These marking guidelines consist of 15 pages.
SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

<table>
<thead>
<tr>
<th>Question</th>
<th>Option</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>A</td>
<td>M49</td>
</tr>
<tr>
<td>1.1.1</td>
<td>C</td>
<td>M60</td>
</tr>
<tr>
<td>1.1.1</td>
<td>C</td>
<td>M194</td>
</tr>
<tr>
<td>1.1.1</td>
<td>D</td>
<td>M22</td>
</tr>
<tr>
<td>1.1.1</td>
<td>D</td>
<td>M188</td>
</tr>
<tr>
<td>1.1.1</td>
<td>B</td>
<td>M44</td>
</tr>
<tr>
<td>1.1.1</td>
<td>D</td>
<td>M94</td>
</tr>
<tr>
<td>1.1.1</td>
<td>A</td>
<td>M95</td>
</tr>
<tr>
<td>1.1.1</td>
<td>C</td>
<td>M95</td>
</tr>
<tr>
<td>1.1.1</td>
<td>C</td>
<td>M86</td>
</tr>
</tbody>
</table>

1.2 MATCHING ITEMS

<table>
<thead>
<tr>
<th>Question</th>
<th>Option</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.1</td>
<td>C</td>
<td>M69</td>
</tr>
<tr>
<td>1.2.2</td>
<td>E</td>
<td>F16</td>
</tr>
<tr>
<td>1.2.3</td>
<td>B</td>
<td>M3-4</td>
</tr>
<tr>
<td>1.2.4</td>
<td>F</td>
<td>F118</td>
</tr>
<tr>
<td>1.2.5</td>
<td>H</td>
<td>(6)</td>
</tr>
<tr>
<td>1.2.6</td>
<td>A</td>
<td>(10)</td>
</tr>
</tbody>
</table>

1.3 MATCHING ITEMS

<table>
<thead>
<tr>
<th>Question</th>
<th>Option</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>B</td>
<td>M175</td>
</tr>
<tr>
<td>1.3.2</td>
<td>D</td>
<td>M128</td>
</tr>
<tr>
<td>1.3.3</td>
<td>E</td>
<td>M136</td>
</tr>
<tr>
<td>1.3.4</td>
<td>F</td>
<td>M156</td>
</tr>
</tbody>
</table>

1.4 ONE-WORD ITEMS

<table>
<thead>
<tr>
<th>Question</th>
<th>Item</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4.1</td>
<td>Gueridon</td>
<td>M175</td>
</tr>
<tr>
<td>1.4.2</td>
<td>Agar agar</td>
<td>M128</td>
</tr>
<tr>
<td>1.4.3</td>
<td>40/double/twice the amount</td>
<td>M76</td>
</tr>
<tr>
<td>1.4.4</td>
<td>Malva pudding/Jan Ellis</td>
<td>M136</td>
</tr>
<tr>
<td>1.4.5</td>
<td>Cap Classique/Method Cap Classique/MCC</td>
<td>M156</td>
</tr>
<tr>
<td>1.4.6</td>
<td>Game/Venison</td>
<td>M79-</td>
</tr>
<tr>
<td>1.4.7</td>
<td>Target market/Customer/Consumer</td>
<td>M16</td>
</tr>
<tr>
<td>1.4.8</td>
<td>Net/Net profit</td>
<td>M62</td>
</tr>
<tr>
<td>1.4.9</td>
<td>Bromelin/Enzyme/Proteolytic enzymes</td>
<td>M132</td>
</tr>
<tr>
<td>1.4.10</td>
<td>Phyllo/Purr</td>
<td>M115</td>
</tr>
</tbody>
</table>

1.5 SELECTION ITEMS

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.1</td>
<td>B</td>
<td>M150</td>
</tr>
<tr>
<td>1.5.2</td>
<td>A</td>
<td>M10</td>
</tr>
</tbody>
</table>

1.6 SEQUENCE

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.6</td>
<td>B</td>
<td>M116</td>
</tr>
</tbody>
</table>

TOTAL SECTION A: 40
SECTION B: KITCHEN AND RESTAURANT OPERATIONS.
HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 2.1.1 - Diarrhoea/ runny stomach/watery stools ✓
- Vomiting ✓
- Abdominal pain/stomach pain/tummy ache/cramps ✓
- Nausea ✓
- Headaches ✓
- Fever ✓
- Dehydration ✓
- Weakness/fatigue ✓
- Chills ✓

