

Qualification: 6103-030/530 Level 3 Supervision in Food and Beverage Services – Theory Exam (1)

June 2018

1	State three stages within the training cycle.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 3 marks: <ul style="list-style-type: none"> • Identification of the training needs. • Plan and design training. • Implement training. • Evaluate training objectives. 		3
2	State the learning style for each of the following. a) Learns through doing. b) Learns through experimenting.		
	Acceptable answer(s)	Guidance	Max mks
	a) 1 mark each for any of the following, to a maximum of 1 mark: <ul style="list-style-type: none"> • Activist/Kinaesthetic b) 1 mark each for any of the following, to a maximum of 1 mark: Pragmatist.		2
3	Describe how the characteristics of effective leadership benefit a team.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 6 marks: <ul style="list-style-type: none"> • Working with/influencing the team (1) to achieve goals/targets (1). 	A maximum of 3 marks for identification of methods of effective leadership.	6

	<ul style="list-style-type: none"> • Communicating effectively (1) to ensure instructions are understood (1) and that tasks can be completed effectively (1). • Building trust with the team (1) to gain/earn respect (1) and to give the team confidence/trust in the supervisor (1). • Leading by example (1) will confirm/set the standards (1). • Supporting/encouraging/persuading the team to achieve goals (1) will help develop the team (1). • Motivating the team to succeed (1) will increase team performance (1) and reduce staff turnover (1). • Being customer focused (1) to meet company standards (1) and deliver a high level of customer service (1). 		
4	Explain the importance of training and developing the food and beverage service teams in a four star hotel.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • To maintain and improve service standards (1) to meet/exceed customer expectations (1) and the business needs (1). • To improve yields/sales/performance by meeting targets (1) to ensure the business covers costs (1) and achieves profits (1). • To respond to technology issues and developments (1) so the team are confident to use new systems (1) and are aware of professional responsibilities when using (e.g. social media) (1). • To improve overall efficiency in terms of human and physical resource usage (1) to ensure costs are controlled (1). • To develop knowledge of new products/services (1) to ensure the highest level of service is delivered (1). • To ensure teams are up to date with all aspects of legislations (1) so due diligence is demonstrated (1) and compliance maintained (1). 	<p>A maximum of 3 marks for identification of training outcomes.</p>	6

5	<p>Give two examples of each of the following.</p> <p>a) Fixed costs. b) Variable costs.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>a) 1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Overheads. • Depreciation. • Insurance. • Interest. • Expenses. • Rent. • Salaries. • Utilities. <p>b) 1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> • Food items. • Linen hire. • Beverage items. • Paper goods. <p>Equipment hire.</p>	<p>If candidate lists stock as a variable cost this is acceptable. Also Produce</p>	4
6	Describe how a restaurant can maximise its revenue from diners.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for any of the following, to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • Menu engineering techniques are applied / strategic placing of menu items (1) which can attract customers to particular dishes (1). • Cross selling can be used (1) to encourage customers to buy combination items (1) which can lead to increase in sales/profit margins (1). • The understanding of menu costs (1) can allow for accurate calculations (1) to ensure costs are covered/maximise profit margin (1). • Product premiumisation / where organic/fair trade/sustainable/corn fed produce is promoted as a USP (1) to attract more customers (1). • Implementation of different revenue streams / selling additional products produced by the restaurant (1) can lead to increase in sales/profit margins/brand promotion (1). • Control of portion sizes (1) to manage waste (1) whilst providing value to customers (1). • Offering promotions to attract a wider customer base (1) resulting in increased business during quiet periods (1) opportunity to use dead stock (1). 	<p>A maximum of 3 marks for identification of methods of maximising revenue.</p>	5

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.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to a maximum of 2 marks: <ul style="list-style-type: none"> • Daily analysis of income/expenditure. • Re-establishment/maintenance of company standards • Inform/control pricing. • Identify/address unnecessary wastage. • Identify fraud/ theft. 		2
8	Explain the factors to consider when setting up a stock control system for a bar.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark each for any of the following, to an overall maximum of 5 marks: <ul style="list-style-type: none"> • Checking all deliveries notes for accuracy/shortages/breakages (1) <ul style="list-style-type: none"> ○ so the system doesn't record them as a loss (1) ○ so you can reply/report shortages to raise a credit note (1). • Correct storage procedures/conditions (1) / • Stock rotation applied (1) <ul style="list-style-type: none"> ○ to avoid waste (1) • Implementing a requisitioning system (1) <ul style="list-style-type: none"> ○ to track all stock ○ to support stock takes (1). • Checking all invoices match delivery/credit (1) <ul style="list-style-type: none"> ○ to avoid being overcharged (1) • Implementing a security system (1) <ul style="list-style-type: none"> ○ to help secure stock ○ to help eliminate pilferage/theft/fraud (1) • Regular auditing (1) <ul style="list-style-type: none"> ○ to check stock against sales (1). 	A maximum of 2 marks for identifying a consideration.	5

