- Temperature and quality of fresh scallops, stored in refrigerator until required.
- Dairy products are in date and stored at correct temperature – butter & cream.
- Vegetable items are undamaged, in good condition and prepared – peeled, diced / chopped.
- Correct amount of brandy is used to flambé, flame is controlled.
- Sauce is kept warm when scallops are being cooked.
- Dish is served at correct temperature.

Total marks: 6

3
<p>a) Explain how planning can be used by a supervisor working in a fast food outlet to ensure the smooth operation of the business. (3 marks)</p> <p>b) Explain how a supervisor can measure the success of a training and development programme. (4 marks)</p>
<p>Answer:</p> <p>a) 1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • 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. • 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. • Carrying out and monitoring risk assessments (1) to ensure a safe working environment is provided through hazards being identified and controls implemented. <p>b) 1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Improved product knowledge for both food and beverage, is demonstrated by staff and they are confident to answer customer questions accurately. • Improved customer interactions where staff build a relationship with the customers resulting in a high level of customer service. • Increased sales and business promotions – bookings, additional sales are achieved as well as repeat business and referrals. • Increased customer satisfaction levels through is analysed through feedback and reviews • Enhanced communication skills when engaging with customers shown through staff confidence levels and customer satisfaction surveys. • Ability to increase level of responsibility is shown by the team by being proactive and taking on more responsibilities. • Positive contribution to business objectives shown through increased sales, higher levels of customer satisfaction, reputation.
Total marks: 7

4
<p>State three examples of dynamic pricing tactics used in a food and beverage establishment. (3 marks)</p>
<p>Answer:</p> <p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Happy hour. • Early bird specials. • Two for one offers. • Children eat for half price. • Pre-theatre meals.
Total marks: 3

5

The owner of the restaurant that you are currently working in has asked you to investigate options for purchasing alcoholic and non-alcoholic beverages to extend the product range offered.

Explain how these purchasing options could affect the business.

(4 marks)

Answer:

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.

- 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).
- Prices, buying methods available including payment options and credit facilities (1) to support the business cash flow 1.
- Ordering systems (1) to compliment the business needs – online, telephone, 24 hour ordering line 1.
- Delivery options frequencies to meet business needs (1) to lead time for ordering to accommodate stock shortages (1).

Total marks: 4

6

You have been asked to update your team on food safety legislation as part of the weekly briefing.

a) State **three** legislations that should be covered in the briefing that apply within the day to day operation of the restaurant.

(3 marks)

b) Name the agency that enforces food safety legislation.

(1 marks)

Answer:

a)

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

- Food Safety Act.
- Food Safety and Hygiene (England) Regulations – COSHH, HACCP.
- The Food Information Regulations – Food labelling, Allergens.

b)

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

- Local authority – Environmental health officers.

Total marks: 4

7

Explain the responsibilities of an employer in relation to the implementation of health and safety legislation.

(6 marks)

Answer:

1 mark each for any of the following, to a maximum of 6 marks:

- Compliance with legislation through employee consultation and convening a safety committee to ensure all staff are trained and aware of all policies, procedures and responsibilities relating to Health and Safety of themselves, customers and others.
- Demonstrating a duty of care for employees, visitors and customers by implementing safe systems of work, completing risk assessments, safe entry and exits.
- Carrying out risk assessments to identify hazards assess the risk level, who would be affected and implementing controls to reduce the risk that are recorded and reviewed.
- Maintaining the premises and equipment to a safe standard through planned preventative maintenance programmes, servicing equipment.
- Producing and making available a written safety policy to inform staff, customers and visitors of safety information.
- Maintaining legally required records to demonstrate compliance and due diligence.
- Providing support to employees through supervision, training, providing safety information and suitable equipment for safe systems of work.

Total marks: 6

8

It has been identified that the staff briefings in a branded restaurant are not effective, resulting in procedures not being followed, standards not being met and an increased level of customer complaints.

Discuss the content that should be included in a pre-service briefing, justifying the importance of providing accurate information.

