



ICM

SEPTEMBER 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. Service is that part of the catering operation a customer actually sees and/or experiences.
 - a) Discuss factors that will influence the style of service adopted by a restaurant. [10]
 - b) Identify FIVE different service methods and give a brief description for EACH type. [10]
 - 2. The process of selling food and beverage products directly from a machine is known as vending, and vending machines are in use throughout the hotel and catering industry. Examine the advantages in providing an automatic vending service to customers. [20]
 - 3. One of the pre-requisites for all food service personnel is to be able to understand menu terminology. Describe EACH of the following menu terms, and give one example of an appropriate dish that may be associated with the menu term:
 - a) Aspic
 - b) Bombe
 - c) Brochette
 - d) Canapés
 - e) Croûtons
 - f) Escalope
 - g) Marinade
 - h) Medallion
 - i) Pilaff
 - j) Supreme [20]
 - 4. Although tea alone has no nutritional properties, it remains a popular and refreshing drink.
 - a) Describe the stages in making a pot of tea. [10]
 - b) Briefly explain the service of EACH of the following teas:
 - i China
 - ii Russian
 - iii Iced
 - iv Mint [10]
 - 5. Table service and assisted service require restaurant staff to demonstrate a high standard of technical skills.
 - a) Identify FIVE basic technical waiting skills that a waiter or waitress may carry out during service at a table. [5]
 - b) List FIVE different ways in which a service plate may be used. [5]
 - c) Describe how to serve an omelette. [5]
 - d) Explain how a waiter or waitress should deal with a small amount of roast gravy spilled on a customer's tablecloth. [5]
 - 6. Transport catering has a number of characteristics not commonly associated with other food and beverage outlets.
 - a) Describe the type of service that will take place during a flight on an aeroplane. [10]
 - b) Describe briefly the food and beverage operation on board a train. [5]
 - c) Explain the issues that will need to be considered when contemplating a home delivery. [5]

continued overleaf

7. Function catering involves serving food and beverages at a specific time and place at a pre-planned event organised for a group of people. Construct an 'Order of Service' for a function that would provide service staff with a plan of action to follow, commencing with the announcement summoning guests to dinner, and finishing with clearing the tables after guests have departed. [20]
8. Staffing for each service period can be estimated based upon number of customers expected and specific jobs that need to be completed before service.
- a) Examine factors that will influence potential throughput of customers in a food service area. [10]
 - b) Construct a staff rota suitable for a food service area, and clearly indicate pre-service duties that would be expected to be carried out. [10]