

Sample questions

Paper number	Examination	Date as advised
7066-13-023	Advanced Diploma in Food and Beverage Service	

Series	Paper	
2001 onwards	Food and Beverage Service Principles 3	3 hours

You should have the following for this examination

One answer book

**The above instructions appear on the actual examination paper.
This paper provides some specimen questions to give an example of the actual paper.
The actual paper contains 10 questions.**

See next page

7066-13-23 Food and Beverage Service Principles 3 (Advanced Diploma)

Question 1

A need has been identified for a new member of staff in the restaurant.

- a Identify SIX points that will need to be given attention or dealt with in regard to the recruitment and selection of this member of staff.
- b Explain FOUR factors that should be considered when preparing a training plan for a new member of staff.

(12 marks)

(8 marks)

Question 2

A complete refurbishment programme for the À la Carte restaurant, of which you are the manager, is under consideration. This will include new uniforms for the staff.

Write a brief proposal to include the FIVE most important features that should be taken into consideration for the new uniforms, stating briefly the reasons for EACH.

(20 marks)

Question 3

Customer service is an area of increasing importance in today's market. A party of adults comes into your restaurant. Some of them do not speak your language very well. Describe, with reasons, FIVE skills/pieces of knowledge that would enable you to put them all at their ease, and ensure that they are all able to plan their order successfully.

(20 marks)

Question 4

Due to a problem with fraud, it is proposed to install a triplicate billing system.

- a Explain how this may help with the prevention of fraud.
- b Describe another billing system which can also help with the prevention of fraud. Give reasons for your answer.

(10 marks)

(10 marks)