



ICM

DECEMBER 2016

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. Food and beverage service personnel achieve customer satisfaction through meeting various 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. Service areas located between the kitchen and food service areas are required to be well organised and efficient. Examine FOUR service areas that may be termed 'back-of-house'. Explain how EACH area will provide support for food and beverage service, and identify equipment that may be installed in EACH area. [20]
3. Knowledge of the traditional accompaniments to popular dishes is a basic requirement for all food and beverage service personnel. Specify the accompaniments that should be offered with EACH of the following dishes:
- a) Hors d'oeuvre
- b) Smoked fish
- c) Chilled melon
- d) Pâté maison
- e) Farinaceous dishes
- f) Fried fish in batter
- g) Curry
- h) Roast beef
- i) Hot roast chicken
- j) Cheese [20]
4. Spirits and liqueurs are distillations of fermented liquids which are converted into liquid spirit.
- a) Describe the colour and flavour of EACH of the following liqueurs:
- i Benedictine
- ii Cointreau
- iii Crème de menthe
- iv Drambuie
- v Tia Maria [10]
- b) Describe the following spirits:
- i Plymouth gin
- ii American whiskey
- iii Fine Champagne
- iv Armagnac
- v Tequila [10]
5. Technical skills are essential if restaurant staff are to demonstrate a high standard of competence.
- a) Discuss general rules that are applied when serving potatoes and other vegetables. [10]
- b) Describe the procedure of crumbing down. [5]
- c) Explain how you would change a used ashtray in a designated smoking area. [5]

continued overleaf

6. Food service in some situations can include an element of transportation due to the separation of service from production. Discuss the advantages and disadvantages of EACH of the following forms of service, specifying the type of establishment in which that particular style may be found:
- a) Floor service
 - b) Cafeteria
 - c) Ganymede
 - d) Vending
- [20]
7. Traditionally the UK banqueting season extends from October to May and occurs mainly at weekends.
- a) Explain what information will be noted by the banqueting manager at the time that a booking for a function is first taken. [10]
 - b) Discuss the role of the toastmaster at a function. [5]
 - c) Specify how many food waiter/waitresses, how many wine waiter/waitresses and the number of bar persons that will be required to serve a sit-down buffet for 100 guests. [5]
8. A food and beverage control system should be as simple as possible. 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]