2008 Hospitality

Food & Drink Service – Higher

Finalised Marking Instructions

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Hospitality – Food and Drink Service
Higher
Marking Instructions

1. (a) ½ mark for any of the following. Maximum 1 mark for each dish. Total 6 marks. Any other appropriate answers considered.

Prawns −	how spicy the dish is whether any ingredient can be deducted what Asian vegetables are in the dish what size the prawns are whether the prawns are shelled.
Soup −	vegetarian fresh stock or stock powder does it contain cream what basil is whether it has a strong/mild basil flavour.
Tuna −	what tuna is what puy lentils are whether it can be served without lentils/garlic if guests can choose whether tuna can be medium or well done if it has a strong garlic flavour.
Goats Cheese −	the flavour of the cheese is strong/mild the cheese is pasteurised/unpasteurised whether bread is served with it what is in salad does salad have a dressing on it can it come without onions.
Panna cotta −	what panna cotta is whether it can be served without cream whether it can be served with other things, eg ice cream.
Cheese −	what the cheeses are what they are served with.

(b) 2 marks for advantages and 2 marks for disadvantages. Total 4 marks.

For example − Plate service

Advantages:
complete food dishes arranged decoratively on plate
portion control
faster service
less intrusive
can be used to sell (other customers seeing dishes)
reduced equipment costs
less technical skills from food service staff

Disadvantages:
handling of food by kitchen staff
kitchen staff need to be artistic
more time spent arranging plates by kitchen staff
larger kitchen area required for service
can be slower service for large tables.

(c) 1 mark for each correct answer. ½ mark for brief answer. Total 2 marks. Any other appropriate answer considered.

Strong tasting foods call for strong wines. Food with light and subtle flavours calls for delicate wines. If food with a strong taste is combined with a delicate wine, the strong flavours of the food will overwhelm the taste of the wine and you cannot properly taste the wine. Likewise, if a strong wine is drunk at the same time as a food with light flavours, the taste of the wine will mask the taste of the food.
Red wine with meat, white wine with fish and white meat. Strong flavoured red wines tend to suit strong flavoured meat dishes while subtler flavoured white wines complement the more subtle flavoured white meat and fish dishes. However there are light red wines that compliment white meat and fish dishes.
Serve wine from the same country/region as the food. Each country/region has its own distinctive culinary traditions and flavours. The wines tend to reflect this. Consequently, if unsure what wine to serve, choosing one from the same region as the food is a relatively safe bet.

2. (a) ½ mark for each correct answer. Total 3 marks.

Soil, grape variety, climate, vinification, viticulture, luck of the year.

(b) ½ mark for brief description or 1 mark for detailed description. Must be in correct order. Total 6 marks.

- At harvest time the grape clusters are picked and loaded into a machine that destems them.
- Grapes can be white or black.
- Colour and tannin not required so grapes are gently crushed to release the juice called 'must'.
- White wines have to be treated with more care than reds as danger of oxidation of grapes.
- Juices drawn off from the press and transferred into a fermentation vat, which can be made of stainless steel or wood.
- Fermentation takes place at a temperature of 15-20ºC.
- Fermentation is where the grape sugar is converted into alcohol by natural yeast found in grape skins (or sometimes by the addition of special yeast strains).
- Fermentation takes place over a period of 5-10 days.
- Fermented to complete dryness with little or no residual sugar remaining.
- Must may need cooling (refrigeration system).
- Once fermentation is over the wine is allowed to settle.
- Wine is racked − transferred by pump or siphon to fresh casks or containers, thus separating the wine from the lees.
- The winemaker can combine wines made from different grape varieties and vats to create the desired bouquet, style and flavour of wine.
- Wine is matured in vats or barrels to impart structure and flavour.
- Wine is filtered then bottled.
- Some wines can be stored in cellars for further ageing.

(c) **1 mark for each correct region. Total 2 marks.**

Chablis, Bordeaux, Burgundy, Graves, Muscadet, Loire, Champagne, Alsace, Rhone.

3. (a) **½ mark for each point. Total 5 marks.**
Any other appropriate answer considered.

Complaint from customer:

- listen to complaint
- don't interrupt
- show understanding
- identify source of problem
- avoid arguing or making excuses
- do not apportion blame
- apologise to customer
- correct bill if necessary − if authority to do so
- if necessary inform supervisor/manager
- check customer satisfaction.

(b) **1 mark for each correct point. Total 4 points.**

The description should include the following points:

- briefing and debriefing meetings
- general staff meetings
- customer care policy
- mystery guests
- customer charter
- staff appraisals
- staff empowerment.

(c) **½ mark for each point. Total 1 point.**

Comment cards, questionnaires, suggestion boxes, visitor book, oral questioning, conversation with customers, random telephone calls.

4. (a) **1 mark for explanation and 1 mark for alcoholic strength. Total 2 marks.**

Liqueur wines are table wines to which alcohol has been added, producing a wine with a higher (fortified) alcoholic content. Usually grape spirit is added. This gives them about twice the strength of average table wines, 15-22% alcohol by volume.

(b) **1 mark for name of process and 1 mark for brief description. Total 2 marks.**

Maturation takes place by Solera system. This technique blends younger and older wines together continually as they age.

(c) **½ mark for country and ½ mark for region. Total 1 mark.**

Spain around the town of Jerez (de a Frontera)

(d) **½ mark for each correct answer. Total 1 mark.**

Olorroso, Fino, Manzanilla, Amontillado, Cream

(e) **½ mark for name of wine and ½ mark for correct country. Total 2 marks.**
Any other appropriate answer.

Vermouth − Italy or France
Port − Portugal
Maderia − Madeira
Marsala − Scilly
Tokay − Hungary
Muscat de Beaunes de Venise − France
Moscatel de Setubil − Portugal

Any other appropriate answer

5. (a) **1 mark for each point with total 3 marks for menu, 3 marks for service and 3 marks for environment. Total 9 marks.**
1½ marks for fast food restaurant and 1½ for fine dining 1 each section.
Any other appropriate answer considered.

	Menu	Service	Environment
Fast food establishment	Fixed menu Laminated menu Limited choice of dishes due to preparation Limited choice of ingredients Limited cooking processes	Fast service Limited contact with customer Can be take-away Provision for children Staff ratio low	Not made for comfort Rigid seating Can be clinical Have child friendly areas Usually brightly decorated Can look untidy/ messy Cheery, fast, popular music
Fine dining restaurant	Menu changes regularly Expensive ingredients usually included More variety of ingredients Variety of cooking methods used	More time consuming High standard of service expected More customer contact More skilled style of service Limited market Staff ratio high	Pampering experience High standard of décor and furnishings Attention to detail Variety of service areas (pre-dinner and coffee) Soft, quiet music

[END OF MARKING INSTRUCTIONS]