

**HOT – Restaurant Technology and  
Oenology**

**T088**

**Wednesday, 22/11/2017**

**08:30 – 11:30 AM**

**WORKFORCE DEVELOPMENT AUTHORITY**



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**ADVANCED LEVEL NATIONAL EXAMINATIONS, 2017,  
TECHNICAL AND PROFESSIONAL STUDIES**

**Marking guides**

**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**

**01.** Explain what table mat means in the restaurant.

**2 marks**

**Answer:**

These are small pieces of fabric used as table protective. The role of the table mat in the restaurant

**Reference: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p 49-p50**

**02.** Explain what is a side stand and its importance in a food service establishment.

**3 marks**

**Answer:**

A side stand is a storage and service unit, sometimes with a computer terminal, located close to serving areas **(1mark)**. A well-stocked side stand eliminates the need for servers to make frequent trips to the kitchen for supplies or to place orders **(1mark)**. One of the main opening duties is to stock the side stand nearest your station **(1mark)**.

**Reference: Sandra J. Dahmer, Kurt W. Kahl, 2009, p8**

**03.** Define the term grooming and state any four of conducts that are to be respected by those employees.

**5 marks**

**Answer:**

- Grooming means the process of making your appearance neat and attractive. **(1mark)**
- Conducts of grooming employees in food and beverages service establishments: **(1mark each correct conduct)**
  - A shower or bath should be taken daily
  - Always use deodorants instead of strong perfumes
  - Aftershave and perfumes should not be too strong
  - Sufficient sleep, adequate and healthy intake of food and regular exercise
  - Hands must be clean, well-trimmed, and free from stain
  - No nail varnish is allowed
  - Males should be clean shaven with any moustache

- Females should only wear light make- up
- Ear-rings should not be worn
- the uniform should be clean and pressed
- Hair must be clean, and then long hair for females should be tied up
- Shoes must be comfortable and clean
- Teeth should be brushed immediately before coming on duty
- Cuts and burns should be covered with the correct dressings
- Hands should be washed immediately after using the toilet, smoking or dealing with refuse. Use hot water and soap
- Trying to avoid any mannerisms that may occur, such as running fingers through hair, chewing gum, or scratching the face
- Excessive jewellery must not be worn. Follow your establishment policy

**Reference: Sandra J. Dahmer, Kurt W.Kahl, 2009, p8**

**04.** There is a difference between mis en place and mis en scene in restaurant and bar. Differentiate those two concepts. **3 marks**

**Answer: Difference between mis en place and mis en scene in restaurant and bar**

- Mise-en-scene is the French term that means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic **(1mark)**. Before each service session, the restaurant should be made presentable enough to receive the guests. The supervisor or team of waiters should ensure the following mise-en-scene: Carpets are well brushed or hovered, all tables and chairs are serviceable, table lights or wall lights have functioning bulbs, menu cards are presentable and attractive, tent carts or other sales material are presentable **(1mark)**.

**whereas**

- Mise-en-place is also the French term that means "putting in place" what is attributed to the preparation of a work place, employees and all of the materials for the ultimate smooth service **(2marks)**.

**Reference: Catering Science and Hotel Management First Year, Part III, Paper 2, 2008, p 78-79**

- 05.** While planning a luncheon menu, the food on it should be categorized into three main parts. Clarify them, with good examples. **6 marks**

**Answer:**

**Parts of food to be on a menu**

- **Starters (entrées) (0.5mark):** Which consist of several savoury foods that precede the main course for stimulating appetite **(1mark)**. Examples: Salads, soups, egg dishes, pasta and rice **(0.5mark)**.
- **The main course (0.5mark):** It is composed of meat, fish and their accompaniments **(1mark)** (vegetables, pasta, rice and sauces) **(0.5mark)**
- **Dessert (0.5mark):** This is a course that typically comes at the end of a meal usually consisting of sweet food **(1mark)**. Examples: Crêpes, cakes, ice cream, fruits **(0.5mark)**

**Reference: Bernard Davis, Andrew Lockwood, Peter Alcott, Loannis Pantelidis, 2004, p132-135**

- 06.** What do you understand by the following concepts? **3 marks**
- a. Beer
  - b. Wine
  - c. Spirit

**Answer:**

(1mark for each correct answer)

- a) Beer= Is an alcoholic beverage obtained by fermentation of cereals.
- b) Wine= Is an alcoholic beverage obtained by fermentation of the juice of freshly gathered fruits /grapes.
- c) Spirit= is an alcoholic beverage obtained from distillation of another alcoholic liquid.

