



**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.

**Thursday 15 March 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 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)

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2 Explain **three** stages of the Tuckman and Jensen model for team dynamics.

(6 marks)

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3 Explain the importance of the staff induction process in a fast food outlet.

(6 marks)

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4 Describe **three** methods a bar supervisor can use to ensure that costs are being controlled.

(3 marks)

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5 Explain the importance of financial information on the profitability of a food and beverage business.

(6 marks)

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- 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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9 a) State **two** enforcement officers that inspect food and beverage establishments. (2 marks)

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b) Describe the role of **each** enforcement officer stated in part a). (2 marks)

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10 Explain the legal and social responsibilities when serving alcoholic beverages to comply with the Licensing Act. (4 marks)

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11 Explain **three** techniques that can be used when making a cocktail.

(6 marks)

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12 Explain the factors that impact on customers' choice of food and beverages when deciding where to dine out.

(6 marks)

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13 Give **two** examples of how geographical factors influence wine production. (4 marks)

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14 State the **most** appropriate style of service for **each** of the following. (1 mark)

a) A business breakfast in a hotel restaurant.

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

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15 State **three** taste characteristics of a golden ale. (3 marks)

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- 16 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)

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