



ICM

JUNE 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 []
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1. Staff employed in the restaurant will complement the meal experience through their social and specialist technical skills. Outline the main duties and responsibilities of EACH of the following members of staff:
 - a) Apprentice
 - b) Buffet assistant
 - c) Carver
 - d) Floor waiter
 - e) Lounge waiter
 - f) Maître d'hôtel
 - g) Reception headwaiter
 - h) Station headwaiter
 - i) Station waiter
 - j) Wine butler

[20]

 2. Dishwashing machines take over an arduous job and save time and labour, ensuring a regular supply of clean equipment is readily available.
 - a) Specify TWO rules that should be followed when stacking trays of dirty crockery, cutlery and glassware at the sideboard.

[5]
 - b) Differentiate between the following dishwashing methods:
 - i Semi-automatic
 - ii Automatic conveyor

[9]
 - iii Deferred wash

[6]
 - c) Describe THREE methods for removing tarnish from the prongs of a silver-plated fork.

[6]

 3. Restaurant service staff who have a strong understanding of the menu will be able to give advice to the customer when taking a food order.
 - a) Give TWO examples of a dish that may be offered as a 'plat du jour'.

[5]
 - b) Explain how an à la carte menu will differ from a table d'hôte menu.

[10]
 - c) Describe differences between a sweet dish on the menu and a savoury dish.

[5]

 4. There are a number of basic factors to be considered to ensure that a wine list is to be an effective sales tool.
 - a) Outline factors that need to be considered regarding the physical attractiveness of a wine list.

[10]
 - b) List information that may be included on a wine list in respect of every wine.

[10]

 5. The speed at which information is gathered from a billing system will influence the effectiveness of any control over food and beverages.
 - a) Examine the differences between duplicate and triplicate billing methods.

[10]
 - b) Discuss the benefits of installing a computerised or electronic point-of-sale billing and control system in a restaurant.

[10]

 6. Lounge service is most commonly associated with the larger luxury hotels, although many of the smaller hotels will offer a degree of lounge service. Examine the range of services that lounge staff may be called upon to provide on demand.

[20]

continued overleaf

7. Guéridon cookery in a restaurant will often encourage other customers to also try these types of dishes.
- a) Describe how you would prepare and serve 'Pineapple flambé'. [10]
 - b) List the safety points that need to be considered when working with a flambé trolley. [10]
8. The stock of alcoholic beverages represents a significant sum of money tied up in the business, and effective control will prevent wastage, theft and loss of profit. Describe the function of EACH of the following records that may be used in a control system:
- a) Goods received book
 - b) Ullage book
 - c) Transfer book
 - d) Stock ledger
 - e) Bin card [20]