(Any 4) M24 F77

2.1.2 - The food handler/employee may have diarrhoea ✓
- The food handler must be prevented from spreading the virus/ it could be spread to the guest/other employees ✓
- Food handler might contaminate the food while working in the kitchen/they might not wash their hands properly after visiting the toilet ✓
- Employees may not feel well/ In severe cases workers might be dehydrated/visit the doctor ✓
- cannot do their work properly due to symptoms/ unproductive ✓

(Any 3) M24 F77,82

2.1.3 - Eliminate insects and rodents from the kitchen/ keep kitchen free from kitchen pests ✓
- Use screens on windows to keep insects and birds out ✓
- Food should be properly stored/ cover all food during storage ✓
- Do not leave food lying around ✓
- Keep food below 5°C or above 60°C/ out of the danger zone ✓
- Avoid cross-contamination between raw and cooked foods/ separate raw and cooked food/ Segregation of working areas ✓
- Do not store food on the floor ✓
- Do not allow waste to accumulate ✓
- Keep the lids on waste bins closed ✓
- Use different colour chopping boards ✓
- Cook food properly/ high temperature destroys Bacteria/ make sure chicken is cooked properly/pre-cook chicken ✓
- Use bottled/boiled water ✓
- Wash vegetables/fruits in uncontaminated/treated water ✓
- Clean/Sanitize work surfaces and equipment regularly ✓

(Any 4) M24 F77

2.2 - It is always good to use a credit card with a small limit for on-line purchases ✓
- Make use of secure connections – it will begin with ‘https’ ✓
- Check for a padlock at bottom/top of screen ✓
- Do business with a reputable organisation/ reliable supplier/legit/not a scam ✓
- Check the reviews of the establishment ✓
- Use recommended websites or with which you are familiar ✓
- Use most recent version of the web browser ✓
- Make use of computers with privacy filters ✓
2.3 2.3.1 - Expectations for a fine dining restaurant were not met, usually the best quality is expected/ Guest is not happy/ not satisfied/negative outcome
- Not fresh food/ disappointment of not receiving good quality food
- The guest does not expect bad/poor quality service from restaurant staff

2.3.2 - The restaurant's main responsibility is to ensure good customer care and service which the waiter did not fulfil / The waiter didn't show good customer care
- The professionalism of the waiter was not good/bad waiter's attitude
- The waiter did not understand the guest / didn’t care about the guest complaint/ the manner and efficiency of dealing with guest complaints was not acceptable /The waiter did not handle the complaint about the oysters positively
- The waiter did not show understanding and a willingness to solve the problem/ didn’t offer a solution / alternative dish
- The waiter was rude/unfriendly to advice the guest to go to another restaurant
- The waiter did not control his emotions/ didn’t stay calm and polite
- He did not have a warm encouraging tone/ he was shouting/arrogance
- The waiter argued with the guest
- Waiter didn’t apologize
- Inappropriate body language/ negative hand gesture/Waiter didn’t make eye contact

Solutions will not be awarded marks  (Any 4)

TOTAL SECTION B : 20
SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 - The mould should be greased/lightly brushed with oil/lightly sprayed with non-stick spray ✓
-Line mould with clingwrap ✓

3.1.2 Process 1-Hydration/ sponging/blooming ✓
Process 2- Dispersion ✓
Must be in the correct order (1)

3.1.3 - Stirred custard/ egg custard /Cold dessert ✓

3.1.4 - The custard will be curdled/ split / uneven texture/not smooth ✓
-If boiled for too long it might burn/ burnt taste ✓
-There will be formation of pieces in liquid / syneresis/ protein over-coagulate, separating from the liquid/watery with pieces in ✓ (Any 2)

3.1.5 - Avoid overheating the milk/milk should be scalded/don’t boil milk ✓
-Warm milk must be added to eggs and not eggs to the milk/ milk should be tempered ✓
-It should be stirred constantly ✓
-Cook on low to medium heat/ not too high heat ✓
-Cook over a bain-marie/double boiler ✓
-Custard should be cooked until it is thick enough to coat the back of a spoon/ don’t overcook custard or for too long ✓ (Any 3)

