



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

CERTIFICATE IN CATERING AND ACCOMMODATION
(CCA J/M 13)

BHC 1205: FOOD AND BEVERAGE SERVICE

END OF SEMESTER EXAMINATIONS
MARKING SCHEME
APRIL 2014
TIME: **6 HOURS**

CANDIDATES NAME :

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REGISTRATION NO :

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ID NO :

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DATE :

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TEST NO. :

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EXAMINER'S NAME :

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SECTION A (40 Marks)

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	TEST ONE			
A.	USE OF A SERVICE TRAY IN STOCKING A SIDE STATION			
	<ul style="list-style-type: none">- Select clean pieces of equipment needed for the sideboard/sidestation. 02- Load the tray with glasses, side plates, joint plates, cutlery, coffee cups/saucers, teaspoons etc. 03- Spread the load evenly on the tray. 1 1/2- One foot forward, bend at knee. 1 1/2- Edges of tray firmly held at centre of each side 02- Lift the the tray 01- Strongly held at waist level away from body. 1 1/2- Elbows not resting on waist or stomach. 1 1/2- Place on side station and off load, arranging into the side station. 1 1/2- Tray kept at reach 0 1/2			
Total		16		
B.	CHANGING A DIRTY ASHTRAY			
	<ul style="list-style-type: none">- Have a dirty ashtray on the table, clean one on lined salver/service plate, serviette. 1 1/2- Approach the table with clean ashtray on the right hand 1 1/2- Hold clean ashtray over the dirty one covering it completely. 2 1/2- Gently lift the two from the table to the salver on the left hand 2 1/2- Uncover the dirty ashtray 0 1/2- Return clean ashtray to the table 01- Return clean ashtray to the table 0 1/2			

	<ul style="list-style-type: none"> – Cover the dirty ashtray with serviette – Nod at the guest to indicate completion and leave to empty ash 	01		
Total		11		
C.	CARRYING SIX WINE GLASSES			
	<ul style="list-style-type: none"> – Glasses upside down on a lined salver. – Pick up the first glass by holding the base between the first two fingers underneath and the thumb on top – Transfer to the left hand placing the stem between first and second fingers allowing the glass to hang. – Pick up second glass, transfer to left between second and third fingers. – Slide the base of the second under the base of the two first glass. 	01 03 02 1 ½ 1 ½		
	<ul style="list-style-type: none"> – Place third glass between third and fourth finger. – Repeat action placing next glass under the base of glass already held until all glasses have been picked. – Curl in fingers slightly to prevent glasses from knocking. 	01 02 01		
Total		13		
	TEST TWO			
A.	FULL AFTERNOON TEA COVER			
	<ul style="list-style-type: none"> – Table well laid with laundered linen – Correct cover <ul style="list-style-type: none"> • Side plate – centre • Side knife – left • Pastry fork – right • Tea cup/saucer/spoon – right top • Slop basin/tea strainer – centre top • Sugar basin/spoon – left top • Stands for tea pot/water jug – centre top • Jug of cold milk – top centre • Preserve dish on a daily on an underplate with a preserve spoon – left top • Table accompaniments 	01 0 ½ 0 ½ 0 ½ 1 ½ 01 01 02 01 02 01		
Total		12		
B.	SERVICE OF A PANCAKE USING ONE FORK			
	<ul style="list-style-type: none"> - Hold the centre of the handle of the fork with thumb and with the end of the handle resting loosely in the palm. – Turn the fork so that the prongs are vertical – Insert the lower most prong under the pancake at 	2 ½ 1 ½		

	the end nearest the waiter. – Twist the fork between the thumb and forefinger maintaining the balance and rolling the pancake onto the prongs of the fork. – Lift the fork transferring it over the diner's plate, then unroll starting from the far side.	02 04 03		
	Total	13		
C.	FOLDING OF BISHOP'S MITRE NAPKIN FOLD			
	– Lay the napkin out flat. – Fold it in half, straight side to straight side. – Take the top right corner and fold it down to the centre of the bottom line. – Take the bottom left corner and fold it up to meet the centre of the top line. – Turn the napkin over so that folds face down.	01 01 02 02 01		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	- Take the top line (edge) and fold it down to meet the base line. - Take the bottom right-hand side and fold it under the flap on the left side. - Turn the napkin over - Take the bottom right-hand side and fold it under the flap on the left side. - Stand napkin up by pulling sides of the base out until it is circular in shape	02 02 01 02 01		
	Total	15		
	TEST THREE			
A.	CLEARING FOUR DIRTY JOINT PLATES			
	– Four dirty joint plates with forks and knives in position – Taking sideway stance, approach the guest from the right. – Pick up first plate with right hand maintaining the hand position. – Transfer plate to the left hand – Position the knife blade under the bridge of the fork to make an 'X' – Push debris into triangle formed by the handle of fork and knife. – Move to the next guest from right and taking a sideway stance with the cleared plate held behind the back of the guest, pick up the second plate. – Position second plate on platform of holding hand and position the knife under the fork handle.	1 ½ 1 ½ 02 01 02 02 03 02 2 ½		

