



ICM

JUNE 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. The main aim of a food and beverage manager is to achieve customer satisfaction.
 - a) Describe the operational variables that will influence customers' experiences. [10]
 - b) Discuss personal attributes that food and beverage service personnel should possess. [10]
 2. An establishment offering a range of restaurants may adopt a different design of tableware for each restaurant.
 - a) Describe FOUR methods for cleaning silver cutlery. [10]
 - b) Explain how stainless steel flatware should be stored. [5]
 - c) Identify advantages in the use of disposable knives, forks and spoons. [5]
 3. Food service personnel should be able to describe each dish on the menu. Write a description for EACH of the following menu terms, and give ONE example of a suitable dish that may be associated with that term:
 - a) Au bleu
 - b) Bisque
 - c) Brochette
 - d) Canapés
 - e) Concassé
 - f) Escalope
 - g) Frappé
 - h) Fricassée
 - i) Pilaff
 - j) Tronçon [20]
 4. Sales of wines and drinks will be increased if they are served correctly.
 - a) Describe the method of service for EACH of the following drinks:
 - i Dry Fino sherry
 - ii Martini Sweet Red vermouth [5]
 - b) Describe the ideal environment that will allow the tasting of wine to be appreciated to the full. [5]
 - c) Identify the main ingredients used in making beer, and explain the function of EACH ingredient. [10]
 5. Service personnel who follow a carefully prepared checklist will be able to offer a standard service throughout the meal. Identify procedures that should take place from the moment a guest arrives at the restaurant entrance until the guest's departure. [20]
 6. Whilst a light, healthy breakfast has become popular, the traditional full English breakfast continues to be in demand.
 - a) Compile a traditional full breakfast menu. [10]
 - b) List the items of tableware that comprise a full cover for a traditional full breakfast. [10]
 7. Catering for functions will encompass the service of food and drink at pre-determined times to organised groups of people by staff who have generally been employed specifically for that function.
 - 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 by a particular function. [5]

continued overleaf

8. Management will be able to exercise greater supervision if their control system monitors all aspects of food and drink sales.
- a) Discuss reasons why profit margins in the bar may be less than forecast. [10]
 - b) Identify THREE 'elements of cost' and give ONE example of EACH. [6]
 - c) Define **sales mix**. [4]