**Reference: Dennis Lillicrap and John Cousins (2006), Food and Beverage Service. Seventh edition. Hodder Education, UK Company p. 252,365**

**07.** A station head waiter is one of the qualified restaurant staff. Name at least four responsibilities of this personnel. **4 marks**

**Answer:**

Station head waiter responsibilities:

- Participate to the restaurant mise en place.
- He may take guests' orders.
- Ensure a smooth running of service in his station.
- Coordinate all activities in his station
- He may make food service.

**1 mark each correct responsibility.**

**Reference:** Dennis Lillicrap and John Cousins (2006), Food and Beverage Service. Seventh edition. Hodder Education, UK Company P. 29

**08.** Explain the host method of service in food and beverages service by also indicating the role of a waiter during the service. **4 marks**

**Answer:**

The host service is used occasionally for a special dinner served in a private dining room of a restaurant, but it is more typical of a meal served by servants in a private home **(1mark)**. It's called like that because the host plays an active role in the service **(1mark)**.

The food is brought on platters and the heated plates are brought from the kitchen by waiters and placed before the host at the head of the table for approval. The host or one of the waiters carves the meat, if necessary, and dishes up the entree and vegetable on individual plates. **(1mark)**

The waiter hands the plates to the server standing to the left, who serves the guest of honour and all other guests. Dessert may also be served in this manner. All sauces and side dishes and, in some cases, vegetables are placed on the table to be passed by the guests. **(1mark)**

**Reference:** Sandra J. Dahmer, Kurt W. Kahl, 2009, p22

09. State the principle of French service.

2 marks

**Answer:**

The required covers are prepared in advance on the guest table. The dish is presented to the guest from his/her left where the guest serves him/herself.

**Ratio: 2:0**

10. What are the advantages and disadvantages of guerdon service?

5 marks

**Answer:**

**Advantages of guerdon service:**

- This is a spectacular service. **0.5mark x 6**
- There are no risks of stains on the guest cloths.
- It is safe
- Opportunity for chef to display skills
- Relaxed dining experience for customer
- customer has personal attention

**Disadvantages of guerdon service:**

- It requires qualified personnel, high labor costs and high Menu costs **(1mark)**
- It requires also special materials, big space, sufficient time, **(1mark)**

**Reference:** Judy Gardiner (2016), Hospitality and catering, Hodder Education. P.9

11. The following materials are commonly used in catering service for different purposes. Show the importance of each of the above materials in food service.

- A) Side plate      C) Joint plate  
B) Napkin      D) Saucer

4 marks

**Answer:**

**A) Side plate:** used to serve the bread and other accompaniments or other small extra dish of food. **(1mark)**

**B) Napkin:** used during the meal to wipe the fingers or lips and to protect garments. May also be used for decoration purpose. **(1mark)**

**C) Joint plate:** used to serve the main course. **(1mark)**

**D) Saucer:** used for service of condiments and sauces. May also be used to support a cup. **(1mark)**

12. Outline the responsibilities of a barista in food and beverages service establishments. **3 marks**

**Answer:**

**The responsibilities of a barista in food and beverages service establishment:**

- Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees, or teas. **(1mark)**
- Clean or sanitize work areas, utensils, or equipment. **(1mark)**
- Provide customers with product details, such as coffee blend or preparation descriptions. **(1mark)**

**Reference: HITT, 2009, p38-40**

13. Explain the role of the following materials in the service of tea: Tray or salver, tray cloth, slop basin. And give any other four materials required for that service. **4 marks**

**Answer:**

**A) The role of the following in the service of tea**

- Tray or salver: It's used to carry all of materials to and from a consumer's table. **1 mark**
- Tray cloth: It's used to protect a tray and avoiding materials not sliding on a tray when carrying them. **1 mark**
- Slop basin: It's used to hold residues like tea leaves **1 mark**

**B) Materials required in the service of tea: Tea pot, cup and saucer, tea spoon, Sugar bowl, milk jug, tray or salver, tray cloth, slop basin, tongs. **Any four materials = 1 mark****

**Ref: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p 219-p220**

14. Define the term vermouth and give the two main types of vermouth. **3marks**

**Answer:**

- Vermouths are the most widely used aromatised wine whereby these are flavoured and fortified wines. **(1mark)**
- Main types of vermouths: Martini **(1mark)** and cinzano **(1mark)**.

