



ZIMBABWE

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

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

TOURISM AND HOSPITALITY MANAGEMENT

SUBJECT: Food and Beverage Service PAPER NO: 333/13/S06B

**DURATION: Planning Session 1 ½ Hours
Practical Session 4 ½ Hours**

MARCH/ APRIL 2020 EXAMINATION

REQUIREMENTS

- 1) Carbon paper
- 2) Relevant textbook/Recipe file

INSTRUCTIONS TO CANDIDATE

See page 2

INSTRUCTIONS TO CANDIDATE

1. Time plans, food and beverage orders and equipment lists will be written in duplicate at least a week before the practical session.
2. A maximum of 1½ hours will be allocated for the time plan, food and beverage orders and equipment lists.
3. A food and beverage textbook and any other relevant textbook can be used for both the planning session and the practical session.
4. A maximum of 4½ hours is allowed for the practical session and it includes time for mise-en-place and service.
5. No candidate may leave the restaurant during the practical examination. In case of shared equipment notify the examiner by raising your hand and the required equipment will be sourced for you.
6. Candidates must not confer with each other during the examination without the permission of the examiner or moderator.
7. Candidates must prepare two cards bearing their candidate numbers. One card should be pinned on the uniform and the other on the candidate's table.
8. Candidates are not required to cook nor plan for cooking, the institution provides the required dishes for service.
9. Throughout the examination, marks are awarded as follows:

a) Time plan	(10 marks)
b) Mise-en-place	(15 marks)
c) Hygiene	(15 marks)
d) Table set up	(15 marks)
e) Reception of guest	(15 marks)
f) Service of food and beverage	(15 marks)
g) Clearing	(10 marks)
h) Timing and coordination	(5 marks)
Total	(100 marks)

QUESTION 1

- a) Write out a time-plan for service which should include a list of ingredients and equipment for the menu below
- b) Serve the following menu to three (3) guests.

Scotch egg

Braised steaks

Boiled rice

Mixed vegetables

Banana tartlets

- c) Serve an appropriate wine to accompany the main course.

NB: Do not plan for cooking, plan for service

CANDIDATE NUMBER.....

Activity	Possible mark	Examiner's mark	Moderator's mark	Comments
TIME PLAN	(10)			
Correct order of activities	5			
Correct commodity and equipment list	5			
MISE- EN-PLACE	(15)			
Furniture arrangement	3			
Cleaning and polishing of crockery	3			
Cleaning and polishing of tableware	3			
Cleaning and polishing of glassware	3			
Preparation for service of beverages	3			
HYGIENE	(15)			
Personal	5			
Working area	5			
Equipment	5			
TABLE SET UP	(15)			
Laying of tablecloth	3			
Laying of overlay	3			
Folding of serviettes	3			
Tableware positioning	3			
Glassware positioning	3			

CANDIDATE NUMBER

RECEPTION OF THE GUEST	(15)			
Welcoming guests	3			
Seating guests	3			
Menu presentation	3			
Menu explanation	3			
Order taking	3			
SERVICE OF FOOD AND BEVERAGES	(15)			
Service of starter	3			
Service of main course	2			
Crumbing down	3			
Service of dessert	3			
Service of beverages	4			
CLEARING	(10)			
Starter plates	2			
Main course plates	2			
Dessert plates	2			
Beverage equipment	2			
Billing	2			
TIMING AND COORDINATION	(5)			
Speed of service	2			
Coordination of activities	3			
TOTAL	(100)			

EXAMINER.....MODERATOR.....

SIGNATURE.....SIGNATURE.....

DATE.....DATE.....

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