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

Monday 26 April 2017
09:00 – 10:30

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.

© The City and Guilds of London Institute 2017
ST00049972 A3 PO4500124825 10288168
1. Describe the implications of key legislations covered in the induction for a bar tender. (3 marks)

   

2. 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)

   

3. 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)

   


4 State **two** factors to consider when designing and producing menus for a privately owned restaurant. (2 marks)

5 Explain the marketing and promotional techniques used by a coffee shop to attract and retain customers. (6 marks)

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)
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)
8 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)
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)

10 Explain the factors that can influence a customer when selecting an establishment for afternoon tea. (4 marks)

11 a) Identify a type of beer that complements
   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)
12 a) State **two** financial responsibilities of the restaurant reception team.  

b) Describe the process to be followed when closing down the payment point at the end of the day.  

13 a) State the legal responsibilities of a supervisor when serving non-alcoholic beverages in a restaurant.  

b) Explain the factors that impact on the quality of tea beverages to be served in a restaurant.  

14 a) Describe the factors that will impact on the characteristics of New World red wine.
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)

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)