

**Level 3 Advanced Technical Diploma in Supervision
in Food and Beverage Services (450)
Level 3 Supervision in Food and Beverage Services -
Theory exam (1)
March 2018**



Q	Acceptable answer(s)	Guidance	Max mks
1	<p>1 mark for any of the following to a maximum of 5 marks:</p> <ul style="list-style-type: none"> • The quality of products/menu items/beverage items. • The quality of the service standards/table set up/service procedures. • Ensuring service times are met. • Ensuring customers are happy/satisfied. • Levels of staff performance/behaviours. • Ensuring compliance with all company policies/procedures. • Ensuring food safety/security/health and safety. 		5
2	<p>1 mark each for any of the following, with a maximum of 3 marks for stating/describing the different stages of the model, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Forming (1) / • team get to know each other (1) <ul style="list-style-type: none"> ○ will enable the team to start working together (1). • Storming (1) / • conflict between team members (1) <ul style="list-style-type: none"> ○ which can lead to the authority of leader being challenged (1) ○ which can lead to recognition of team member's strengths/weaknesses/natural working styles (1). • Norming (1)/ • differences are resolved, <ul style="list-style-type: none"> ○ colleagues' strengths/weaknesses are appreciated/recognised (1) ○ respect team members/the authority of leader / recognise roles within team (1). • Performing (1) / • team work well together (1) <ul style="list-style-type: none"> ○ allows the achievement of the team's goals (1) ○ easier for the leader to delegate work (1) ○ team is more motivated (1). 	<p>A maximum of 1 mark per explanation of each stage. For clarification: 1 mark each for correctly identifying three of the stages, to a maximum of 3 marks, and additional 1 mark per stage for correct explanation, to a maximum of 3 marks.</p>	6

	<ul style="list-style-type: none"> • Adjourning (1) <ul style="list-style-type: none"> ○ Team members end the task/relationship and move on to the next challenge (1). 		
3	<p>1 mark each for any of the following, with a maximum of 3 marks for identifying an element of the induction process, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • To know who to report to/ Awareness of hierarchy/organisational chart/structure (1), <ul style="list-style-type: none"> ○ to ensure information is accurately reported throughout the organisation (1). • Ensures the staff awareness of employment terms and conditions (1), <ul style="list-style-type: none"> ○ so that staff follow policy / procedures / (examples of, ie dress code, behaviours) (1). • Ensures staff are introduced to Legislative requirements (1), <ul style="list-style-type: none"> ○ so they are aware of responsibilities in relation to health and safety/fire safety/food safety/training needs (1) ○ so they are aware of consequences of non-compliance (1). • Identifies training needs (1), <ul style="list-style-type: none"> ○ so that staff are able to carry out their job role/progress (1) ○ so that a training plan can be developed (1). • Informs staff of performance monitoring procedures (1), <ul style="list-style-type: none"> ○ to support staff in job roles (1) ○ to make staff aware of probation / impact of underperformance (1). • Introduced to company/brand standards (1), <ul style="list-style-type: none"> ○ to be aware of company values/ethos (1) ○ to be able to perform in line with company brand standards (1) ○ to maintain brand image (1). 		6
4	<p>1 mark each for any of the following, to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Regular stock takes / recording of stock. • Managing waste / recording waste / recording breakages. • Checking deliveries are accurate. • Efficient stock rotation/FIFO. • Ensuring accurate measures are being served / drinks served to specification/standards. • Monitor staff performance/behaviours. 		3