**Ref: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p128**

15. What is chaptalization in wine making process?

2 marks

**Answer:**

**Chaptalization:**

This is the practice of increasing the natural sugar content of grape juice before fermentation begins by addition of sugar or concentrated grape must when there is such a deficiency especially in poor vintage years.

**Reference: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p123**

16. Write down four examples of white grapes used to produce white wines.

2 marks

**Answer:**

Sauvignon Blanc, Chardonnay, Semillon, Rhine Riesling, Weisley Riesling, Chemin blanc, sylvaner, pinot blanc.

**Ref.: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p123, p134**

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

30 marks

17. Wines are alcoholic beverages obtained from the fermentation of freshly gathered grapes juices.

- a) How do you call a professional in wines service?
- b) Express the importance of decanting wines.
- c) Indicate the role of human senses in appreciating the quality of wines.

10 marks

**Answer:**

- a) A professional in wine service is called sommelier or wine butler or wine waiter. (1.5mark)
- b) The importance of decanting a wine is to leave sediment behind (1mark).
- c) Human senses used in appreciating the quality of wines
  - Sight (0.5mark): Indicating the clarity and colour of the wine
  - Smell (0.5mark): Determines the bouquet (aroma) of a wine by means of a vigorous swirling in the glass (1mark)
  - Taste (0.5mark): allows detection of the aroma in the mouth and assess the sweetness, dryness, acidity, tannin, body and the length (1mark)



- Touch **(0.5mark)**: To feel the weight of the wine in the mouth, the temperature **(1mark)**
- Hearing **(0.5mark)**: To create associations with the occasion **(1mark)**

**Reference: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p157**

**18.** There are five main methods of serving the food. Explain why “specialized service” is called so and express all its components.

**10 marks**

**Answer: All about specialized service**

- This method of service is called specialized because the guest is served at the place which is not designated for the food and beverages service **(2marks)**.
- Under this method there are:
  - **Grill room service (0.5mark)**: In this service, various meats are grilled in front of the guest **(0.5mark)**. The meats may be displayed behind a glass or on a well decorated counter so that the guest can select his or her exact cut of the meat **(0.5mark)**. The food comes pre-plated **(0.5mark)**.
  - **Tray service (0.5mark)**: The whole or part of meal are brought to customers in situ **(0.5mark)**; for example: At hospital, aircraft or in a railway **(0.5mark)**.
  - **Trolley service (0.5mark)**: Method of serving food and beverages from a trolley, away from the dining areas **(0.5mark)**. For examples, for office workers, in aircraft or on trains. **(0.5mark)**
  - **Home delivery (0.5mark)**: The food is delivered to customer’s home or place of work. **(0.5mark)**
  - **Lounge delivery (0.5mark)**: Service of variety of food and beverages in lounge area. **(0.5mark)**
  - **Room service (0.5mark)**: It implies serving the food and beverages in guest rooms of hotel or of a big apartment. **(0.5mark)**

**Ref.: Dennis Lillicrap, John Cousins, Robert Smith, 1998, p251-p263**

19. Discuss clearly the difference between a table d'Hote Menu and A la carte menu.

**10 marks**

**Answer:**

<b>Table d'Hote Menu</b>	<b>A la carte Menu</b>
The menu has a fixed number of courses <b>(0.5mark)</b>	The choice is generally more extensive <b>(0.5mark)</b>
There is a limited choice within each course <b>(0.5mark)</b>	Each dish is priced separately <b>(0.5mark)</b>
The selling price is fixed <b>(0.5mark)</b>	May be longer waiting times as some dishes are cooked or finished to order. <b>(0.5mark)</b>
The food is usually available at a set time <b>(0.5mark)</b>	<b>(0.5mark)</b>
It's a small menu	It's an elaborate menu <b>(0.5mark)</b>
It has only 3 to 4 courses <b>(0.5mark)</b>	It has multiple courses <b>(0.5mark)</b>
It is economical as a complete meal <b>(0.5mark)</b>	It is more expensive if similar meal is chosen <b>(0.5mark)</b>
There is very little or no choice <b>(0.5mark)</b>	It has a wide choice <b>(0.5mark)</b>
Limited service ware needed <b>(0.5mark)</b>	More service ware is required for serving various items <b>(0.5mark)</b>
Large pots and pans are required for cooking <b>(0.5mark)</b>	Small pots and pans are required <b>(0.5mark)</b>

**Ref.:** Dennis Lillicrap and John Cousins (2006), Food and Beverage Service. Seventh edition. Hodder Education, UK Company p. 67.