(9 marks)

Answer:

Indicative content:

Content:

- Menu information to include allergens, provenance, dietary requirements.
- Preparation and cooking methods.
- Special offers and dynamic pricing.
- Unavailable items / alternatives.
- Allocation of roles and responsibilities.
- Bookings and table allocations.
- Food Safety, Health and safety procedures, records to be completed.
- Fire evacuation procedures, checks to be completed.
- Sales targets in relation to food and beverage sales.
- Customer satisfaction targets.

Importance:

- Legislation compliance, Sale of Goods act, Food Safety Act, Food Information Regulations, Health and Safety at Work Act, (Manual Handling, COSHH,).
- To inform customer choice in relation to dietary requirements, intolerances, allergies, cultural and religious requirements.
- To avoid loss of reputation and repeat custom due to customers being misinformed.
- To motivate and build confidence within the team to work cohesively.
- To meet company standards for the brand.
- To meet Food and Beverage sales and customer service targets resulting in the business being successful.

Band 1 (1-3 marks)

Candidate has outlined information but the description lacks depth and clarity. Limited examples relating to the importance that are not linked to the content described. Basic suggestions put forward but not relevant to a branded restaurant. To access the higher marks in the band, some examples of the content and the impact they have on a business are outlined.

Band 2 4-6 marks)

Candidate has described relevant information covering a range of topics. Examples of the importance relate to the individual pieces of information discussed. Candidate displayed an understanding of a branded restaurant concept and the content required for a briefing. To access the higher marks in the band, some justifications of importance have been outlined.

Band 3 (7-9 marks)

Candidate has provided detailed examples of the information required for a comprehensive briefing covering a full range of relevant topics and in depth explanations of the importance of each piece of information. They have demonstrated a clear and developed insight into the requirements of a briefing for a branded restaurant. Clear and considered justifications of importance demonstrating an understanding of the consequences to all stakeholders. 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

9

State the information that is important for a supervisor to record before, during and after a wedding function to ensure the profitability and reputation of the business.

(3 marks)

Answer:

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

- Breakages,
- Stock requisition sheets
- Number of guests attending the event,
- Additional charges,
- Staff hours,
- Compliments and complaints,
- Licenses.

Total marks: 3

10

Describe how current influences impact on the commodities and cooking techniques used in food service outlets today.

(4 marks)

Answer:

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

- Historical influences – traditions, cooking methods, and beverages served.
- Cultural – different religious preparation methods, importance of different foods, celebrations relating to dishes being served.
- Geographical – climate, soil, terrain relating to wines, coffee, teas and availability of food items.
- Provenance – from field to fork, traceability of foods.
- Sustainability – not over farming, protecting the food chain, seasonality.
- Food miles – how far food and beverages travel, locally sourced products.

Total marks: 4

11

You are working in a private hospital and have been asked to develop balanced menus for customers.

Explain the key factors that should be considered to meet the needs of the customers.

(3 marks)

Answer:

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

- Seasonality of commodities (1) to ensure quality and control costs for fresh ingredients.
- Colour combination of items on the plate (1) to make it more appealing for the patients.
- Textures created through the cooking methods and choice of commodities (1) to provide more enjoyment for patients when eating the food to ensure the business meets dietary needs/preserve nutrients (1).
- Balance of ingredients (1) to provide a nutritious meal that is appetising and meets dietary requirements.
- Government guidelines are adhered to through– reduction in salt, calories and fat.

Total marks: 3

12
Describe the terminology used when recommending a bottle of Shiraz wine to a customer. (2 marks)
<p>Answer:</p> <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Colour – deep red. • Medium to full bodied. • High levels of tannin. • Flavours – blackberry, mint and black pepper notes.
Total marks: 2

13
<p>a) State the information that can be obtained from the till reading by a supervisor to complete the sales analysis of the business performance. (2 marks)</p> <p>b) Describe how performance indicators contribute to the ongoing viability of the business. (4 marks)</p>
<p>Answer:</p> <p>a)</p> <p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Total takings. • Breakdown of sales – food takings and beverage takings. • Number of covers. • Methods of payment. • Sales trends – peaks and troughs through the day. <p>b)</p> <p>1 mark each for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Average spends indicate what people are spending, trends and patterns of spends on food and beverages. • Repeat business indicates if the products are meeting customers' expectations resulting in them returning. • Referral business indicates that reputation is being spread by word of mouth and so increasing customer base. • Customer feedback will inform the business on levels of customer satisfaction/dissatisfaction. • Sales mix provides information on the types of customers eating at the restaurant.
Total marks: 6

