



# ICM

MARCH 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. The Standard Industrial Classification (SIC) is used to classify official statistics across the different sectors of food and beverage premises.
    - a) Describe the primary operation of EACH of the following sectors, and give ONE example of the type of establishment that may be included in EACH sector:
      - i Popular catering
      - ii Fast food
      - iii Take-away
      - iv Leisure attraction [10]
    - b) Discuss different factors that will influence a customer's meal experience. [10]
  2. A balance is required in restaurant lighting and equipment to complement decor whilst at the same time enhance food appearance.
    - a) Compare and contrast benefits and drawbacks of incandescent lighting with those of fluorescent lighting. [10]
    - b) Compare and contrast flatware with hollow-ware items of tableware. [5]
    - c) Describe the qualities of a good wine glass. [5]
  3. Whether aiming to make a profit or working to a budget, compiling a menu will be one of the restaurateur's most important jobs.
    - a) Identify TEN points that need to be considered when planning a menu for a function organised for members of a local club. [10]
    - b) Compile a three-course menu, excluding coffee, suitable for a cold buffet service. [10]
  4. Varieties of coffee are named after the area in which the coffee tree that produced the bean was grown. Explain how coffee is made in EACH of the following methods:
    - a) La cafetière
    - b) Percolator
    - c) Vacuum infusion
    - d) Filter
    - e) Espresso [20]
  5. A checklist on the procedure for service to a guest will greatly assist in employee's training. Identify procedures that should take place from the moment a guest arrives at the restaurant entrance until the guest's departure. [20]
  6. The provision of room service in a hotel takes place in an area not conventionally designed for service.
    - a) Identify THREE methods by which a guest may place an order for room service. [6]
    - b) Explain the main differences between laying a tray for room service and laying a table for restaurant service. [8]
    - c) Examine points that need to be considered when positioning items on a tray for room service. [6]

*continued overleaf*

7. The banqueting head waiter is in charge of a number of banqueting suites plus the organisation required to prepare these suites for various functions.
- 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 for a particular function. [5]
8. Creating and maintaining customer satisfaction is an essential requirement for restaurant managers and staff.
- a) Discuss TWO skills a supervisor will require so that good customer relations can be developed and maintained. [5]
  - b) Describe symptoms that would indicate that there may be customer relations problems in a food and beverage operation. [15]