3.1.6 - Add directly to the warm custard ✓
-Microwave (for a few seconds) ✓

3.1.7 French meringue ✓

3.1.8 - There should be no traces of egg yolk in the egg white as it will prevent the egg white from foaming properly ✓
-Egg whites must be at room temperature to foam best ✓
-All equipment should be free of fat/grease/clean and dry ✓
-Wipe bowl with lemon ✓
-Acids such as cream of tartar or lemon juice can be added to help stabilise the foam ✓
-Mixing bowls made of material that does not retain grease such as glass, porcelain or stainless steel should be used/the best material to use is copper which causes catalytic reactions with egg white that helps to produce a stable foam ✓
-Beat egg whites to soft peak stage ✓
-Gradually add sugar, while beaten until the meringue forms a stiff peak ✓
-Don’t overbeat meringue ✓
-Use the correct ratio of ingredients (egg white to sugar) ✓ (Any 3)
### 3.2 3.2.1

<table>
<thead>
<tr>
<th>ICE CREAM</th>
<th>GRANITA</th>
</tr>
</thead>
<tbody>
<tr>
<td>High fat content/ 10% fat/ dairy based /cream✓</td>
<td>No fat/dairy content, made from fruit juice/puree/ wine/flavoured water✓</td>
</tr>
<tr>
<td>Creamy ✓</td>
<td>Granular✓</td>
</tr>
<tr>
<td>Smooth texture✓</td>
<td>Crunchy texture✓</td>
</tr>
<tr>
<td>Mixture is constantly stirred/churned during freezing to break ice crystals and include air✓</td>
<td>Contains finely crushed ice crystals which is broken up with a fork✓</td>
</tr>
</tbody>
</table>

(2 x 2)

### 3.2.2

Not suitable as a topping✓
- The sugar starts melting / Disintegrate / absorb moisture/it will become sticky/the moisture of the ice cream will melt the sugar✓
- It will negatively impact on the appearance of the ice cream✓
- It can make it too sweet

OR

Suitable as a topping✓
- It will improve the flavour because of the caramelised sugar / complements flavour of the ice cream✓
- It might look good if served quickly/it is a pretty garnish✓
- Add a different/crunchy texture ✓

(Any 2)

### 3.3 3.3.1

- The word menu should be written in uppercase and not in small letters ✓
- The word menu should be in bold and not un-bolded✓
- A type of meal should be indicated on the menu e.g. lunch/dinner✓
- Every name of a dish should start with a capital letter e.g. the entée course is written starting with small letters✓
- There is no separation of courses/no space between courses e.g. starter and entrée, dessert and coffee / incorrect spacing
- No names for the courses provided e.g. starter, entrée, dessert ✓
- There is no date indicated on the menu/ there must be a date written out in full on every menu✓
- Bread should not be written on the menu✓

(Any 5)

### 3.3.2

- Fruitarian✓✓
- Vegan✓✓
- Ovo-vegetarian✓✓

(Any 1 x 2)

### 3.3.3

- They are low in kilojoules/saturated fat✓/ cholesterol✓
- They are rich in complex carbohydrates✓ and dietary fibre✓
- They have a low glycaemic index✓
- It is cheaper than animal protein✓
- It is an excellent source of nutrients/ complete protein / high protein content/ contains all the essential amino acids✓
- Plant grown protein lessens the carbon footprint✓
- It is similar in taste and texture to meat✓

(Any 4)
3.3.4 - Almonds are a good source of protein ✓
    - Rich source of B vitamins ✓/ E vitamins ✓
    - It contains fat, but low in cholesterol/ high in healthy fats/ omega 3 ✓
    - Minerals e.g. magnesium, phosphorus and potassium ✓
    - High in fibre ✓
    - Low in carbohydrates ✓ (Any 2)

M105,6 F179

3.3.5 - Almond brittle/Praline/caramelised almonds ✓
    - Almond Streusel/crunch/crumbles/flakes/powder ✓
    - Almond Tuiles ✓
    - Almond-based ice cream ✓
    - Candied /crystallised almonds ✓
    - Chocolate dipped almonds ✓
    - Almond cake/Almond tart ✓
    No marks for filling examples (Any 2 relevant answers) (2)