9	<p>A new bar is opening in a bustling city centre location. The manager has recruited a new bar supervisor whose key responsibilities are developing a marketing strategy and maintaining licensing compliance. Discuss the key responsibilities of the bar supervisor.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>Band 1 (1-3 marks) Candidate has outlined limited legislative and marketing considerations but discussion lacks depth and clarity. Limited examples of the considerations for a city centre bar. Tentative links made between the key areas and scenario but not always relevant.</p> <p>Band 2 (4-6 marks) Candidate has identified the key considerations with some discussion offering insight into the legislative and marketing aspects. Some examples of considerations relating to opening a city centre bar with minimal justification. Some relevant links made between the key areas and the scenario.</p> <p>Band 3 (7-9 marks) Candidate has discussed in detail a wide range of legislative and marketing considerations relevant to a city centre bar. Candidates have demonstrated a clear and developed insight into how the considerations would impact on the bar. Strong links made between the legislation and marketing which are relevant to a city centre bar.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> • Licensing legislation. <ul style="list-style-type: none"> ○ Weights and measures / Consumer rights Act / Licensing Act ○ Accurate/display information. ○ Serving restrictions (i.e. customers) ○ Opening/Closing times. ○ Licensing objectives. • Social responsibility. <ul style="list-style-type: none"> ○ Public noise/nuisance. ○ Anti-social behaviour. ○ Binge drinking. ○ Underage drinking. ○ Public drunkenness. • Marketing campaigns. <ul style="list-style-type: none"> ○ Market mix. ○ Market research. ○ Advertising methods. ○ Success measures. • Promotions. <ul style="list-style-type: none"> ○ Responsible retail of alcohol. ○ Methods of promotion. <p><i>For no awardable content, award 0 marks.</i></p>	9

10	Explain the importance of maintaining an espresso coffee machine.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for any of the following, to an overall maximum of 4 marks: <ul style="list-style-type: none"> • To maintain Health and safety (1) so it is safe for staff to use (1). • To maintain Food safety (1) to prevent cross contamination (1). • To maintain quality/flavour/clarity of the coffee being served (1) to maintain customer satisfaction (1). • To comply with lease obligations relating to equipment (1) to avoid invalidation of warranties (1). • To comply with franchise obligations relating to establishment (1) to avoid breach of contracts (1). • To prevent equipment malfunction (1) which can result in loss of business (1). 	A maximum of 2 marks for identifying reasons for maintaining an espresso coffee machine.	4
11	Describe four of the stages used in the production of whiskey.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for each of the following to a maximum of 4 marks: <ul style="list-style-type: none"> • Mashing is the mixing of ground malt/grain with hot water. • Fermenting is conversion of the sugars to alcohol. • Distilling separates/concentrates the alcohol from the liquid through evaporation. • Maturation is the aging process applied where they are stored in wooden casks. • Blending is when it is mixed with other whiskies. 		4
12	Explain the faults that can occur when serving draught beers.		
	Acceptable answer(s)	Guidance	Max mks
	1 mark for any of the following to a maximum of 6 marks: <ul style="list-style-type: none"> • Over/under pouring (1) <ul style="list-style-type: none"> ○ can be caused by not using correct marked glassware (1) ○ not pouring the beer to the marked line on glassware (1). • Incorrect drinks poured (1) <ul style="list-style-type: none"> ○ caused by not confirming the beer ordered with customer before pouring (1) ○ using the wrong pump (1). 		6

	<ul style="list-style-type: none"> • Spillages (1) <ul style="list-style-type: none"> ○ caused by overfilling the glass (1) ○ caused by mistakes/accidents (1). • Incorrect information given to customers (1) <ul style="list-style-type: none"> ○ caused by lack of employee awareness of alcoholic content/characteristics (1) ○ due to staff not being trained on products (1) ○ because products are not correctly labelled (1). • Incorrect gas/CO2/Nitrogen levels (1) <ul style="list-style-type: none"> ○ can lead to a flat beverage (1) ○ can lead to fobbing/wastage (1). • Beer lines/glassware not maintained (1) <ul style="list-style-type: none"> ○ can lead to flat/cloudy (1) ○ can contain foreign bodies (1). • Damaged/faulty/non-existent coolers (1) <ul style="list-style-type: none"> ○ can lead to beer at incorrect temperature (1) ○ can lead to fobbing/wastage (1). 		
13	State the allergen found in each of the following beverages. a) Ale. b) Banana smoothie. c) Red wine.		
	Acceptable answer(s)	Guidance	Max mks
	<p>a) 1 mark each for any of the following to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Wheat. <p>b) 1 mark each for any of the following to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Dairy. <p>c) 1 mark each for any of the following to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Sulphites. 		3
14	Describe how current trends influence the development of menus.		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark each for any of the following, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Healthy eating (1), <ul style="list-style-type: none"> ○ changes in cookery methods/equipment used (1) ○ type/amount of ingredients (1) ○ portion sizes (1). • Dietary requirements (1), <ul style="list-style-type: none"> ○ requires flexibility in menu choices (1) ○ flexibility in/range of ingredients used for dishes (1). 	A maximum of 3 marks for identification of current trends.	6

