

Sample questions

Paper number 7066-12-015	Examination Diploma in Food and Beverage Service	Date as advised
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Series 2001 onwards	Paper Food and Beverage Service Principles 2 2½ hours
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You should have the following for this examination
this question paper
an answer sheet
a pen with black or blue ink

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This question paper is the property of The City and Guilds of London Institute and is to be returned after the examination.

Read the following notes BEFORE you answer any questions.

You **MUST** use a pen with black or blue ink to complete ALL parts of the answer sheet.

Check that you have the correct answer sheet for the examination.

Check that your name and candidate details have been printed correctly at the top of your answer sheet.

Inform the invigilator if your name or examination details are not correct.

Each question shows **FOUR** possible answers (lettered a, b, c and d); only **ONE** is correct.

Decide which **ONE** is correct and mark your answer on the **ANSWER SHEET** with your **PEN**.

1	<input type="radio"/> a	<input type="radio"/> b	<input checked="" type="radio"/> c	<input type="radio"/> d
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For example if you decide c is correct, mark your answer like this



If you want to change your answer, cancel your first choice by filling in the lower half of the box like this

Then mark the answer which you have now decided is correct.

Any calculations or rough work can be done in this question book.

Attempt all questions; if you find a question difficult, leave and return to it later.

This paper contains 100 questions.
Answer them using the 'boxes' numbered 1 to 100 on the answer sheet.

The above instructions appear on the actual examination paper.

See next page

7066-12-015 Food and Beverage Service Principles 2 (Diploma)

- 1 Which of the following actions, at the end of service, is most likely to help reduce the risk of a fire starting?
 - a Turning off all the lights.
 - b Closing all doors and windows.
 - c Unplugging all electrical equipment.
 - d Checking that the fire alarm is on.

- 2 The most important reason for protective clothing to be worn during preparation of the restaurant is
 - a to reduce the risk of cross contamination
 - b so that all the staff present have a similar appearance
 - c so that it does not matter if food is spilled on it
 - d to prevent the staff's own clothes from getting dirty.

- 3 How should cheese, left in a cheeseboard, be dealt with at the end of service?
 - a It should be thrown out.
 - b It should be wrapped and placed in the cool room.
 - c It should be wrapped and placed in a fridge.
 - d It should be wrapped and left in a sideboard.

- 4 Master keys should be available to
 - a customers and all staff
 - b all staff
 - c all housekeeping staff only
 - d individual authorised members of staff only.

- 5 A customer, who appears drunk, asks for another drink. The bar person should
 - a immediately try to force the customer to leave
 - b serve the drink without comment
 - c refuse to serve the drink
 - d excuse themselves and find the supervisor.

- 6 How would the term 'steamed ' be described to a customer?
 - a Cooked in water, in an open pan on top of the cooker.
 - b Cooked over water, in a closed pan, in the oven.
 - c Cooked over water, in a closed pan, on top of the cooker.
 - d Cooked in water, in an open plan, in the oven.

- 7 Which ONE of the following menus would be suitable for a Muslim?
 - a Mackerel paté, steak and kidney pudding, rum baba.
 - b Parma ham and melon, spaghetti carbonara, ice cream.
 - c Smoked trout, roast beef, meringue gâteau.
 - d Garlic mushrooms, Dover sole, pineapple flambé.

- 8 The main purpose of a control system is to
- a ensure that everything issued is accounted and charged for
 - b provide a guide to the most popular items
 - c provide a form of collecting money from customers
 - d track discrepancies in stock.
- 9 An acceptable form of identification from a customer wanting to pay by travellers' cheques would be
- a a bank card
 - b the customer's room number
 - c a driving licence
 - d a passport or official ID card.
- 10 Which ONE of the following would need the use of two forks, to be served with silver service?
- a Whitebait.
 - b Lamb chops.
 - c Omelette.
 - d Ravioli.
- 11 Which ONE of the following groups of dishes should have a fingerbowl as part of the cover?
- a Fresh asparagus, globe artichoke, corn on the cob.
 - b Crown of lamb, Dublin Bay prawns, smoked salmon.
 - c Fresh fruit, corn on the cob, consommé Celestine.
 - d Water melon, fresh asparagus, lobster Thermidor.
- 12 Which food service system is most frequently found in luxury restaurants?
- a Silver service.
 - b Family service.
 - c Vending service.
 - d Take-away service.
- 13 Which ONE of the following is the most important personal skill necessary to provide a counter service?
- a Preparation for service.
 - b Serving food.
 - c Operational control.
 - d Communication.
- 14 Which ONE of the following is the most important reason to dispose of uncovered hot food that has been on the counter for over 4 hours?
- a To avoid the risk of food poisoning.
 - b To comply with organisation procedures.
 - c To save the food from being reheated.
 - d To carry out the supervisor's instructions.
- 15 In a carvery service the menu will normally be
- a offered to customers by the serving staff
 - b displayed on each table
 - c displayed near the entrance of the food service area
 - d shown to customers on request.

- 16 A buffet has been booked for an early evening meeting. Which ONE of the following would NOT be suitable for an early evening buffet?
- a Self service finger buffet.
 - b Staff moving around the room with a selection of sweet and savoury bite size items.
 - c Staff serving at the buffet with a selection of hot and cold items to be eaten with a fork.
 - d Chef carving items and customers helping themselves to vegetables and salads.
- 17 Which ONE of the following defines family service?
- a Fast service whereby the customer orders and collects food from a counter?
 - b Personalised service where food is served from a trolley at the table.
 - c Food served by the waiter using a spoon and fork to transfer from a flat to a customer's plate.
 - d Main course placed in front of the host to serve, with vegetables and sauces placed on the table for the rest of the group to serve themselves.
- 18 Which ONE of the following is likely to be the main feature attracting a restaurant to plate service?
- a Flair and kitchen hygiene.
 - b Flexibility and speed of service.
 - c Accurate portion control and flair.
 - d Fast service and accurate portion control.
- 19 When customers are present in the room, glasses should be carried to the table
- a on a salver, upside down
 - b with the base of the stem between the fingers of one hand
 - c on a tray, the right way up
 - d with the fingers holding the rim of the glass.
- 20 When taking an order for drinks in the restaurant lounge, from a group of six, the correct procedure for the service staff to follow is to
- a ask each customer in turn what drink they would like
 - b ask the host to order from the bar
 - c stand to the right of the host and receive the order through him/her
 - d stand to the left of the host and receive the order from each individual.

7066-12-015 Food and Beverage Service Principles 2 (Diploma)

Answer key

1	C
2	A
3	B
4	D
5	D
6	C
7	C
8	A
9	D
10	C
11	A
12	A
13	D
14	A
15	C
16	D
17	D
18	D
19	A
20	C