M143- F157

3.3.6 The menu is suitable for Hindus/ Yes ✓
    - There is no meat e.g. beef/pork ✓
    - Food is vegetarian e.g. soya schnitzel, butternut soup ✓
    - No fish or eggs were used ✓
    - No alcohol or alcoholic products are used on menu ✓
    (Any 3) (4) [40]
QUESTION 4

4.1 4.1.1 -Pot roast/Oven roasting✓
- Braising✓

(Any 1)

(1)

4.1.2 - Good feeding/special diet guarantees good quality meat will result in good marbling✓
- Meat with larger quantities intra-muscular fat is tastier and more tender due to better marbling/marbling adds to tenderness and flavour of the meat✓
- The younger the animal the more tender the meat, the age will determine the grade of meat✓
- Muscles that are not often used resulting in meat that is more tender/a tranquil environment will result in good quality meat✓
- Treatment before slaughtering will influence the quality of meat/animals was kept calm before slaughtering✓

(Any 2)

(2)

4.1.3 - It is suitable/Good/ Best accompaniment ✓
- Yorkshire pudding is the traditional accompaniment for roast beef/it can soak up the juices/sauce/gravy of the roast hump✓

(2)

4.2 4.2.1 A- Carving✓
- An action where meat is sliced into sections/ portions for serving✓
- Meat is always cut against the grain✓
- Full length of the blade/ sharp knife must be used✓
- Use a carving fork to pin down the meat whilst slicing with the knife✓

(2)

B- Stuffing/Rolling✓
- Used for boned meat✓
- The interior of the meat is filled with forcemeat or a mixture of breadcrumbs, cooked rice etc./filling✓ and then rolled and tied✓

(2 x 3)

(6)

4.3 4.3.1 Puff pastry/pate feuillete✓

(1)

4.3.2 1:1✓
Equal quantities of flour to fat✓

(Any 1)

(1)

4.3.3 Good/successful ✓
- It is the correct size 5 cm in diameter✓
- Nicely layered/ Flaky layers are visible/pastry is laminated✓
- Well risen/well puffed✓
- Surface uneven✓
- Round shape/neatly shaped✓
- There is a good cavity for fillings/ hollow in the middle✓
- Bite-sized✓
- Colour is appropriate / acceptable/light/ not burnt or dark✓

(cannot accept golden brown)

(Any 2)

(3)
4.3.4 - All the ingredients/equipment/surfaces should be cold during preparation
- The correct proportions/ratio of ingredients should be used
- Do not over handle/overwork the pastry as the texture will be dense
- Ensure that the shape of a bouchée is round/round cutter
- Use a minimum amount of flour during rolling and folding
- It must be rested after each stage of rolling and folding
- It must be baked at the correct temperature of 220 ºC/ not too high temperature
- Oven must be pre-heated
- Don’t bake for too long/don’t over bake
- Place oven rack in the correct level e.g. middle of the oven
- Don’t open oven door during the baking process
- Glaze the bouchée before baking

(Any 3)

4.4 4.4.1 - Name of the producer/company
- Expiry date/Sell by date/best before date
- Manufacturing date
- Net weight/weight/mass
- Warning statements
- Allergens/free of allergens
- Serving suggestions/Directions for use
- Nutritional information/value
- Bar code
- Identification/batch/serial number
- Grading
- Brand name/logo

(Any 4)

4.4.2 - High heat used during the canning process destroys microorganisms and enzymes
- Canning stops food from deteriorating as it is not exposed to oxygen anymore
- The pears are sealed in sterilised airtight containers in a concentrated sugar syrup that prevents the growth of microorganisms
- Air is excluded/no oxygen/ sealed containers will be airtight during the sealing therefore micro-organisms cannot multiply and recontamination will be prevented

(Any 4)

4.4.3 (a) Ingredient price = Food cost/Pears + sugar + Lemon juice + pectin
R27,99 + R9,99 + R6,00 + R5,00
Food cost = R48,98/R49,00

(Any 1 + total)

4.4.3 (b) Selling price = Food cost
Food cost percentage (%) = R48,98/R49,00
40% / 0,40
= R122,45/R122,50

(Any 1 + total)
4.5  

4.5.1 Churros ✓

4.5.2 180 °C – 190 °C ✓

4.5.3 Drain on absorbent paper ✓/ It must be sprinkled/ dusted with cinnamon and sugar ✓/ rolled in castor sugar while still hot ✓

