



RESTAURANT SERVICES

Thursday 9th June 2022

Time allowed

Three hours

Instructions

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

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.



ICM

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

- 1. (a) Outline **five** food and drink items from a full breakfast menu. [10 marks]
(b) Outline **five** items that would be part of a full cover for a full breakfast. [10 marks]
- 2. Describe the order of service from the point at which a customer arrives at the restaurant until the first-course plates are cleared. [20 marks]
- 3. Discuss methods for monitoring customer satisfaction. Use examples to support your discussion. [20 marks]
- 4. Describe the common causes of wine faults. Use examples to support your description. [20 marks]
- 5. (a) Outline **three** ways a guest can place an order for room service breakfast. [6 marks]
(b) Explain **four** differences between laying a tray for room service and laying a table for restaurant service. [8 marks]
(c) Outline **six** factors that must be considered when positioning items on a tray for room service breakfast. [6 marks]
- 6. Discuss the use of lighting in food and beverage service areas. Use examples to support your discussion. [20 marks]
- 7. (a) Describe the responsibilities of the food and beverage manager in a medium-sized hotel. [10 marks]
(b) Describe the professional and hygienic appearance of staff working in the food and beverage industry. [10 marks]
- 8. (a) Describe the elements of a function sales package. Use examples to support your description. [10 marks]
(b) Describe the administrative procedures for booking functions. [10 marks]

END OF QUESTIONS