



6103-530 JUNE 2018

Level 3 Advanced Technical Diploma in Supervision in Food and Beverage Services (450)

Level 3 Supervision in Food and Beverage Services – Theory exam (1)

If provided, stick your candidate barcode label here.

**Thursday 14 June 2018
13:30 – 16:10**

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 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 17 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.



4 Explain the importance of training and developing the food and beverage service teams in a four star hotel.

(6 marks)

5 Give **two** examples of **each** of the following.

a) Fixed costs.

(2 marks)

b) Variable costs.

(2 marks)

6 Describe how a restaurant can maximise its revenue from diners. (5 marks)

7 The manager of a fast food restaurant has identified a fall in sales and a rise in costs. State **two** control methods that can be implemented. (2 marks)

8 Explain the factors to consider when setting up a stock control system for a bar.

(5 marks)

10 Explain the importance of maintaining an espresso coffee machine.

(4 marks)

11 Describe **four** of the stages used in the production of whiskey.

(4 marks)

12 Explain the faults that can occur when serving draught beers.

(6 marks)

13 State the allergen found in **each** of the following beverages.

a) Ale.

(1 mark)

b) Banana smoothie.

(1 mark)

c) Red wine.

(1 mark)

14 Describe how current trends influence the development of menus.

(6 marks)

15 State the **most** suitable beer to accompany **each** of the following dishes.

a) Curry. (1 mark)

b) Chocolate dessert. (1 mark)

- 16 A food and beverage supervisor has been requested to carry out a training session with the team to help support enhancing the customer's meal experience. Explain **two** key factors that influence the customer's meal experience that can be included in the training session.

(4 marks)
