



ICM

MARCH 2017

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. The Standard Industrial Classification (SIC) classified different types of food and beverage operations.
- 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
- b) Discuss different factors that will influence a customer's meal experience. [10]
2. A restaurant manager will be consulted during the decision-making process when furniture and equipment is due for renewal.
- a) Discuss factors that will need to be taken into consideration when determining the style of seating for a food service area. [10]
- b) Comment on the factors that should be taken into consideration when purchasing china. [10]
3. Decisions regarding the range and price of dishes to be offered on an à la carte menu will influence the type of customer attracted to a restaurant. Describe EACH of the following courses, and give ONE example of a suitable dish that may be served during that course:
- a) Hors d'oeuvre
 - b) Pasta
 - c) Entrée
 - d) Vegetable dish
 - e) Sorbet
 - f) Relevée
 - g) Cold buffet
 - h) Cheese
 - i) Dessert
 - j) Savoury
- [20]
4. A recent increase in sales of non-alcoholic beverages may have been influenced by health concerns over alcohol-related disorders.
- a) Briefly describe EACH of the following:
- i Perrier
 - ii Evian
 - iii Gomme
 - iv Grenadine
 - v Cassis
- b) Describe how the following cocktails are made:
- i Margarita
 - ii Singapore sling
 - iii Pink gin
 - iv Bloody Mary
- [10]
- [10]

continued overleaf

5. Reservations for a table may be received from a variety of sources, e.g. in person, by telephone or by email.
- a) Outline essential information that must be noted when taking a booking. [5]
 - b) Explain how you would deal with a cancellation received over the telephone. [5]
 - c) Describe duties involved in clearing a restaurant after service. [10]
6. Service staff who carry out guéridon service will have a high level of knowledge and possess advanced skills.
- 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. It is imperative that detailed planning has taken place before the start of an outdoor catering event. Discuss points that should be included in an initial survey of the event. [20]
8. Customer relations involves the use of interpersonal skills in order to achieve satisfaction amongst restaurant clients.
- 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]