



6103-530 APRIL 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 candidate barcode label here.

Monday 26 April 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
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- 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 assessment

• a pen with blue or black ink

General instructions

- Use black or blue ball-point pen.
- The marks for questions are shown in brackets.
- This examination contains 15 questions. Answer **all** questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will **not** be marked.
- Cross through any work you do not want to be marked.

		26 April 2017
Desc	cribe the implications of key legislations covered in the induction for a bar tender.	(3 marks)
a)	State the equipment required for cooking and serving Steak Diane at the table.	(4 marks)
b)	Describe a suitable cooking and finishing technique for serving Steak Diane at the table.	(3 marks)
a)	Describe three leadership styles used by a food and beverage supervisor.	(3 marks)
b)	For each style of leadership in a), explain a situation when it would be appropriate to be used.	(3 marks)

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State two factors to consider when designing and producing menus for a privately owned restaurant.	(2 marks
Explain the marketing and promotional techniques used by a coffee shop to attract and retain customers.	(6 mark
State the stages to be followed when completing a risk assessment for a new portable hot plate to be used in the restaurant.	(4 mark
	State two factors to consider when designing and producing menus for a privately owned restaurant.

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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)

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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)



610	3-530		26 April 2017
9	oft	en organising an event the planning stages are essential to ensure the success he event. scribe what is meant by a pre-event plan.	(2 marks)
10	Exp for	lain the factors that can influence a customer when selecting an establishment afternoon tea.	(4 marks)
11	 a)	Identify a type of beer that complements	
		 i) blue cheese ii) oysters. 	(1 mark) (1 mark)
	b)	For each commodity in a), explain how the beer selected complements the dish.	(4 marks)

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30		26 April 2017	
a)	State two financial responsibilities of the restaurant reception team.	(2 marks)	
))	Describe the process to be followed when closing down the payment point at the end of the day.	(4 marks)	
a)	State the legal responsibilities of a supervisor when serving non-alcoholic beverages in a restaurant.	(2 marks	
D)	Explain the factors that impact on the quality of tea beverages to be served in a restaurant.	(3 marks	
a)	Describe the factors that will impact on the characteristics of New World red wine.	(3 marks	
))))	State two financial responsibilities of the restaurant reception team.	

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	 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. 		have an effect (1 mark)
		ii) Shaken.	(1 mark)
15	of e com serv on t Prop	coffee shop is due to open and has recruited a new team of staff wit experience, you have been asked to prepare an induction program mpany standards are implemented and all staff are confident to de rvice levels. The area manager has asked that particular attention is the principles of stock control and how it affects the profitability of opose an induction plan for a supervisor to implement, justifying ho ea manager's brief and the needs of the business.	me to ensure the liver the required s paid to training the business.