14
a) State two factors relating to coffee beans that impact on the quality of the coffee being served. (2 marks)
b) Describe how the cold brew method impacts on the flavour of coffee. (2 marks)
Answer:
a) 1 mark each for any of the following, to a maximum of 2 marks:
<ul style="list-style-type: none"> • Type of bean. • Quality of bean. • The grind of the bean. • How the beans have been stored.
b) 1 mark each for any of the following, to a maximum of 2 marks:
<ul style="list-style-type: none"> • Less acidic in flavour (1) due to slower oxidation in the cold brew process (1). • Sweeter in flavour (1) due to the compounds in the ground coffee that do not dissolve in the cold brew process. • Less bitter.in flavour (1) due to oxidation/degradation taking place much more slowly.
Total marks: 4

15
a) Explain how the ageing process impacts on vintage port. (3 marks)
b) Describe the effect the fermentation process has on the alcoholic content of beer. (3 marks)
Answer:
a) 1 mark each for any of the following, to a maximum of 3 marks:
<ul style="list-style-type: none"> • The price is higher for vintage port especially for exceptional years of production due the high quality of the beverage produced and the age. • Flavour – rich and sophisticated whilst retaining fresh fruit flavours. • Dark ruby colour retained, showing the higher quality of the product.
b) 1 mark each for any of the following, to a maximum of 3 marks:
<ul style="list-style-type: none"> • The amount of sugar in the wort after the process of extraction. • The length of time the yeast is in contact with the wort in the fermenter. • The type and the amount of yeast used in fermentation process.
Total marks: 6

You have been promoted to supervisor for the conference and events department in a hotel and part of your role is building an effective team, you have been asked to prepare a presentation outlining the characteristics and benefits of an effective team for a staff development day.

Discuss the characteristics required to develop a team justifying how this will be measured and the benefits this will bring to the events team.

(9 marks)

Answer:

Indicative content:

Characteristics and benefit:

- Clear and open communications will ensure all team members know what is happening.
- Monitoring levels of performance which will result in improved motivation, retention and profitability for the company.
- Mix of appropriate skills will provide team support whilst inspiring individuals and the team to work towards a shared goal.
- Clear understanding of individual and team goals to build a cohesive team.
- Shared vision will result in productivity being maximised and increased motivation.
- Mutual support will aid motivation and provide an improved customer experience.
- Trust, respect, equality and diversity will build a happy work force and improve customer experience.
- Consistently achieving goals will lead to improved staff retention, motivation and profitability for the company.
- Continuous reflection to maximise productivity, identify strengths and weaknesses in the team and to improve the customer experience.

Measures:

- Team feedback, identifying what went well, what could be improved.
- Client customer feedback data with compliments on individuals and the team.
- How the team responded to incidents/issues, contingencies implemented.
- Logistics, timings being adhered to, service deadlines met.

Band 1: (1-3 marks)

Candidate has outlined characteristics of an effective team but discussion lacks depth and clarity. Limited examples of the benefits to the events team. Basic suggestions put forward for measuring the effectiveness of the team and the benefits. To access the higher marks in the band, some assessment of the benefits has been related to the suggested measures.

Band 2: (4-6 marks)

Candidate has identified the key characteristics with discussion that offers some insight into an effective team. A range of examples of the benefits but are straightforward and lack depth. Candidate described the measures that could be used in general terms. To access the higher marks in the band, some evaluation of benefits has been related to characteristics and measures.

Band 3: (7-9 marks)

Candidate has discussed the characteristics and provided detailed examples with an in depth evaluation of the benefits. They have demonstrated a clear and developed insight into how the effectiveness of the team can be measured. Strong links made between the characteristics, benefits and measures relevant to an events team. 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