





## 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

If provided, stick your cand barcode label here.	Thursday 09:00 – 10	22 June 2017 0:30
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*
<ul> <li>If any additional answer sheets</li> <li>Please ensure that you staple booklet, clearly labelling them and qualification number in BLC</li> <li>All candidates need to use a bl</li> <li>If provided with source docume and will be shredded. Do not will declare that I had no prior and that I will not divulge to an an an and that I will not divulge to an an</li></ul>	additional answer sheets to t with your full name, enrolment DCK CAPITALS. ack/blue pen. Do not use a ents, these documents will no write on the source document knowledge of the question	the <b>back</b> of this answer t number, centre number  pencil or gel pen.  ot be returned to City & Guilds, ts.  ns in this assessment

## 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

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 ma
b) State <b>two</b> specific controls that should be monitored when preparing flambéed scallops in a brandy and cream sauce at the table.	(2 ma

Describe the operational requirements that should be considered in relation to the

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	te <b>three</b> examples of dynamic pricing tactics used in a food and beverage ablishment.	(3 m
inve	owner of the restaurant that you are currently working in has asked you to estigate options for purchasing alcoholic and non-alcoholic beverages to extend product range offered.	
Ехр	lain how these purchasing options could affect the business.	(4 m
	have been asked to update your team on food safety legislation as part of the	
	ekly briefing.	
		(3 m
wee	State <b>three</b> legislations that should be covered in the briefing that apply within	(3 m

(6 marks)

7

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

evel of customer complaints.	
Discuss the content that should be included in a pre-service briefing, justifying the	
importance of providing accurate information.	(9 r

after	a wedding function to ensure the profitability and reputation of the business.	(3 m
	ribe how current influences impact on the commodities and cooking techniques in food service outlets today.	(4 m
for cu	re working in a private hospital and have been asked to develop balanced menus ustomers. In the key factors that should be considered to meet the needs of the customers.	(3 m

12		scribe the terminology used when recommending a bottle of Shiraz wine 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 <b>two</b> 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)

b)

(3 marks)

Describe the effect the fermentation process has on the alcoholic content of beer.	(3 marks)
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 $\label{thm:explain} \mbox{Explain how the ageing process impacts on vintage port.}$ 

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)

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22 June 2017 🛨