	<ul style="list-style-type: none"> – Using the second fork, scrape any food debris into triangle, place fork parallel to the next fork. – Continue for third and fourth plate. – Transfer the first plate onto the top of the stack of plates and carry to the side station. 	0 ½ 01		
TOTAL		19		
B.	COVER FOR SERVICE OF A FRUIT PLATTER			
	<ul style="list-style-type: none"> – Table laid with well laundered linen. – Correct cover <ul style="list-style-type: none"> • Fruit fork and knife interlocked on fruit plate. • Spare serviette • Finger fowl on lined underplate with lukewarm water and slice of lemon at the top right hand corner of the cover. • Spare side plate for peels • Castor sugar 	01 02 01 04 1 ½ 0 ½		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	<ul style="list-style-type: none"> • Fresh cream-optional 			
Total		10		
C.	PRESENTATION AND SERVICE OF MINERAL WATER			
	<ul style="list-style-type: none"> – On a lined salver arrange: <ul style="list-style-type: none"> • A bottle of chilled mineral water, a paris goblet 18.93cl or tumbler, 2 coasters. – Carry on left palm padded with cloth and approach guest from the right. – Present the chilled bottle of water and identify for guest to confirm. – Place coasters on table and place glass and water on them. – Return salver to side station. – Open bottle and pour gently to $\frac{2}{3}$ full – Place bottle on coaster and leave it on the table – Welcome the guest. 	03 01 02 02 0 ½ 0 ½ 01 01		
TEST FOUR				
A.	SERVICE OF SOUP FROM A TUREEN			
	<ul style="list-style-type: none"> – At the side station have: <ul style="list-style-type: none"> • Soup plate, underplate, doily, a ladle, soup in a tureen. – Keep plate on the left of the tureen close to the base. – Pick up ladle holding it with right hand. – Dip the bowl of the ladle into the soup and stir gently. 	02 02 1 ½ 2 ½		

	<ul style="list-style-type: none"> – Raise the full ladle clear of soup, keeping it level. – Touch the base of ladle onto surface of soup to clear drips, wipe base of the ladle on the edge of tureen. – Raise the ladle just above the edge of the tureen and keeping it level, position it over the centre of the soup plate at about 5cm. – Tilt the ladle and serve soup – Return ladle into tureen. 	02 02 04 1 ½ 0 ½		
Total		18		
B.	CARRYING A PLATTER OF HOT FOOD			
	<ul style="list-style-type: none"> – Table well laid with well laundered linen. – Line the left hand and forearm with service cloth folded into a pad. – Balance the hot platter on the hand and forearm – Carry service spoon and fork in right hand. – Take a stance on the left and appear ready to serve. 	01 2 ½ 1 ½ 1 ½ 0 ½		
Total		07		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
C.	SERVICE OF TINNED TOMATO JUICE			
	<ul style="list-style-type: none"> – At the side station on a lined salver have the following: <ul style="list-style-type: none"> • 5 Oz goblet, underplate with doily and teaspoon, chilled tinned tomato juice and Worcester sauce. – Wipe and shake the can of juice. – Punch two holes on the can opposite each other/open the can. – Place the can close to the mouth of the glass and pour slowly to $\frac{2}{3}$ full. – Place the juice on a lined underplate and place onto a salver. – Take a side way stance from right and present juice centrally in front of the guest. – Shake Worcester sauce, remove cap, place on underplate and offer as accompaniment. – Welcome guest. 	03 01 01 03 02 02 02 01		
Total		15		
	TEST FIVE			
A.	PREPARATION AND PRESENTATION OF FRESH ORANGE FRUIT			
	<ul style="list-style-type: none"> – At the side station have the following: <ul style="list-style-type: none"> • Small sharp knife, sweet fork, an orange on a plate, fruit plate, spare plate for dirty cutlery and flatware, small glass bowl, chopping board, castor 	04		