	<ul style="list-style-type: none"> • Presentation/service styles (1), <ul style="list-style-type: none"> ○ range of textures/colours (1) ○ how to produce the food items (1) ○ cooking method (1) ○ serving crockery/equipment (1). • Environmental (1), <ul style="list-style-type: none"> ○ provenance/traceability of food (1) ○ seasonality of food (1) ○ sustainability of food (1) ○ whether food items are organic (1). • Cultural influences (1), <ul style="list-style-type: none"> ○ food styles (i.e. sushi, tapas) (1) ○ food themes (i.e. bbq, slow cooking) (1). 		
15	<p>State the most suitable beer to accompany each of the following dishes.</p> <p>a) Curry.</p> <p>b) Chocolate dessert.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>a) 1 mark for each of the following to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Strong IPA. • Lager. <p>b) 1 mark for each of the following to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Stout. • Porter. • Belgium Fruit Beers. 	<p>Brand names also accepted</p> <p>Brand names also accepted</p>	2
16	<p>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.</p> <p>Explain two key factors that influence the customer's meal experience that can be included in the training session.</p>		
	Acceptable answer(s)	Guidance	Max mks
	<p>1 mark for any of the following, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Creating suitable ambience / Set the correct temperature/music/lighting (1), <ul style="list-style-type: none"> ○ to ensure the customers' expectations are met (1). • Presentation/format of the menu (1) / • Clear descriptions of the dishes (1) / • Accurate prices with no hidden charges (1) / • Accurate information on allergens (1), <ul style="list-style-type: none"> ○ to ensure the customer is fully informed (1). • The style and choice of food (1), <ul style="list-style-type: none"> ○ to meet individuals tastes (1) ○ to appeal to a diverse range of customers (1). 	<p>A maximum of 2 marks for identifying key factors, and a maximum of 2 marks for a linked explanations.</p>	4

	<ul style="list-style-type: none"> • The range of drinks to compliment the dishes on the menu (1), <ul style="list-style-type: none"> ○ to meet all customer requirements (1). • Room layout/table plan (1), <ul style="list-style-type: none"> ○ to ensure accessibility for all (1) ○ to avoid overcrowding (1) • Customer service skills provided by staff (1) / • Staff menu knowledge (1) / • Staff ability to pair food and beverage (1) / • Staff to be able to make recommendations (1), <ul style="list-style-type: none"> ○ to provide a positive /confident / knowledgeable image to customers (1). 		
17	The eating and drinking habits in Great Britain have evolved in recent years. Discuss the influencing factors that have contributed to this.		
	Acceptable answer(s)	Guidance	Max mks
	<p>Band 1 (1-3 marks) Candidate has outlined key areas but the discussion lacks depth and clarity. Limited examples of influences but are not linked to the scenario. Basic suggestions put forward but not always relevant to eating and drinking habits.</p> <p>Band 2 (4-6 marks) Candidate has described relevant key areas covering a range of topics. Some examples of the influences provided with tentative links to the scenario. Candidate displayed a basic understanding of how the factors have influenced the eating and drinking habits.</p> <p>Band 3 (7-9 marks) Candidate has discussed in detail the influences over recent years covering a full range of relevant key areas and in depth explanations. Clear and concise examples of influencing factors with strong links to the scenario which are fully justified. Candidates have demonstrated a clear and developed insight into how the key areas have impacted on the eating and drinking habits.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> • Historical influences. • Cultural e.g. Influence of different regions on food drink, foreign travel. • Geographical e.g. Climate, soil, terrain, food availability. • Restrictions on food choices. • Religious. • Societal influences. • Legislation. • Dietary requirements. • Price. • Lifestyle. • Location. • Type of establishment. • Reputation of the establishment • Media • Seasonality • Cooking methods • Trends/fashions • Government guidelines • Environmental factors e.g. food miles, sustainability • Ethical certification schemes e.g. Organic, fair trade, soil association 	9

		<ul style="list-style-type: none">• Availability e.g. Global shortages, geo-political influences• Perception and expectations• Ratings/awards e.g. food safety scoring, stars/rosettes• Reviews <p><i>For no awardable content, award 0 marks.</i></p>	
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