5	<p>1 mark each for any of the following, with a maximum of 3 marks for identifying an element of financial information:</p> <ul style="list-style-type: none"> • Enables resources/staff/stock to be Identified (1), <ul style="list-style-type: none"> ○ so that levels can be monitored (1) ○ to improve efficiency (1). • Enables budgets to be prepared (1), <ul style="list-style-type: none"> ○ so results are regularly monitored (1) to see if targets are being met (1) can be adjusted to compensate for variances (1). • Identifies marketing and promotion requirements/opportunities (1), <ul style="list-style-type: none"> ○ to help increase sales (1). • Identifies profit margins/profit and loss/break even points (1), <ul style="list-style-type: none"> ○ to monitor the costs vs sales/business performance (1) ○ to see if sales targets are being met (1). • Enables the management of stock control (1), <ul style="list-style-type: none"> ○ so that costs/losses are monitored (1) ○ dead stock identified (1) ○ to help reduce wastage (1). • Identify business trends / busy/quiet periods (1) <ul style="list-style-type: none"> ○ to identify gaps in the market (1) ○ to identify if products are meeting customer requirements (1). 		6
6	<p>1 mark for any of the following to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • The business is run by a self-employed individual. • Individual keeps/retains net profits after tax. • Individual is responsible for any losses the business makes. • Has a simplified legal structure. 		3
7	<p>1 mark for each of the following to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Product range required/available (1), <ul style="list-style-type: none"> ○ to meet demand (1) ○ to meet customer expectations (1) ○ to meet own/brand standards/image (1) ○ to meet budget requirements (1). • Consider supplier reputation/availability/delivery options (1), <ul style="list-style-type: none"> ○ to ensure best prices (1) ○ to ensure business requirements are met (1) ○ to ensure quality is maintained (1). • Buying methods/payment methods (1), 	<p>A maximum of 2 marks for identification of principles. A maximum of 2 marks for explanations linked to identification of principles.</p>	4

	<ul style="list-style-type: none"> ○ to support cash flow of the business (1). ● Ordering systems (1), <ul style="list-style-type: none"> ○ to support the business systems (1). 		
8	<p>Band 1 (1-3 marks) Candidate has outlined basic considerations but discussion lacks depth and clarity. Limited examples of the impact of key areas on maximising sales. Candidate described the factors in general terms.</p> <p>Band 2 (4-6 marks) Candidate has identified the key factors with discussion that offers some insight into the impacts of considerations. A range of examples that relate to pricing factors for an independent coastal business but are straightforward with some depth of understanding shown. Some links have been made between the pricing factors and the pricing tactics.</p> <p>Band 3 (7-9 marks) Candidate has explained a wide range of factors relevant to an independent coastal business and provided detailed discussions. Candidates have demonstrated a clear and developed insight into how the factors would impact on pricing and pricing tactics. Strong links made between the financial considerations and how they contribute to maximising sales in relation to an independent coastal business.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> ● Fixed and variable costs e.g. ingredients, staff, overheads. ● Location e.g. rural, urban, coastal. ● Profit – gross, net and margins. ● Market position – competition. ● Food cost vs beverage costs. ● Pricing tactics. ● Influences on eating and drinking. ● Factors that affect dining experience. ● Service styles. 	9
9a	<p>1 mark each for any of the following, to a maximum of 2 marks:</p> <ul style="list-style-type: none"> ● Environmental Health Officer. ● Licensing officer. ● Police. ● Health & Safety Executive. 		2
9b	<p>1 mark each for any of the following, to a maximum of 2 marks:</p> <p>Environmental Health Officer</p> <ul style="list-style-type: none"> ● Ensuring compliance with Food Safety Regulations / display of information relating to allergens. <p>Licensing officer</p> <ul style="list-style-type: none"> ● Ensuring compliance with Licensing Act/Weights and Measure Act/The Consumer Rights Act 2015. <p>Police Officer</p>	<p>Description of the role must be clearly linked to the role for a mark to be awarded.</p> <p>General description of responsibility is acceptable answer</p>	2

	<ul style="list-style-type: none"> • Compliance with Licensing Act. <p>Health and Safety Executive</p> <ul style="list-style-type: none"> • Ensuring compliance with Health and Safety regulations and investigating any breaches. 		
10	<p>1 mark each for any of the following, with a maximum of 2 marks for identification of legal/social responsibilities, to a maximum of 4 marks:</p> <ul style="list-style-type: none"> • Ensuring that alcoholic beverages are not sold to underage customers (1) by requesting for proof of age of customers / confirming with the customer if you feel they could be buying on behalf of someone who is underage (1). • Promoting/demonstrating responsible retail of alcohol (1) to ensure that binge drinking is not encouraged/permitted (1). • Demonstrating management of public noise/nuisance (1) to help ensure customers do not cause a disturbance with local residents (1). • Managing public drunkenness (1) by ensuring intoxicated customers are not served alcoholic beverages (1). • Managing anti-social behaviour (1) by ensuring customers are not served alcohol if it is affecting their behaviour (1). 		4
11	<p>1 mark each for any of the following, with a maximum of 3 marks for identifying techniques, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • Shaking (1) is used to infuse/combine and chill ingredients (1). • Straining (1) is used to filter ingredients and clarify the drink (1). • Building (1) is used to add ingredients in specific order for taste/presentation (1). • Layering (1) is used to separate ingredients by density for presentation (1). • Muddling (1) is used to bruise ingredients to release flavours (1). • Stirring (1) is used to mix easily combined ingredients (1). • Blending (1) is used to liquidise ingredients (1). 		6
12	<p>1 mark each for any of the following, with a maximum of 3 marks for identification of factors, to a maximum of 6 marks:</p> <ul style="list-style-type: none"> • The type of establishment (1), <ul style="list-style-type: none"> ○ to suit the occasion/reason for eating out (1) ○ Preference to branded/independent restaurants (1). 		6

