



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

PROFESSIONAL COOKERY

SUBJECT: Food and Beverage Service

PAPER NO: 549/15/S06

DURATION: 3 Hours

MARCH/APRIL 2021 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

Answer all questions.

This paper consists of 2 printed pages.

QUESTION 1

- a) Explain the characteristics of the transport sector of the food service industry. (5 marks)
- b) Describe the fine dining concept. (5 marks)

QUESTION 2

Discuss the five (5) elements of etiquette that influence the behaviour of restaurant staff. (15 marks)

QUESTION 3

- a) Justify using five (5) points the use of menus in restaurant business. (10 marks)
- b) Describe the three (3) docket system as used in restaurants for order taking. (9 marks)
- c) Suggest six (6) ways of improving a waiter's personal appearance. (6 marks)

QUESTION 4

- a) Examine the buffet food service style. (10 marks)
- b) Explain five (5) factors that determine the choice of food service equipment. (10 marks)

QUESTION 5

- a) Suggest suitable dishes to match the following wines:
- | | | |
|------|------------------|----------|
| i) | Robust red wines | (1 mark) |
| ii) | Sweet rosè wines | (1 mark) |
| iii) | Champagne | (1 mark) |
| iv) | Dry white wines | (1 mark) |
| v) | Dry red wines | (1 mark) |
- b) Explain any five (5) factors to consider when brewing coffee. (5 marks)

QUESTION 6

- a) Recommend ten (10) good beer cellar management practices. (10 marks)
- b) Describe five (5) means of purchasing tea. (10 marks)

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