

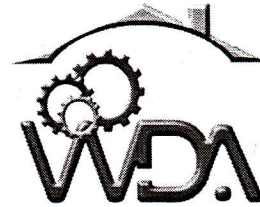
HOT – Restaurant Technology and
Oenology

T088

Tuesday, 20/11/2018

08:30 – 11:30 AM

WORKFORCE DEVELOPMENT AUTHORITY



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2018,
TECHNICAL AND PROFESSIONAL STUDIES**

EXAM TITLE: RESTAURANT TECHNOLOGY AND OENOLOGY

OPTION: Hotel Operations (HOT)

DURATION: 3 hours

INSTRUCTIONS:

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

Section I: Sixteen (16) compulsory questions. 55 marks

Section II: Attempt any three (3) out of five questions. 30 marks

Section III: Attempt any one (1) out of three questions. 15 marks

Note:

Every candidate is required to carefully comply with the above instructions. Penalty measures will be applied on their strict consideration.

Section I. Sixteen (16) Compulsory questions

55 marks

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- 01.** Identify any five activities done by food and beverages service staff in the morning before guests arrive for breakfast as a pre- preparation (*mise- en place*) for the days' activities. **(5 marks)**
- 02.** The modern restaurant kitchen is made of various sections depending on the size of the menu. State any three sections of the hot kitchen and name the member of the kitchen brigade heading each of the sections from the most important. **(3 marks)**
- 03.** Describe any four kinds of service under the heading 'table service'. **(4 marks)**
- 04.** Explain the term wine waiter and list three duties performed by this staff. **(4 marks)**
- 05.** Differentiate the terms 'under bar' and 'front bar.' **(3 marks)**
- 06.** Write the meaning of the following restaurant terminology:
- i. Crumbing down
 - ii. Decanting
 - iii. Sommelier
- (3 marks)**
- 07.** The waiter or waitress is required to have a very good memory in addition to physical fitness as personal qualities. Identify five other qualities required for the effective working in the restaurant. **(5 marks)**
- 08.** List down any three kinds of wines normally offered alongside meals using colour as a method of categorization. **(3 marks)**
- 09.** The restaurants' activities carried out in support of the dining room include washing up and storage of materials such as linen. List down the any four (4) back of the house 'service areas'. **(2 marks)**
- 10.** List down the items that are laid on the table for a *table d'hôte* cover before the guest arrives for any meal. **(5 marks)**
- 11.** Write down any four (4) kinds of glasses used to take beverages in the dining room. **(2 marks)**

12. Identify the four (4) items that every waiter or waitress should have on his side known as the “waiter’s basic five”. **(4 marks)**
13. Classify the alcoholic beverages served in a luxury bars into three major groups. **(3 marks)**
14. Explain the term room service and give its advantage to the guest. **(4 marks)**
15. List down four articles of glass ware used in restaurants and hotel establishments. **(2 marks)**
16. Identify any three kinds of breakfast offered in first class restaurants in Rwanda. **(3 marks)**

Section II. Choose and Answer any three (3) questions 30 marks

17. Discuss any ten duties of the restaurant manager in a medium sized hotel. **(10 marks)**
18. Mr. Genote made a booking (reservation) for dinner of ten covers in Serena Hotel’s restaurant in Kigali. The details of the booking indicate that there are three ladies, two children and four men. Explain the procedure of welcoming guests, taking their orders and serving them drinks as they wait for their dinner. **(10 marks)**
19. Linen napkin folds are traditional activities associated with high class restaurant and fancy dining halls. Illustrate the use of napkins as a way of enhancing food service and decoration. **(10 marks)**
20. Clearly explain the meaning of hollow ware, table ware, glass ware, cutlery and restaurant linen giving examples in each case. **(10 marks)**
21. State clearly the process of presenting the bill to the guest who is a none resident in the hotel before he leaves your restaurant. **(10 marks)**

Section III. Choose and Answer any one (1) question

15 marks

- 22.** Explain clearly the factors considered by the chef and restaurant major as they make restaurant menus. **(15 marks)**
- 23.** Discuss the important aspects considered before purchasing equipment for the dining room. **(15 marks)**
- 24.** Solid waste or rubbish as it is commonly known is the biggest challenge of all food and beverage businesses in Rwanda. Considering that you are the manager of one of the biggest restaurants in this country. Explain how you can handle this challenge. **(15 marks)**