20. Identify any ten types of bars and give any one main characteristic of each of them. **10 marks**

**Answer:**

01. Dispense bar: a bar that serves the restaurant directly. There is the contact between the barman and the waiter. It is located next the restaurant.
02. Main bar (Cocktail bar, lounge bar): It is a largest bar where drinks are dispensed to other bars. That is typically located within a hotel, restaurant, or airport. It's a full bar that serves liquor, cocktails, wine, and beer
03. Pool bar: Bar located next to the swimming pool and it serves the swimmers drinks with light snacks.
04. Open bar: Temporarily bar open for an occasion like for a dinner. Drinks are offered in big quantity for a group of people and the bill is given after.
05. Cash bar: Customers pay first.
06. Sport bar: bar with a screen to watch different sports.
07. Night club: open in the night where music is provided by live bands.
08. A music bar is a bar that presents live music as an attraction.
09. Wine bars: is an elegant bar that focuses on wine rather than on beer or liquor.
10. A beer bar focuses on beer, particularly craft beer, rather than on wine or liquor. A brew pub has an on-site brewery and serves craft beers.
11. Snack bar: offers drinks and snack meals.
12. Milk bar: offers Milk and milk products.
13. A non-alcoholic bar is a bar that does not serve alcoholic beverages.

**0.5 mark + 0.5mark each complete elements of the answer**

**Ref:** Todd Dayton, *San Francisco's Best Dive Bars*, page 4. Ig Publishing,

21. Talk over the types of wine classified according to the following criteria:

- a) Classification by color
- b) Classification by characteristic/Nature
- c) Classification by volume of alcohol or by composition
- d) Classification by the body.

**10 marks**

**Answer:**

**a) Classification by color:**

- White wine (0.5mark): is made from white grapes, in rare cases also made from purple grapes. (0.5mark)
- Red wine (0.5mark): is always made from purple or red grapes and the solids are kept in a must during the fermentation to extract the pigment from grapes, giving the wine red colour. (0.5mark)
- Rose wine (0.5mark): is made from purple grapes and the solid are kept in a must for only a short time to give the light pink colour. (0.5mark)

**b) Classification by characteristic/Nature:**

- Sparkling wine (0.5mark): is one where natural gas from fermentation is retained in the bottle, or one where the wine has been artificially impregnated with gas, is a wine with a wired cork. (0.5mark)
- Still wine (0.5mark): is a wine without gas. (0.5mark)

**c) Classification by volume of alcohol or by composition:**

- Nature wine (0.5mark): is a wine obtained by the only simple fermentation of fruits juice. (0.5mark)
- Fortified wine (0.5mark): is a wine which has been fortified by addition of alcohol or spirit during vinification process. (0.5mark)

**d) Classification by the body:**

- Light bodied wines (0.5mark): are wines with light sensation in mouth concerning texture, weight of wines and alcohol content. (0.5mark)
- Medium bodied wines (0.5mark): these are wines which are fairly fat with good body and texture. (0.5mark)
- Full bodied wines (0.5mark): these are wines with a heavy body, texture and higher alcohol content with a rich taste. (0.5mark)

**Ref:** Dennis Lillicrap and John Cousins (2006), Food and Beverage Service. Seventh edition. Hodder Education, UK Company. P. 253-256.

**22.** In order to make customers coming back and back again in your restaurant and bar; skills are required for a food and beverages service personnel; among them interpersonal ones. Explain the main roles of interpersonal skills and state the interpersonal skills required when talking to customers and during the entire service in restaurant and bar as well.

**Answer:**

A. The main roles of interpersonal skills in food and beverages service is to build good customers relationship, to be loyal to customers, to present a good image of the establishment as well as meeting and satisfying customer needs and wants. **2 marks**

B. Interpersonal skills of a food and beverages service personnel

- When in conversation with customers, staff should not:
  - Talk to other members of staff without excusing themselves from the customer
  - Interrupt interactions between customers and staff
  - Serve customers while carrying on a conversation between them
  - Talk across the room either to each other or to customers
  - When addressing customers, use: Sir, Madam, Mrs, their title, (and their first names if accepted by them)

**At least 5 skills and 1 mark for each=5marks**

- Interpersonal skills also relate to a specific points of the service for example:
  - Showing customers to their table by always walking with them at their place
  - Seating customers
  - Handling coats/ wraps
  - Handling menu lists to customers
  - Opening and placing a napkin
  - Before any service and clearing say excuse me

