



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE

**INTRODUCTORY SERVICING TECHNIQUES
PRACTICAL N4**

3 June 2021

This marking guideline consists of 10 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	C		
	1.1.2	B		
	1.1.3	B		
	1.1.4	C		
	1.1.5	C		
	1.1.6	C		
	1.1.7	D		
	1.1.8	A		
	1.1.9	D		
	1.1.10	C		
			(10 × 1)	(10)
1.2	1.2.1	False		
	1.2.2	True		
	1.2.3	True		
	1.2.4	True		
	1.2.5	True		
	1.2.6	True		
	1.2.7	False		
	1.2.8	False		
	1.2.9	True		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	Beverages		
	1.3.2	Aperitifs		
	1.3.3	Gâteau		
	1.3.4	Mâitre d'hôtel butter		
	1.3.5	Vol-au-vent		
	1.3.6	Percolator		
	1.3.7	Guéridon service		
	1.3.8	Interpersonal skills		
	1.3.9	Salamander		
	1.3.10	Velouté		
			(10 × 1)	(10)
1.4	1.4.1	Wisk or balloon whisk - Used to blend ingredients until smooth - Used to incorporate air into a mixture	(Any ONE)	
	1.4.2	Chef knife/chopping knife (multi-purpose) - Mincing - Slicing - Chopping vegetables - Slicing meat - Jointing large cuts of meat	(Any ONE)	

	1.4.3	Pressure cooker/steam cooker	
		• Cooking food, usually tough cuts of meat, soups and stews, using water or other cooking liquid, in a sealed vessel	
	1.4.4	Melon baller/melon scooper or parisienne scoop	
		• Used to scoop out balls from fruits and vegetables	
	1.4.5	Pastry brush/basting brush	
		• Used to spread butter, oil or glaze on food	
		(1 for name and 1 for a use) (5 × 2)	(10)
1.5	1.5.1	• Flat tray of silver, other metal or glass. • Used for carrying or serving glasses, cups and dishes at a table. • For the presenting of a letter or card by a server • The term salva was also applied to the dish or tray on which the food or drink was presented after the tasting process.	
		(Any 2 × 1)	
	1.5.2	It is the specific amount of food prepared and served✓ as determined by food costing to assure profit.✓	
	1.5.3	The art of making confections, which are food items✓ that are rich in sugar and carbohydrates, e.g. cakes, petit fours, croissants, etc. ✓	
	1.5.4	Edible flowers✓ used to garnish dishes, e.g. savoury platters and salads.✓	
	1.5.5	• A plate which can be used as decoration on the table. • Plates of hot soup should be served on underplates and great care should be taken to avoid spillage on plate rims. • The underplate also prevents contact between the waiter's thumb and the soup that has been served. • The underplate is even more important when soup is plated in the kitchen and must be carried a distance by the waiter.	
		(Any 2 × 1)	
		(5 × 2)	(10)
			[50]

TOTAL SECTION A: 50

SECTION B**QUESTION 2**

- 2.1 Silver/English✓
- Presentation and serving of food to customer from serving platter or dish by waiting staff.✓
- Family✓
- Main course plated with vegetables placed in multiportion dishes on tables for customers to help themselves; sauces offered.✓
- Plate/American✓
- Serving of preplated foods to customers.✓
- Butler/French✓
- Presentation of food individually to customers by food service staff for customers to serve themselves.✓
- Russian✓
- Table laid with food for customers to help themselves (often confused with guéridon or butler service).✓
- Guéridon✓
- Food served onto customer's plate at side table or trolley; may also include carving, cooking and flambé, preparation of salads and dressing and fish filleting.✓ (6 × 2) (12)
- 2.2 Relevé
- Normally larger✓ than entrée and is usually a butcher's joint which is carved, e.g. leg of lamb.✓
- Entrée
- Generally small,✓ well-garnished and come ready for service from the kitchen. It is served before the roast or main meat course. May also be served at a luncheon as a main course.✓ (2 × 2) (4)
- 2.3 Carvery✓
- Commonly applied to carvery-type operations, some courses of the meal are served to seated customers.✓ Other courses are collected by the customer from a serving area (also used for breakfast service).✓
- Buffet✓
- Customers select food and beverage from displays or passed trays.✓ They either eat at the tables, standing or in the lounge area.✓ (2 × 3) (6)

