

[C052/SQP129]

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Higher  
Hospitality  
Food and Drink Service  
Specimen Assessments

NATIONAL  
QUALIFICATIONS

This assessment is in 3 parts

Part 1 Practical training session

Part 2 Preparation of the induction section of a staff manual

Part 3 1½ hour-examination paper comprising 5 questions

Part 1

You are required to carry out a 1:1 practical training session, which should last no longer than 20 minutes.

In advance, you should select one of the following processes and prepare a detailed training plan.

- Silver service of roast beef with gravy, 1 vegetable, 1 potato and appropriate accompaniments
- Dispensing or service of a gin and tonic

The following checklist has been developed as a guide for assessment purposes. It is suggested that candidates have access to this checklist during the briefing for assessment.

1. Preparation of the training plan	10 marks
2. Preparation of the training environment	5 marks
3. Selection and use of equipment	3 marks
4. Content and communication style appropriate	10 marks
5. Training carried out at an appropriate pace	2 marks
6. Appropriate levels of competence demonstrated	2 marks
7. Processes carried out in a logical sequence	3 marks
8. Health and safety information given	5 marks
9. Review of trainee performance carried out	5 marks
10. Understanding checked through appropriate questioning technique	5 marks

### Guidance Notes

This training activity has to be as realistic as possible to ensure the fairness of the assessment. Trainees should, wherever possible, be selected from other groups using “trainees” who do not already possess the skills and knowledge contained within the activity. It would be inappropriate to have tutors or members of the candidate’s peer group, role-playing trainees as this could be unfair to the candidate and create an unrealistic atmosphere.

Tutors may wish to use video cameras for activities leading up to the assessment to acclimatise the candidates for recording the actual assessment activity.

Part 2

50 marks

You are required to provide information for the induction section of a staff manual for new staff. The staff will be employed in the restaurant or bar area of a small, luxury, country house hotel which has the following food and beverage service areas.

- A restaurant seating 40 which is used for breakfasts and dinners for residents and non-residents. This restaurant features table d'hôte menus only.
- A dispense bar in the restaurant

NB Room service need not be included.

The following sections should be included.

1. Staff Dress Code and Personal Hygiene 5 marks
2. Behaviour and Attitude to Guests 7 marks
3. Preparation of Service Area Including a Table Setting 12 marks
4. Style of Service Appropriate to each Meal 8 marks
5. Restaurant Control System, Checking and Billing 5 marks
6. Restaurant Closing Down Procedures 8 marks
7. Examples of Standard of Performance for one of the following.
  - Silver service of roast beef with accompaniments, vegetables and potatoes
  - Service of gin and tonic from the dispense bar 5 marks

Part 3

Question Paper

Time 1½ hours

Total mark allocation—50 marks

You are required to answer all 5 questions.

*Marks*

1. Comment on the decline in popularity of “gueridon” and “silver service” styles of food and beverage service in recent years and identify and explain the increase in popularity of other styles. 15
2. Describe in detail the production of sparkling wine by the traditional method, highlighting the specific requirements for a non-vintage Champagne. 15
3. Hygiene is crucial in any catering establishment. How would you ensure that an item of crockery was maintained at an acceptable standard of cleanliness? 10
4. When paying their bill, a group of customers query the total. On examination they highlight 1 sirloin steak which they neither ordered nor received. How would you, the person responsible for this area, investigate this after the problem has been resolved with the customer? 5
5. Some customers complain to you, the restaurant supervisor, about a 25 minute delay from the time they were seated in the restaurant until they received any sort of attention. How would you deal with this situation? 5

[END OF QUESTION PAPER]

[C052/SQP129]

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Higher  
Hospitality  
Food and Drink Service  
Specimen Marking Instructions

NATIONAL  
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## **Food and Drink Service**

### **Part 1**

#### **Marking Instructions**

#### **Guidance for use of the checklist**

#### **Preparation of the training plan**

**10 marks**

The following should be awarded ½ mark with an additional ½ mark for a developed point but not necessarily in this order.

- Objectives stated
- Identification of key tasks/learning points
- Introduction
- Purpose of the training
- Indication of time scale
- AV requirements
- Methodology
- Demonstration of task
- Trainee to attempt task under supervision
- Trainee to attempt task on own
- Summary and reinforcement of key learning points with examples of questions to be used
- Additional information might include where this training is fitting into a 'bigger picture' for the trainee

#### **Preparation of the training environment**

**5 marks**

- Temperature
- Free from disturbance
- Lighting
- Appropriate for the task
- AV material

#### **Selection and use of equipment**

**3 marks**

- Suitable for the task
- All in safe, working order (checked)
- Complete

#### **Content and communication style appropriate**

**10 marks**

These marks should be awarded if the candidate keeps to the plan and delivers on the stated objectives with no major omissions or duplication. Also the style of delivery is being assessed here in that it should be appropriate in terms of modulated tone, vocabulary and use of non-verbal communication, particularly trainee involvement through participation and appropriate questioning techniques.

