



Q 1. The three main steps for wine service are:

1. Presentation of wine bottle.
2. Opening Wine bottle
3. Tasting Wine
4. Serving procedure.

Q 2. "A Cover" means a list

2. Means clients

3. Arrangement of dishes, flat flat ware, glasses and linen for one person.

Q 3. The characteristics depends the style to use are:

1. Equipment used

2. Categories of Customer

3. Skills of the staff

4. Standards of the establishment

5. Size of establishment

6. Location

7. Time availability

8. Occasion

9. Menu

10. Number of people eating

11. Personal preference.

Q 4. Plate service: is a style of service in which food pre plated, garnished, decorated by the kitchen staff, carried to the restaurant by a waiter, where the guest is served at the laid table.

Its advantages

Food is served hot

- It is a quick service

- It doesn't require the skilled staff.

Q4 - It reduces clean up time because there are no serving dishes to wash.

Do not write in this margin

Q5. The three classifications of salad and example of each classification:

- Simple salad
- Compound salad

1. Example of simple salad are: - Tomato salad  
- Onions salad  
- Beet root salad  
- Cabbage salad.

Example of Compound salad: - Mexican salad  
- Colelaw salad  
- Russian salad  
- Mixed salad.

Q6. Five kinds of food and beverage service are:

1st Alternative:

- 
- Table service
  - Assisted service
  - Self service
  - Single point service
  - Specialised service.

2nd Alternative

- 
- Full service restaurant
  - Coffee shop
  - Catering facilities
  - Room services
  - Lobby area bar
  - Recreational area
  - Food market.

Q7. The Location of a hotel determines the demand for in-house catering.

1. Accessibility
2. Level of service
3. Hotel infrastructure and amenities.
4. Equipment availabilities of equipment.
5. Additional facilities
6. Business activities surrounding the hotel

Q8. The four important functions of food service facilities

- They facilitate in carrying food
- " " carrying food
- " " presenting food
- " " flaming food
- " " keeping food hot
- " " serving food
- " " storing food
- " " preparation of food
- " " receiving food
- " " production of food
- " " ware washing
- " " waste disposal

Q9. Six important factors should be considered are:

1. Location
2. transport facilities
3. Adequate equipment
4. Customer demand
5. Categories of Customers
6. Staff availability
7. Staff skills
8. Restaurant style or Concept

Q10. 4 reasons why fast food are criticized

- It serves sometimes undercooked food
- Food is not safe / unhealthy
- Poor hygiene
- unskilled staff / not professional staff
- It causes environmental damage

Q11. Catering service : is a provision of food and beverage in and outside the establishment especially for the special occasions.

Q12. 3 Key words you should remember when you plan a meal

1. Starter
2. Main course
3. Dessert

Other alternative ; 1. Color : The meals you plan should be full of color.

2. Temperature : The recipe should varies in temperature

3. Texture ; The texture from the smooth crunchy.

Q13. Difference between runner and black waiter is :

• A Runner is a restaurant staff assists or helps waiter/waitress and sometime replaces them in case of absence.

• A Black waiter is a beginner / trainee restaurant staff who has little experience in service.

Do not write in this margin

Q14. The general guidelines for setting a table are:

a) Table arrangement/preparation of tables:

- Table layout
- Laying linens on table such as
  - \* Malleton / soft flannel
  - \* Table cloth
  - \* slip cloth
  - \* Folded napkins / serviettes

b) Position of seats

- The legs of chairs must not meet with table legs
- The number of chairs determine customer numbers
- Size of table determine number of chairs

c) Arrangement of the covers

- Position of plates: should be placed on left side of the guest in one inch from the edge of the table.
- Position of forks: should be placed on the right side of the guest. Dessert fork is placed above the plate.
- Position of knives: should be placed on the right side of the guest.
- Position of spoons: - Soup spoon should be placed on the right side of the guest. - Dessert spoon should be placed above the plate.
- Position of side plates: should be placed on the left side of the guests. ~~and~~ the side knife placed on it.
- Position of glasses: water glass is placed on the top of large knife. other glasses should be placed in order to make a good harmony.
- Position of Cruet or Center piece or house hold: should be placed in table center.