4.5.4 (a) - Too much water will evaporate ✓ resulting in too little steam/water is the only raising agent ✓ resulting in a final product which is significantly reduced in volume/ small cavity/heavy/dense product ✓
- Fat will ooze out of the final product resulting in an oily product ✓

(b) - If the paste is still hot the egg will over-coagulate/paste would be lumpy/the egg will curdle in the paste due to coagulation and will result in a poor end product ✓
- If all the eggs added at once the final product may not rise enough to form a proper cavity ✓
- Mixture won’t emulsify properly ✓
- Mixture will be difficult to work with ✓
- To get the correct consistency/ make sure pastry is not too runny ✓

(c) - Extra flour will cause the choux pastry to collapse ✓
- No cavity will form/it will not rise properly ✓
- Extra flour will not gelatinise/ flour will still be raw/ floury taste
- It will alter the ratio of ingredients ✓

[40] TOTAL SECTION C: 80
SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1  5.1.1  -Security/bouncer✓
    -Restaurant manager/manager✓
    -Maître d'hôtel/ head waiter✓

(Any 1)  (1)

5.1.2  The waiters reaction was good/yes✓
    -The waiter was calm✓
    -He asked the guest politely to stop bothering the other guests✓
    -To stop any aggravation, he complied and served the guest another drink✓

or
The waiters reaction was not good/no✓
    -He should have not given the guest another drink as he was already intoxicated/ according to law✓
    -He should have offered him coffee instead✓
    -He should not have allowed the guest to dance on the table/ he should have tried to keep the incident quiet✓
    -He should rather have asked the guest to leave the restaurant✓
    -He should have sought help from security/ manager to intervene✓

(1 + any 3 reasons)  (4)

5.1.3  -Handle the situation according to the correct procedure/policy of the establishment✓
    -The manager should handle this situation as it is a major injury✓
    -Emergency services must be contacted, and they will be responsible for the treatment/take the guest to a doctor or hospital✓
    -Staff members should stay calm and be professional✓
    -Keep injured guest calm/comfortable ✓
    -Move guest away from other guests/ handle discreetly✓
    -Incident should be reported/ paperwork should be completed✓

(Any 3)  (3)

5.2  5.2.1  Marketing✓
    Sales and marketing✓

M3,6  F124  M185  F41  M186  F45  M5  F120
5.2.2 The responsibilities of the telesales person are:
-to phone potential clients
-to promote/advertise the establishment /to introduce products and services to clients/convince customers to purchase products/services
-to send SMSs and multimedia messages, e-mails of specials
-to keep the website of the establishment updated with special or products or services/provide correct information of the business/ social networking
-to work closely with the marketing manager/team to create marketing material and ensure that the establishment stands out from the rest
 maintaining a professional image for the establishment (Any 3)

5.2.3 The human resource manager must see that the suitable candidate is trained
-Induct the candidate to fit in the dynamics of the establishment/ familiarise the new employee with the work environment
-An employment contract: including salary, leave, dispute procedures, must be drawn and signed
-The code of professional conduct, procedures, work schedules and rosters must be explained to this candidate
-Takes care of disciplinary actions/issues in the workplace
-Evaluation of performance in the workplace (Any 3)

5.2.4 This webpage is very informative
-All the information needed is available location/vicinity/attractions, contact details/availability of accommodation
-It is short and to the point/easy to follow
-Big lettering that is easy to read is used
-Interesting/relevant pictures and photos
-Simple language free from spelling mistakes used
-The price of the product is stated
-Products offered are clearly outlined
-The layout is neat/organised/looks professional
-Outreach is greater/is visible to a world-wide/large audience (Any 5)

5.2.5 (a) Revenue-generating areas are areas that earn an income for an establishment
-People pay for areas or services

(b) Guest rooms/ accommodation
-Food and beverage/restaurant
-Spa (Any 2)

5.3 Price
Place/business area/location
Product
Promotion/advertising
People/customers/consumer/target market
Packaging/display/presentation of product (Any 3)
5.4  - The gross domestic product (GDP) of the economy of South Africa decreased ✓
- A decrease in hotel occupancy / decrease in eating at restaurants / not visiting restaurants / less travelling and not making use of hospitality establishments
- Many Hospitality establishments closed down / shut down of restaurants / hotels ✓
- Loss of jobs ✓
- There was no demand for companies that supply products to the hotels ✓
- Economic growth was not stimulated ✓
- The local income decreased ✓
- No income generated to contribute to the development and improvement of the country’s infrastructure ✓
- Multiplier effect decreased ✓
- No tourists visiting hotels to contribute to valuable foreign currency into the country ✓
- The esteem and living standards of the community could not improve ✓