- Say thank you after you have finished taking order or serving each customer
- Explain the food and beverage items
- Talking to customers standing and looking at them

**At least 8 skills and 1 mark for each= 8marks**

**Reference: Dennis Lillicrap, John Cousins, Robert Smith 1998, p157**

**23.** Garnishing is one of the practices currently done in restaurant and bar services.

**(a)** Categorize any six drinks that can be garnished.

**(b)** Explain the importance of that practice in beverages servicing.

**(c)** Outline any twelve examples of garnishes in mixed drinks made with distilled beverages.

**Answer:**

**a)** Drinks that can be garnished:

★ Juices (1mark) : Pineapple juice, apple juice, orange juice, passion juice, mango juice. (1mark x 2)

★ Cocktails (1mark): Margarita, blood Mary, mojito, highland cooler, pink lady... (1mark x 2)

★ Spirits (1mark): Whisky, gin, vodka... (1mark x 2)

**Total marks = 6marks**

**b)** Importance of Garnishing beverages

- Garnish gives you a feeling about the drink even before your first taste of it (improving the visual appearance and attract consumers)

- To improve the smell

- This practice motivates customers to buy more which makes a business to gain more income.

**1 mark for each, total 3 marks**

c) Examples of garnishes used in mixed drinks made with a distilled beverages (cocktails):

- Salt
- sugar
- A slice of watermelon
- A Slice of orange
- Carrot (grated)
- A slice of pineapple
- A slice of apple
- Lime slice, twist, or wedge.
- Sliced lemon, twisted, or in wedge
- Celery stalks
- Cherries.
- Mint leaves
- wiped cream
- Chocolate
- Coffee beans
- Strawberries

**Any twelve correct examples, with 0.5 mark for each=6marks**

**Reference: Wayne Gisslen, 2010, p906-910.**

## **B. OENOLOGY**

24. Express the roles of wine list for a customer who comes to consume food. What five general advices to customers who want to drink wines while eating and which wines can you suggest for those who wish to consume each of any ten from the following food?

- |               |              |                         |
|---------------|--------------|-------------------------|
| 1) Starters   | 5) Pork      | 9) Game                 |
| 2) Fish       | 6) Beef      | 10) Cheese              |
| 3) shell fish | 7) Omolettes | 11) Sweets and puddings |
| 4) Veal       | 8) Goose     | 12) Lamb                |

### **Answer:**

Roles of wine list for a customer who comes to consume food:

- 1) The wine list is a selling aid. **(1mark)**
- 2) The wine list acts as bridge between the establishment and the customer. **(1mark)**
- 3) The wine list provides all necessary information regarding wines which are available, their price range and other rules and regulations set by the restaurant. **(1mark)**

- 4) Due to accent problem, the server or guest may not pronounce some wines' names correctly and may create confusion. But a well written wines' list lessens this type of human error. **(1mark)**
- 5) It makes easier for the guest to select his preferred wine from the listed wines categories. **(1mark)**

General advices to customers who want to drink wines while eating

- If unsure, often a rosé will suffice
- Champagne or sparkling complement most food
- Consume white wine before red wine
- Consume dry wine before sweet wine
- Make sure your wine is at the correct temperature
- Consume a good wine before a great wine
- Consume red wine with red meat and white wine with white meat.

**Any five correct advices for 1 mark each=5 marks**

Suggested wines for different types of food:

No	Food	Suggested wines
01	Starters:	Dry white wine or dry rosé wines <b>(0.5mark)</b>
02	Fish:	Well-chilled dry white wines <b>(0.5mark)</b>
03	Shell fish:	Well-chilled dry white wines <b>(0.5mark)</b>
04	Veal:	Medium white wines <b>(1mark)</b>
05	Pork:	Medium white wines <b>(0.5mark)</b>
06	Beef:	Red wines <b>(0.5mark)</b>
07	Omolettes:	No wine should be served <b>(0.5mark)</b>
08	Goose:	Red wines <b>(0.5mark)</b>
09	Game:	Red wines <b>(0.5mark)</b>
10	Cheese:	Full bodied white wines, roses and light reds <b>(0.5mark)</b>
11	Sweets and puddings:	Champagne or sweet white wines <b>(0.5mark)</b>
12	Lamb:	Red wine <b>(0.5mark)</b>

Reference:

**Dennis Lillicrap, John Cousins, Robert Smith, 1998, p 114, p312**



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