6103-530 MARCH 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.

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 16 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.
1. Describe **five** responsibilities of a supervisor when monitoring the service of a gala dinner. (5 marks)
2. Explain **three** stages of the Tuckman and Jensen model for team dynamics. (6 marks)
3 Explain the importance of the staff induction process in a fast food outlet. (6 marks)
4 Describe three methods a bar supervisor can use to ensure that costs are being controlled. (3 marks)

5 Explain the importance of financial information on the profitability of a food and beverage business. (6 marks)
6 Describe **three** characteristics of a business operating as a sole trader. (3 marks)

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7 The supervisor of a coffee shop has been requested to source a new range of seasonal drinks. Explain the importance of the principles of purchasing. (4 marks)

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8 An independent coastal gastropub is looking at ways to maximise sales. Discuss the financial considerations they need to take into account. (9 marks)
9 a) State two enforcement officers that inspect food and beverage establishments.  

b) Describe the role of each enforcement officer stated in part a).

10 Explain the legal and social responsibilities when serving alcoholic beverages to comply with the Licensing Act.
11 Explain **three** techniques that can be used when making a cocktail. (6 marks)
12 Explain the factors that impact on customers’ choice of food and beverages when deciding where to dine out. (6 marks)
13  Give two examples of how geographical factors influence wine production. (4 marks)

14  State the most appropriate style of service for each of the following.

   a)  A business breakfast in a hotel restaurant. (1 mark)

   b)  A wedding breakfast in a marquee. (1 mark)

15  State three taste characteristics of a golden ale. (3 marks)
The manager of a branded restaurant has requested the supervisor carry out a training needs analysis on the food and beverage team. Discuss the factors to consider when designing a training plan. (9 marks)