	sugar.			
	– Cut a slice from one end of the orange with the sharp knife.	02		
	– Piece the cut slice with a fork to act as a guard when sectioning the orange	01		
	– Piece the whole orange with the fork from the on cut end.	1 ½		
	– Make an incision around the uncut end of the whole orange through the skin to the flesh.	1 ½		
	– Remove the peel and pith by cutting strips from the cut end to the incision made around the orange.	1 ½		
	– The orange should be without pith and peel.	01		
	– Holding orange over the glass bowl, cut out each section of the orange leaving the pith on the fork.	02		
	– All sections to fall into the glass bowl.	01		
	– With the aid of a second fork, squeeze the pith over the glass bowl to remove all the juice.	01		
	– Sprinkle with castor sugar	0 ½		
	– Dress onto the fruit plate	01		
	Total	18		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
B.	PRESENTATION OF WINE BILL			
	– Items included in the bill: <ul style="list-style-type: none"> • Name of establishment • Table No. • Amount consumed • Total bill • Waiter's name/signature 	05		
	– Present the bill without ceremony on a side plate, on the right of the host and walk away.	03		
	Total	08		
C.	SERVICE POSTURE AT THE TABLE			
	– Approach table to left of the guest, carrying the flat in front and not touching waiter's clothing.	2 ½		
	– Watch out any item that may be under the table or between chairs.	01		
	– Place left foot forward near front leg of guest's chair and just under the table top.	2 ½		
	– Face guest to be served.	01		
	– Bend from the waist, never from the knees but slightly inclined to the left.	03		
	– Position serving flat near the diner's plate slightly overlapping about 10 – 15cm above the table.	03		
	– Look for any signs from the diner indicating size of	01		

	portion to be served.			
	Total	14		

SECTION B (60 Marks)

Carry out mise-en-place and service of the day's menu for **EIGHT** guests using:

- a) Plate service for starter and sweet course/dessert.
- b) Silver service for the main course and coffee.

	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	Marks bought forward from Section A	40		
1.	GROOMING			
	– Clean appropriate uniform, polished low shoes, short nails with no varnish, moderate jewellery, clean neat hair.	3		
	Total	3		
2.	MENU CARD			
	– Reasonable size, correct order of dishes, proper grouping, well centred, correct spelling, appropriate neat design.	3		
	Total	3		
3.	MIS-EN-PLACE			
	a) The room			
	– Cleaning of the area during the test methodically	2		
	– Proper arrangement of tables and chairs.	1		
	– Stocking of sideboard according to menu	2		

	b) Table setting			
	– Appropriate table cloth, laundered and centrally placed.	2		
	– Cutlery placed 2 cm from edge of table and in correct order.	2		
	– Enough space for plate.	1		
	– Placement of cruet, butter, menu card and table number.	2		
	– Fresh flowers in appropriate flower vase.	1		
	– Position the glass appropriately	1		
	– Well cleaned and polished equipment			
	Total	15		
4.	SOCIAL SKILLS			
	– Welcoming, sitting guest, unfolding napkin and offering water to guest correctly.	3		
	Total	3		
5.	SERVICE SKILLS			
	– Presently the menu card from the right side appropriately	1		
	– Order taken correctly.	1		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
	a) Starter			
	– Serve pre-plated starter and beverages from the right (plate service only)	1		
	– Item neatly presented centrally in front of guest	1		
	– Clear correctly from the right of guest methodically to the sideboard.	1		
	– Take items to wash-up area on a service tray	1		
	Total	6		
	b) Main Meal			
	– Correct placement of hot dinner plates from the right	1		
	– serve from the left	1		
	– Proper manipulation of the correct cover	1		
	– Correct sequencing food; meat, starch, vegetables and accompaniments.	2		
	– Correct plating of food; meat item at 6 o'clock, starch above the meat, vegetables on both sides at 9 o'clock and 3 o'clock, sauce/accompaniment according to guest wish.	3		
	– Clear from the right methodically.	1		
	– Clear cruet, sideplates methodically to the sideboard	1		

	– Take items to the wash-up area on correct tray	1		
Total		11		
c) The sweet course				
	– Crumb down and adjust cover	1		
	– Serve pre-plated sweet course item from the right (plate service only)	1		
	– Clear correctly from right of guest and carry to the side board.	1		
	– Take items to wash-up area on a service tray.	1		
Total		4		
d) Coffee				
	– Correct placement of coffee cups to the right of cover	1		
	– Approach guest from the right and silver serve the coffee	1		
	– Place sugar in the cup, serve coffee then milk from the right hand side of guest.	1		
	– Clear methodically from right using a salver and take items to a lined service tray at the sideboard.	1		
	– Final clearing; water glass removed last.	1		
	– Take items to the wash-up and clear the sideboard.	1		
Total		7		
	DESCRIPTION	MAXIMUM SCORE	ACTUAL SCORE	REMARKS
e) Billing and departure				
	– Bill written appropriately	1		
	– Guest billed, change returned and receipt given	1		
	– Guests seen off well at the end.	1		
Total		3		
6.	SERVICE MANAGEMENT			
	– Courtesy, speed, efficiency, poise, alertness and steadiness during service.	3		
	– Hygiene habits observed	2		
		5		
Total		60		
GRAND TOTAL		100		

Comment on the candidates work.
