6103-530 JUNE 2017
Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services
Level 3 Supervision in Food and Beverage Services – Theory exam

Thursday 22 June 2017
09:00 – 10:30

Candidate name (first, last)
First
Last
Candidate enrolment number
Date of birth (DDMMYYYY)
Gender (M/F)
Assessment date (DDMMYYYY)
Centre number
Candidate signature and declaration*

• If any additional answer sheets are used, enter the additional number of pages in this box.
• Please ensure that you staple additional answer sheets to the back of this answer booklet, clearly labelling them with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
• All candidates need to use a black/blue pen. Do not use a pencil or gel pen.
• If provided with source documents, these documents will not be returned to City & Guilds, and will be shredded. Do not write on the source documents.

*I declare that I had no prior knowledge of the questions in this assessment and that I will not divulge to any person any information about the questions.

You should have the following for this examination
• a pen with black or blue ink

General instructions
• This question paper is the property of the City & Guilds of London Institute and is to be returned, or destroyed after the examination.
• All questions do not have equal marks.
• The maximum marks for each question are shown.
• Answer all sixteen questions.
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. (4 marks)

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)
3  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)

b) Explain how a supervisor can measure the success of a training and development programme. (4 marks)
4 State three examples of dynamic pricing tactics used in a food and beverage establishment. (3 marks)

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)

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 mark)
7 Explain the responsibilities of an employer in relation to the implementation of health and safety legislation. (6 marks)
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)
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)

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

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)
12 Describe the terminology used when recommending a bottle of Shiraz wine to a customer.

(2 marks)

13 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)

b) Describe how performance indicators contribute to the ongoing viability of the business.

(4 marks)

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)
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)
16 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)