#### **Training carried out at an appropriate pace**

**2 marks**

Both marks awarded if the pace is correct for the trainee. 1 or 2 should be deducted if the pace is too fast or too slow depending on the severity of the problem.

**Appropriate levels of competence demonstrated**

**2 marks**

Both marks awarded if the candidate demonstrates competence in the selected task. Professional judgement should be used where a particularly difficult or complex task is attempted and an allowance for nervousness on the part of the candidate or the trainee which has been produced by the presence of assessor or video equipment.

**Processes carried out in a logical sequence**

**3 marks**

Award full marks unless the sequence has been demonstrated in an illogical way eg getting into position with a serving dish before the plate has been laid.

**Health and Safety information given**

**5 marks**

All appropriate health and safety information should be included both in the candidate's demonstration and the questioning session to ensure understanding. Remove marks for omissions or errors of information.

**Review of trainee performance carried out**

**5 marks**

Review should take place both during the trainee's monitored attempt at the task with appropriate constructive comments to encourage the trainee and afterwards to ensure understanding. Reference should be made to the next (hypothetical) stage in the training process.

**Understanding checked through appropriate questioning technique**

**5 marks**

Appropriate here means that the questions should be non-threatening and relevant to the chosen task and connected under-pinning knowledge.

## Part 2

### Induction section of a staff manual

#### Staff Dress Code and Personal Hygiene

5 marks

This section should include details of the male and female versions of the uniform for bar and restaurant with information about responsibilities for laundering and repair. Additional information might be provided regarding appropriate leg coverings and footwear. Drawings or photographs may be used to illustrate correct dress code for staff. The section on Personal Hygiene should give advice about minimum acceptable standards and the consequences of failure to observe these. Conservative use of perfumes and aftershave should be mentioned.

#### Behaviour and Attitude to Guests

7 marks

Examples of good practice with regard to

- acceptable ways of addressing guests
- ways of showing respect
- by always allowing guests to pass in front
- using guests names
- remembering likes and dislikes
- personalising service
- exceeding expectations
- importance of making a good impression
- being friendly
- and helpful
- any other relevant points

#### Preparation of Service Area Including a Table Setting

12 marks

This could be presented in the form of an opening procedures checklist.

#### Restaurant

- Check all staff on duty\*
- Cleaning duties (floors; walls; windows; surfaces; equipment)\*
- Examples (diagrams?) of actual table settings and napkin folds etc
- Set table plan in position to suit bookings for the forthcoming session
- Prepare menus
- Linen\*
- Crockery )
- Cutlery ) Clean and Polish
- Glassware\* )
- Set up side-boards / service tables
- Check / bill pads\*
- Lay tables
- Check heating / lighting
- Menu briefing
- Bring in perishable items for tables (eg butters)

**Dispense bar area**

- Above asterisked items plus
- Check bookings for the forthcoming session
- Check stock and replenish as required
- Prepare fruit for garnishes
- Prepare dispensing equipment
- Check wine lists
- Prepare water jugs for service

**Style of Service Appropriate to each Meal****8 marks**

A relevant style of service should be identified for each meal (ie breakfast and dinner) with detail regarding any particular aspects of house style, which make the service unique to the country house.

**Restaurant Control System, Checking and Billing****5 marks**

Details of the procedures for writing checks (with examples) for food and drinks for breakfast and dinner with the destination of each check and the need for accuracy. Procedure for cancelling a check at any time. Bill preparation and procedure for presenting bill. Accepted methods of payment with appropriate security procedures. Procedure for charging amounts to guest's rooms. Policy on breakages / spillages / Hospitality / Management  
Knowledge of prices of various meals

**Restaurant Closing Down Procedures****8 marks**

Checklist to cover

- Security
- Lighting
- Heating
- Table settings
- Linen
- Perishable foods
- Cleaning
- Financial aspects (eg check all bills have been closed)

**Examples of a Standard of Performance for Silver Service of roast beef with accompaniments, vegetables and potatoes****5 marks**

- Know which cut of beef is being used by the kitchen
- Know if there is a choice of degrees of cooking
- When taking order, find out how customer likes beef cooked
- Make sure customer has joint knife and fork
- Make sure accompaniments are on hand before starting to serve main courses
- Check optimum sequence for serving main courses eg Cold before hot; Ladies before Gents
- Place hot joint plate from customer's right
- Serve allocated portion of beef from service dish from customer's left
- Position beef at 6 o'clock on plate
- Serve garnish and spoon some roast gravy over beef slices
- Return as quickly as possible with vegetables and potatoes also serving from left and arrange at 10 o'clock and 2 o'clock respectively
- Offer / serve horseradish sauce / mustards to customer requirements
- Check everything is alright with customer
- Remove service dishes to wash-up and take any left over vegetables and potatoes back to kitchen
- Inform wine waiter if wine needs attention