	<ul style="list-style-type: none"> • The menu/range of menu items on offer (1), <ul style="list-style-type: none"> ○ to suit/meet dietary requirements (1).= ○ to align with lifestyle choices (e.g. vegan/vegetarian/environmental recognition) (1) ○ familiarity of menu may be preferred. • The price of menu items (1), <ul style="list-style-type: none"> ○ to meet what customers can afford (1) ○ the price they wish to pay (1) ○ value for money (1). • Location of establishment (1), <ul style="list-style-type: none"> ○ whether customers are prepared to travel (1) ○ they may prefer a place where they know the menu (1). • Reviews/promotions (1), <ul style="list-style-type: none"> ○ Recommended through media/word of mouth (1) ○ Types of promotions/special offers being advertised (1) ○ Reviews being published on the restaurant (1). • Current food trends (1), <ul style="list-style-type: none"> ○ as they wish to be seen eating at a restaurant that is in vogue (1) ○ experience a new restaurant concept/food types (1). 		
13	<p>1 mark each for any of the following, with a maximum of 2 marks for identifying factors, to a maximum of 4 marks:</p> <p>Climate</p> <ul style="list-style-type: none"> • The amount of sun/rainfall/temperature range (1) will impact on type/quality of grapes that can be grown (1). <p>Terrain</p> <ul style="list-style-type: none"> • The amount of sun exposure (1) resulting in the yield/quality of grape (1). <p>Soil</p> <ul style="list-style-type: none"> • The type of soil/nutrients within soil (1) will influence the final flavours of the grape (1). • The quality of soil (1), <ul style="list-style-type: none"> ○ can affect vine growth (1) ○ can impact on yield (1). 		4
14a	<p>1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Buffet service. 		1
14b	<p>1 mark each for any of the following, to a maximum of 1 mark:</p> <ul style="list-style-type: none"> • Silver service / table service / plated service. 		1

15	<p>1 mark each for any of the following to a maximum of 3 marks:</p> <ul style="list-style-type: none"> • Biscuit. • Juicy malt. • Tart citrus fruit/fruity. • Peppery hops/hoppy. • Hints of vanilla/cornflour. • Light bodied. 		3
16	<p>Band 1 (1-3 marks) Candidate has outlined requirements of a basic training plan to develop the team but lacks depth and clarity. Basic examples for the planned training with limited suggestions for measuring the effectiveness of the training.</p> <p>Band 2 (4-6 marks) Candidate has identified the key training requirements for staff with some depth of understanding shown. A range of examples of the planned training provided but are straightforward with limited understanding of meeting training needs. Some tentative links between training provided, how this will support the team/the wider business.</p> <p>Band 3 (7-9 marks) Candidate has produced a comprehensive training plan with detailed examples of training needs for staff. They have demonstrated a clear and developed insight into the training needs in a food and beverage establishment. Strong links made between the planned training with justifications for how this will support the team and wider business.</p>	<p>Indicative content:</p> <ul style="list-style-type: none"> • Characteristics and benefits of an effective team. • Reasons for training and development. • Measures of success. • Learning style: <ul style="list-style-type: none"> ○ Activist – learns through doing ○ Reflector – learns through observation ○ Theorist - learns through reading ○ Pragmatist – learns through experimenting • Training methods. • Possible training content: <ul style="list-style-type: none"> ○ Stock control. ○ Security. ○ Customer service. ○ Product knowledge. ○ Legislation. ○ Team building. 	9