- Position of flowers: Should be placed on table center
- Position of napkin: should be placed on front of guest or on left side of guest when it is in a glass.
- Position of tooth pick: served when necessary
- Position of table number: placed at the corner of table in view of waiter and guests.
- Position of coffee cup and saucer: to the right of spoon.

Do not write in this margin

Q15. Buffet service: Is a service of food where the guests are served themselves on buffet table.

It is done by - preparation of area

- position of buffet table
- laying the buffet table
- Placement of shaping dishes according to the meal sequence
- insert burn in shaping dishes in order to maintain heat of food.
- Arrange covers: plates are always kept in plate warmer near starter meal.
- other tools (forks, spoons) are set on guest tables.
- cold meal must be served on cold utensils.
- Filling shaping dishes
- setting buffet should be done as follow:
  - Starter: cold starter, then hot starter
  - Main course: starches, vegetables, meat then a sauce.
  - Dessert: at the end of set up
- Labels: placed in front of each meal container to indicate the dish names.
- Guests are served them selves

Q 16. The meal of pregnant mother should be well balanced to meet her own needs and the needs of the growing fetus.

- It should be rich in vitamins, minerals, proteins and carbohydrates.
- It should be composed by:
  - \* starter: Mixed vegetable salad
  - \* main course: Fish, beef, cassava leaves, potatoes, rice.
  - \* Dessert: sweet food.

Do it  
write  
in this  
margin

Q 17. Constipation is the one complaint in pregnancy because during this period the uterus volume is increased and the space reserved for intestine reduces then its movement limited especially when the intestine are full.

- Advice:
- Take food high in fibers
  - Do the physical activities
  - Drink enough water
  - Eat at regular hours
  - Develop toilet habits

Q 18. Wine classification by vinification methods:

1. Table wines / still wines: produced from nature fermentation of grape juice
2. Fortified wines: obtained by addition of spirits for the purpose of increasing alcohol content.
3. Aromatized wines: produced by addition of herbs to increase the aroma
4. Sparkling wines: containing carbon dioxide providing bubbles when opening or pouring.



## Other alternative

Do not  
write  
in this  
margin

1. Vintage - old wines: kept for long time  
- young wines: kept for short time

2. Nature/characteristics: - Table wines  
- sparkling wines

3. Strength/alcohol volume: - brandy  
- fortified wine  
- ordinary wine

4. Sweetness: - Sweet wines  
- semi-sweet wines  
- dry wines  
- semi-dry wines

5. Flavor: Aromatized wines

Q 19. Five Food service equipments for cooking

- oven
- grill
- microwave
- salamander
- deep fryer

Five Food service equipments for preparation

- Grater
- Rolling pin
- wooden spoon/spatula
- wire whisk
- chopping board and chopping knives
- bowls
- Plastic containers

Five food service equipments for cleaning

- still wire
- dish washing machine

## Q.20. The formal place setting

Do not  
write  
in this  
margin

Full table set up composed of all tools / utensils placed on guest table which include:

- chinaware showplate: placed in front of guest where napkin and dinner plate are placed.
- Napkin used for wiping guests' mouth and protect against dirt. It is also used as decoration.
- Napkin can be placed on dinner plate or to the left of forks.
- Flatware: dinner fork, fish fork, starter fork
- Cutlery: dinner knife, fish knife, starter knife, dessert knife
- Soup spoon: used to eat hot liquid starter
- Glassware - water goblet: for drinking water
  - white wine glass: for drinking white wine
  - Red wine glass: for drinking red wine
- Other chinaware: - cruet
  - pepper shaker: used to serve pepper
  - salt shaker: used to serve salt
- Other linens: - table cloth: used to cover a table
  - slip cloth: for protecting table cloth or for decoration purpose
- Flower vase: used for floral decoration
- Table Number: used for guiding guests and waiters
- Side plate:

## Q21. Job duties of waiters and waitresses in restaurant.

Do not  
write  
in this  
margin

1. Cleaning
2. setting tables and organizing furniture
3. welcoming the guests
4. Escorting the guests
5. Seating the guests
6. Presenting menu
7. Taking order
8. serving / executing order
9. Clearing table
10. Presenting the bill
11. Thanking customers