

**HOT – Restaurant Technology
and Oenology**

T103

Wednesday, 29/10/2014

8:30 - 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



P.O. BOX 2707 Kigali, Rwanda Tel: (+250) 255113365

**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2014
TECHNICAL AND PROFESSIONAL TRADES**

EXAM TITLE: Restaurant Technology and Oenology

OPTION: Hotel Operations (HOT)

DURATION: 3hours

INSTRUCTIONS:

The paper is composed of **three (3) main Sections:**

Section I: Fourteen **(14)** questions, all **Compulsory.** **55marks**

Section II: Five **(5)** questions, **Choose any Three (3).** **30marks**

Section III: Three **(3)** questions, **Choose any One (1).** **15marks**

SECTION I. FOURTEEN (14) COMPULSORY QUESTIONS.

- 01.** Write four (4) requirements of a great restaurant. **4marks**
- 02.** For serving meal we use different kind of table service.
Name five popular types of table service. **5marks**
- 03.** List down different methods of reservation. **4marks**
- 04.** Define the following terms used in Restaurant technology:
a) A la carte menu.
b) Wine. **4marks**
- 05.** Before serving meals we must prepare setting.
Differentiate a table setting and a place setting. **4marks**
- 06.** In Restaurant we can have table service or buffet serving.
Outline the difference between table service and buffet service. **4marks**
- 07.** Explain any four (4) moral qualities required for restaurant staff. **4marks**
- 08.** Define the following words:
a) restaurant; c) guest; d) cafeteria. **6marks**
- 09.** Define vinification and name its three (3) steps. **4marks**
- 10.** In Restaurant you have fruit juice and fruit drink to present to the Customer.
Give the difference between fruit juice and fruit drink. **3marks**
- 11.** For a place setting we need many utensils.
Indicate at least four (4) utensils must be available for a place setting
for a single diner. **4marks**
- 12.** You have to serve tea and herbal tea in a restaurant. Explain to the customer the
difference between those two kinds of tea. **3marks**
- 13.** Explain the difference between the service in a snack-bar and a free service. **3marks**
- 14.** Define the role of a menu card. **3marks**

SECTION II. ATTEMPT ANY THREE (3) QUESTIONS.

15. In order to respect each other and respect the meal there are good table manners we must follow when we are eating. Indicate ten (10) good table manners.

10marks

16. When setting up a buffet, you have to follow some directives. Indicate ten (10) steps to follow when setting up a buffet.

10marks

17. Wine is classified in three major categories. Indicate and describe each category.

10marks

18. We must serve all beverages with the correct temperature:

Give the best temperature for serving:

- a) Soft drinks.
- b) Beer.
- c) Sparkling wine and sweet white wine.
- d) White and rose wine.
- e) Red wine.

10marks

19. There are general guidelines for serving food and beverage. Name the steps of food and beverage service.

10marks

SECTION III. ATTEMPT ANY ONE (1) QUESTION.

20. Explain:

- a) Assisted service, b) Self-service.
- c) The rules for beverages service.

10marks

5marks

21. When you want to buy utensils for your restaurant you must consider a certain number of points. Describe what you should consider when buying and caring for:

- a) Dinnerware, b) Glassware and c) Flatware.

15marks

22. There is specific method for serving wine. Describe the procedures for wine service.

15marks