### **Examples of a Standard of Performance for Service of gin and tonic from dispense bar**

- Collect Glass from shelf/rack (usually 6–8oz high-ball or similar according to house style)
- Check for chips, cracks and cleanliness
- Final polish if required
- Put 2 or 3 ice cubes in glass using tongs or similar
- Add ½ slice of lemon
- Dispense one measure (two for a double) of named gin using appropriate measure
- Open baby bottle of tonic and wipe rim
- Place glass and bottle of tonic on round service tray / salver. Do not pour as this will be done by service staff
- Check method of payment or charge instructions from staff
- Accept payment or necessary documentation to process charge to table or room

### **Part 3**

#### **Sample Answer Question 1**

½ mark for each for the following points plus an additional ½ mark for a developed point

#### **Reasons for decline in Gueridon and Silver Service**

- Limited market for these styles
- Difficulty in finding trained staff to operate
- Have to pay higher wages to these trained staff
- Purchase of new specialist equipment might be considered to be too expensive
- Trend in cookery is towards improved appearance in the presentation of dishes therefore resistance from kitchen staff who want to retain control
- Increase in popularity of fast food removes expectation from customer of a table style service
- Food as an evening out is a very small market, therefore more impersonal styles of service are adequate and cheaper to buy
- Staff can be employed for these simpler styles of service with less training
- Non skilled staff can be employed for clearing duties
- Disposable crockery and cutlery can be used
- Menus can be designed using much more limited choices concentrating on popular branded items
- Better portion control with frozen or convenience products

#### **Sample Answer Question 2**

#### **Production of a sparkling wine by the traditional method**

- Produce still white wine by fermenting grape juice
- Wines blended and bottles filled plus the addition of sugar and yeast solution
- Temporary closure device inserted / attached
- Laid on side while secondary fermentation takes place
- CO<sub>2</sub> kept in suspension and sediment forms
- After sitting on lees, sediment is nudged to the neck of the bottle by twisting turning process (remuage)
- Neck (containing sediment deposit) is dipped in freezing brine solution
- Resulting ice plug blows out when temporary closure is removed (degorgement)
- Bottle topped up with more wine (+ sugar if sweeter style is required)
- Permanent cork and wire closure fitted
- Laid to rest for flavours to merge
- Bottle dressed with label and foil

### **Specific requirements for a non-vintage Champagne**

- Wines must come from demarcated region (North East France)
- Using only permitted grape varieties (Pinot Noir; Pinot Meunier; Chardonnay)
- Minimum ageing on lees is 15 months (to allow yeast autolysis)
- Permanent cork must have the word Champagne stamped on the part of the cork within the bottle

### **Sample Answer Question 3**

#### **Crockery Item**

##### General points

- Quality of item meets minimum requirements (eg glaze over pattern)
- Regularly checked for chips and cracks
- Discarded if found to be faulty
- Only used for food purposes ie not used for storing other products or chemicals
- Follow HACCP procedures and recommendations

##### Washing

- Carried out ASAP after use
- Washing machine used in accordance with manufacturers instructions regarding temperature
- Plus detergents and rinse aids

##### Drying

- Air drying if possible
- If cloths used, clean and fresh
- Minimal handling and never by customer/food contact areas

##### Storage

- Stored in areas free from pest infestation
- Checked again for cleanliness and condition before use

### **Sample Answer Question 4**

#### **Resolving customer problem post-visit**

- Locate and compare copies of kitchen and restaurant check and copy of customer bill
- If any discrepancies, interview kitchen staff, food service staff and cashier
- Establish if any previous history of similar problem with this customer
- Identify from Kitchen control sheet, how many steaks were prepared and sold. Match against other checks for that session
- Check restaurant bill analysis food total to see if other table not charged for item
- Check policies and procedures to see if any improvements can be made
- Enlist help of other staff without being judgmental

### **Sample Answer Question 5**

#### **Delay in Service Complaint**

- Offer assistance
- Listen attentively with good eye contact and body posture
- Don't interrupt the customer
- Empathise and show understanding of customer's feelings
- Avoid arguing or placing blame or making excuses

- Make sure all facts are known by asking appropriate questions
- Keep customer informed as to what action will be taken
- Bring in supervisor / manager if appropriate
- Take action
- Offer compensation if complaint is justified
- Check on customer's satisfaction later
- Take follow-up action
- Find out why the situation arose in the first place and make sure that it doesn't happen again
- Any similar strategy would be acceptable as long as the main points above are covered

[END OF MARKING INSTRUCTIONS]