



ICM

SEPTEMBER 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 []
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1. Customer satisfaction will be maintained and enhanced when service personnel meet customer 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 ambience inside a restaurant may be influenced by the visual effect produced from décor, lighting and tableware.
 - 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. Service staff who have knowledge of the menu will be better able to offer advice to customers.
 - 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. Coffee is frequently named after the area from which the coffee bean originated. 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. An accurate and effective food and beverage order will prevent fewer errors from occurring during service.
 - 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]
 6. An upmarket style of service can be created through the use of a service table or trolley adjacent to the customer's table.
 - a) List THREE activities that may be carried out using a guéridon trolley, and give ONE example of a food suitable for EACH activity. [6]
 - b) Discuss THREE reasons why guéridon equipment should be maintained on a regular basis. [6]
 - c) Examine safety points that need to be considered when working with guéridon equipment. [8]

continued overleaf

7. It is essential that distinguished and honoured guests are addressed by service staff in the correct manner.
- a) State how you would address the following persons during conversation:
- i The Queen of England
 - ii A Royal Prince
 - iii A Royal Duchess
 - iv A Prime Minister
 - v A Bishop
- b) Explain the correct procedure to follow when proposing the main toast at a wedding.
8. Stocks of alcoholic beverages stored in a cellar represent a significant sum of money tied up in the business, and necessitate appropriate control. 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
- [10]
- [10]
- [20]