(Any 4)

M3
F112
(4)

[30]
QUESTION 6

6.1 6.1.1 (a) Incorrect/wrong✓ (1)
- The knives are on the left hand side of the cover and the forks on the right-hand side/knives and forks were swopped around✓
- Spoon is in the wrong position/should be on the right✓
- There is no entrée knife to accompany the entrée fork✓
- The blade of the knife is facing in the wrong direction✓
- The handle of the dessert spoon is facing the wrong direction✓
- Both the knives and the forks are not at a correct distance from the edge of the table✓
- No bread/entree knife on side plate✓

(Any 2) M178 F30

(b) Incorrect/ wrong ✓ (1)
- The side plate is placed in an incorrect place/ it should be on the left side of the cover✓
- The plates (entrée & dinner) shouldn’t be on the cover✓

(Any 1) M178 F30

6.1.2 Good/ formal/neat/elegant appearance✓ (1)
- The napkin is clean, no food stains, wax, burnt ✓
- The napkin is well ironed/no creases/not over handled✓
- The napkin does not look shabby or torn or worn out ✓
- The napkin is neatly folded ✓

M178 F30

6.2 6.2.1 The spoon✓

M161 F67

6.2.2 - The ingredients are layered with a spoon✓ in the glass in which it will be served✓
- The ingredients are floated on top of each other✓
- Start with the most dense/heavy liquid/ingredient first✓
- A swizzle stick can be placed in the glass to allow the guest to mix the ingredients✓

(Any 2) M161 F62

6.2.3 Frosting – dip the rim of the glass in beaten egg white/lemon juice/water✓ and then into coloured/granulated sugar/jelly powder/salt to coat the rim✓

M161 F67

6.3 6.3.1 A Natural wine/ still wine✓
B Sparkling wine✓
C Fortified wine✓

M155 F47

6.3.2 - Name/type of wine/Cultivar✓
- Class designated wine✓
- Unique name✓
- Harvest year/Vintage/Date of production✓
- Origin of wine/region/country of origin✓
- Name of the business✓
- Producer/Brand/Estate/name of vineyard✓
- Alcohol content✓
- Bottle volume✓

(Any 3) M157 F53
Corked red wine bottles should be stored:
- in a cellar/storage area that is clean and well ventilated
- in a slightly damp area / at a humidity level of 70% to prevent the cork of the bottles from drying out
- in an area free from any vibration
- in the dark / away from direct sunlight to avoid damage/ away from ultra-violet light/have subdued lighting only
- constant cool temperature/ between 10-16ºC
- in a slightly raised position, with the corks at the top/flat/horizontal position to ensure that the sediment remains at the bottom of the bottle
- upside down if in boxes
- with the label to the top or to the front
- with similar red wines together
- rotate the wine bottles on a regular basis

(Any 5)

Silver service
- Bread service is from the left side of the guest
- The basket/tray/service plate must be on the left-hand palm of the waiter
- The waiter must lower their left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate
- The waiter must pick up the bread roll in the right hand using service utensils (service spoon and fork)
- and transfer it to the side plate
- in an anticlockwise direction offering a bread roll to each guest
- Waiters must remember to serve ladies first
- Start with the guest on the right-hand side of the host and end with the host
- Waiters must not leave the basket on the table

(Any 4)

Remove any unused covers/ covers of guests who didn’t arrive
- Covers must be corrected after orders have been taken up until the main course
- Correct the knife part of the first guest and then the fork part of the next guest by standing between the two guests
- Place the required item in sequence of use
- For example: if a guest ordered fish for a main course, then table/joint knife and fork will be replaced with a fish knife and fork
- Replace cutlery that was incorrectly used by guests
- The procedure includes removing glassware that the guest is not going to use, e.g. if a guest is not going to drink wine, the wine glasses must be removed the waitron should take glasses by the stem and place them on a tray

(Any 2)

TOTAL SECTION D: 60
GRAND TOTAL: 200