



ICM

SEPTEMBER 2015

RESTAURANT SERVICES

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
- b) Answer any FIVE questions
- c) All questions carry equal marks. Marks for each question are shown in []
1. It is important for service staff to recognise that customers' needs may vary, and that satisfaction is achieved through meeting these varied needs.
- a) Examine FIVE needs that a customer may seek to satisfy during the meal experience. [10]
- b) Identify FIVE types of premises where single point service may be found. [5]
- c) Compare the duties of a floor waiter with those of a lounge waiter. [5]
2. The cleanliness of tableware is a standard which a customer may use to measure the quality of service in a restaurant.
- a) Describe FOUR methods for cleaning silver cutlery. [10]
- b) Explain how stainless steel flatware should be stored. [5]
- c) Identify advantages in the use of disposable knives, forks and spoons. [5]
3. Knowledge of accompaniments offered with popular dishes is a pre-requisite of good service staff.
- a) Identify the accompaniments that you would serve with the following dishes:
- i Hors d'oeuvre
- ii Smoked salmon
- iii Minestrone
- iv Roast lamb
- v Fresh fruit and nuts served for dessert [10]
- b) List the cutlery lay-up (cover) for EACH of the following dishes:
- i Hors d'oeuvre
- ii Chilled melon
- iii Pâté de foie gras
- iv Spaghetti
- v Curry [10]
4. Customers in a restaurant will expect service staff to have sufficient knowledge to describe a range of alcoholic and non-alcoholic drinks.
- a) Briefly describe EACH of the following:
- i Perrier
- ii Evian
- iii Gomme
- iv Grenadine
- v Cassis [10]
- b) Describe how you would make the following cocktails:
- i Margarita
- ii Singapore sling
- iii Pink gin
- iv Bloody Mary [10]
5. Whether written or electronic, the method used to take food and beverage orders will need to be quick, accurate and effective.
- a) Describe FOUR methods of taking food and beverage orders from customers. [10]
- b) List general rules for the service of food from a stainless steel/silver flat. [10]

continued overleaf

6. Service staff in a gourmet restaurant will be expected to offer guéridon service.
- a) Discuss reasons why an alcoholic beverage may be added during lamp cookery in a restaurant. [5]
 - b) Outline safety factors that need to be observed in the handling of the carving trolley. [10]
 - c) State the size of portion you would serve, and accompaniments offered, when carving best end of lamb during guéridon service. [5]
7. Function catering involves the service of food and drink at a pre-determined time to organised groups of people, usually involving a number of staff employed on a casual basis.
- a) Examine the differences between the roles of permanent waiting staff and casual staff. [10]
 - b) Outline TWO methods by which wines may be paid for at a banquet. [5]
 - c) Identify factors that will influence the type of table plan agreed by a particular function. [5]
8. The greater the reduction of loss from theft and waste, the greater the profit that will be created. Describe, with the aid of a diagram, the triplicate checking system used to control food and beverages in a restaurant, and indicate the route for EACH copy of the check. [20]