



RESTAURANT SERVICES

December 2021

Time allowed

Three hours

Instructions

- Write the question number next to each answer in your answer booklet.
- You are not required to rewrite the question in your answer booklet.
- Ensure that you pay particular attention to words in **bold**.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are not permitted.
- Non-programmable calculators are permitted.



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ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. The Sale of Goods Act 1994 applies to the sale of goods by description.
 - (a) Describe **five** situations in which customers can refuse to pay or demand a replacement. [10 marks]
 - (b) Explain the way in which a manager must use reasonable precautions to comply with this Act. [6 marks]
 - (c) Explain the ways in which a contract protects both the hotel and guest. [4 marks]
2. Wine is the alcoholic beverage obtained from grapes.
 - (a) Describe the process of vinification. [3 marks]
 - (b) State **five** factors that influence the quality and taste of wine. [5 marks]
 - (c) State **three** characteristics of each of the following grapes:
 - (i) Chardonnay [3 marks]
 - (ii) Semillon [3 marks]
 - (iii) Cabernet Sauvignon [3 marks]
 - (iv) Tempranillo [3 marks]
3.
 - (a) Explain the considerations a restaurant must make for a wheelchair user. [8 marks]
 - (b) Describe the ways in which a blind or partially sighted customer can be assisted by restaurant staff. [12 marks]
4.
 - (a) Describe the covers and accompaniments to consider when serving a cheeseboard. [10 marks]
 - (b) Tea is a popular hot beverage consumed by people around the world.
 - (i) State the tea blend associated with English breakfast tea. [1 mark]
 - (ii) Describe the way in which English breakfast tea is typically served. [3 marks]
 - (iii) Describe **three** ways of packaging tea. [6 marks]
5.
 - (a) Describe the booking and administrative procedures included on a booking enquiry form for a function. [12 marks]
 - (b) Explain the steps for carving a roast poussin from a carving trolley. [8 marks]
6. Beer is an alcoholic beverage derived from the conversion of malt sugars into alcohol by brewer's yeast.
 - (a) Explain the similarities and differences between **four** types of beer. [12 marks]
 - (b) Describe **four** faults associated with beer. [8 marks]

Cont. Q1005

7. Sales promotion involves activities designed to promote regular and temporary sales.
- (a) State the **six** activities that food service establishments use to encourage additional sales. [6 marks]
 - (b) Describe **three** types of sales promotion used by food service operations. [6 marks]
 - (c) Evaluate **one** advantage and **one** disadvantage of a restaurant using each of the following types of advertising media:
 - (i) Print – newspapers [2 marks]
 - (ii) Consumer publications – magazines [2 marks]
 - (iii) Social and digital media [2 marks]
 - (iv) Direct mail [2 marks]
8. (a) Describe the process and purpose of using a service salver. [6 marks]
- (b) Describe the interpersonal skills related to specific points of service. [10 marks]
- (c) Explain the process food service staff must follow when an unexpected incident arises. Use examples to support your explanation. [4 marks]

END OF QUESTIONS