- 2.4
- 1 – Napkin/serviette
 - 2 – Dessert plate
 - 3 – Butter/small knife
 - 4 – Saucer
 - 5 – Coffee/Tea cup
 - 6 – Teaspoon
 - 7 – Bread or toast plate
 - 8 – Plate with butter dish
 - 9 – Jam dish
 - 10 – Sugar bowl
 - 11 – Milk jug
 - 12 – Coffee/tea pot
- (12)
- 2.5
- Silver must be cleaned and polished
 - Never carry silver in one's hands
 - Handle only at the base when setting the table
- (3)
- 2.6
- Do not use flowers that have a strong scent such as jasmine, narcissus or St Joseph's lilies.
 - Delicately scented flowers such as roses are always popular for lunch or dinner.
 - Flower arrangements must be in proportion to the size of the table.
 - Include candles in the arrangement.
 - Choose appropriate flowers and containers to match the occasion: a crystal or silver container and roses are a good example for a small dinner.
 - Never use artificial flowers.
 - The style and colour of the arrangement should be suitable to the character of the set table as well as fit the occasion.
 - In some cases, other table decorations may be more suitable than flowers such as: shellfish, shells, coral and seaweed on crushed ice and water. This will be very interesting on a seafood buffet table.
- (8)
- 2.7
- Tea cup/coffee cup
 - Tea saucer
 - Cake plate
 - Sugar bowl
 - Cream/milk jug
 - Tea pot/coffee pot
- (Any 5 × 1) (5)
- [50]**

QUESTION 3

- 3.1 3.1.1
 - To warm plates, cups and serving dishes
 - Used to keep food hot
- 3.1.2
 - To keep large cuts of meat warm
 - To carve meat on
- 3.1.3
 - Food can be flambéd (spirits poured over food and ignited) on this trolley
 - Serve food from this trolley
- 3.1.4
 - Steel containers over open wells of water
 - Used to keep food warm
- 3.1.5
 - This apparatus has a service counter
 - Used to keep food warm
- 3.1.6
 - It is a trolley on which appetisers and small savouries are displayed.
 - Starters/appetisers and small savouries are served from this trolley.
- (6 × 2) (12)
- 3.2
 - To improve (enhance) the appearance of the dish✓ – putting slices of boiled egg or parsley on a potato salad to improve the colour.✓
 - To complement the taste of the dish✓ – Putting a salad dressing on a salad or crispy bacon on a creamy leek soup.✓
- (1 for each purpose and 1 for a correct example) (2 × 2) (4)

- | | | | | |
|-----|-------|---|-------------|-----|
| 3.3 | 3.3.1 | <ul style="list-style-type: none"> • Croûtons • Croûtes • Breadcrumbs • Sour cream • Cream roses • Julienne strips • Savoury custard (egg royale) with consommé • Star-shaped carrots • Chopped nuts • Finely chopped parsley • Hard-boiled egg slices • Grated cheese, e.g. parmesan • Chopped, fried bacon • Pasta shapes • Fried mushrooms • Fried onion rings • Macaroni or noodles • Sautéd banana slices • Cocktail meatballs • Vienna sausages | (Any 5 × 1) | (5) |
| | 3.3.2 | <ul style="list-style-type: none"> • Poppadoms • Chutney • Coconut • Dried fruit, e.g. peaches/prunes • Bananas | (Any 2 × 1) | (2) |
| 3.4 | | <ul style="list-style-type: none"> • Allow one or two varieties of cheese for a single portion. • To create colour, the cheese should be served on a plate garnished with suitable vegetables and a selection of sliced fruit. • Do not cut cheese into too small pieces, as this makes identification difficult and is also unattractive. • Select familiar types of cheese and also introduce unusual varieties, flavours, textures and colours. • There should be enough cheese to provide each guest with a sample of each cheese variety. • Serve cheese on attractive platters or cheese boards with plenty of knives for cutting. • For the flavour, cheese should be served at room temperature. • The cheese platter can be marble, wood, glass or ceramic. • Different sliced, crusty breads can be served on the platter. | | (9) |

- 3.5
- Pecan nuts
 - Walnuts
 - Almonds
 - Celery curls
 - Radish roses
 - Carrot sticks
 - Spring onions
 - Gherkin slices
 - Stuffed olives
 - Mushroom wheels
- (Any 7 × 1) (7)
- 3.6
- Clear glass plates
 - Porcelain plates
 - Trays
 - Glass sheets
 - Platters
 - Wooden plates
 - Wicker baskets
- (Any 6 × 1) (6)
- 3.7
- Choose the serving plate carefully – it must be large enough to display the sandwiches attractively. Flat, platter-type plates and trays are best.
 - Group sandwiches with the same filling together. The exception to the rule would be rainbow sandwiches.
 - Arrange on a thin bed of finely shredded, crisp lettuce. This keeps sandwiches moist and forms an attractive background.
 - Label the sandwiches with flags.
 - Garnish appropriately with radish roses, carrot curls, tomato wedges, parsley springs, etc.
- (5)

[50]**QUESTION 4**

- 4.1
- Consommé cup
 - Consommé saucer
- (2)
- 4.2
- Do not fill the serving dish to the top but fill it only three-quarters full.
 - There must be no spot or spillages on the serving dish or meat plate.
 - The serving dish and meat plate must be heated before placing the food on it when hot food is served.
 - Food should be arranged attractively on a meat plate by taking balance, rhythm, proportion, emphasis and harmony in consideration.
 - Food should be garnished attractively.
- (5)

- 4.3 4.3.1 • To ensure a profitable meal
 • To ensure that there will be enough food available
- 4.3.2 • Stock control
 • Effective planning
- (2 × 2) (4)
- 4.4 • Plates or utensils are placed from the left side.
 • Food is served from the right.
 • Used food plates are removed from the right.
 • Glasses are placed from the right.
 • Drinks are served from the right.
 • Used glasses are removed from the right.
- (6)
- 4.5 • Knife-and-fork
 • Fork
 • Buffet for finger food
- (3)
- 4.6 Description:
 • It is the process where crumbs or debris left on the tablecloth are removed.
 • This takes place after the main course has been cleared and before the sweet order is taken and served.
- Equipment used:
 • A service plate
 • The waiter's cloth or service cloth
- (2 × 2) (4)
- 4.7 • To remove clean cutlery and flatware from the table.
 • To place clean cutlery and flatware on the table.
 • To crumb down after the main course or if necessary at any other stage of the meal.
 • To clear side plates and side knives.
 • To clear accompaniments from the table when necessary.
- (5)
- 4.8 • Set up the buffet in a prominent position in the room.
 • There should be enough space on the buffet for display and presentation.
 • Place the buffet within easy reach of the stillroom and wash-up so that replenishment of the buffet and the cleaning of dirty dishes may be carried out without disturbing the guests.
 • There should be enough space to allow the customers to circulate easily.
 • There should be enough occasional tables and chairs.
 • The total presentation of the room should promote the right atmosphere and it should look attractive.
- (6)
- 4.9 • To carry food from the kitchen to the restaurant sideboard
 • For service in rooms and lounges
 • To clear sideboards
 • To clean tables
 • To carry equipment
- (5)

- 4.10
- Always walk customers to their table – walk at their pace.
 - Seating customers – first the oldest lady and then the rest, descending in age, unless the host is a lady.
 - When menus/wine lists are offered to the customer, offer the list and wait for the customer to take it.
 - Handle coats/wraps with obvious care.
 - Carefully open the napkin, do not shake it like a duster. Ask to be excused and then place the napkin on the customer's lap.
 - When water or rolls are offered, say for example: 'Excuse me Sir/Madam, would you like a bread roll?'
 - Only offer accompaniments if you have them at the table.
 - Always say: 'Excuse me' before you serve or clear something from the table and say: 'Thank you' after you have finished with each customer.
 - Food and beverage items should be explained to the customers in a language they understand and the term should not be too technical, such as turned vegetables. Use terms which will make the item sound attractive, e.g. casserole instead of stew or purée potatoes instead of mashed. Do not use abbreviations such as veggies.
 - Only talk to customers when you are standing next to them.

(10)

[50]

TOTAL SECTION B:	150
GRAND TOTAL:	200