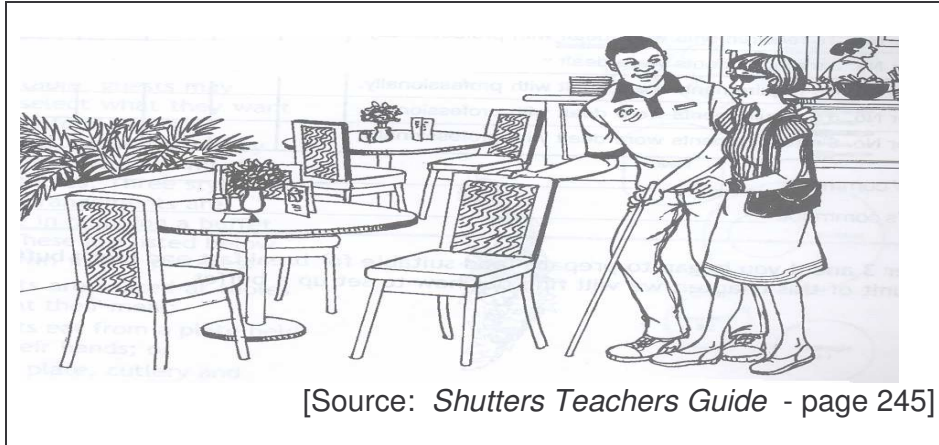


SECTION E

QUESTION 12

Study the illustration below carefully.



[Source: *Shutters Teachers Guide* - page 245]

- 12.1 Comment on how you would accommodate the above guest in your restaurant. (5)
- 12.2 Mrs Barker made her booking telephonically at a restaurant in Cape Town. When she arrived at the restaurant she discovered that her booking had mistakenly been taken for the next day. The person who took Mrs Barkers booking was not at work to give an explanation.
- 12.2.1 Predict Mrs Barker's reaction to the above situation. (2)
- 12.2.2 Advise the manager on how to save the situation so that Mrs Barker does not go away being a dissatisfied customer. (3)

12.3 Read the extracts below and answer the following questions:

Extract 1: The telephone rings a number of times and it is answered by a fading voice -

Hi, who is it?
What do you want?

Extract 2: The telephone rings, within seconds it is answered in a clear, pleasant tone of voice -

Good morning. How may I
help you?
Thank you. Enjoy your
day.

- 12.3.1 From the two extracts above, which is the most appropriate way of answering the phone? (1)
- 12.3.2 Justify your answer to QUESTION 12.3.1. (2)
- 12.3.3 List the information that must be recorded when a guest makes a booking at a restaurant telephonically. (5)
- 12.3.4 Explain how she could confirm her booking details to avoid misunderstandings. (4)
- [22]**

QUESTION 13

- 13.1 Various serving styles are used in restaurants. Compare plate and buffet service. Copy and complete the table below in the answer book.

| Serving Styles | Plate Service | Buffet Service |
|----------------|---------------|----------------|
| Description | (2) | (2) |
| | | |
| Advantages | (2) | (2) |
| | | |

(8)

- 13.2 Towards the end of a formal plate service dinner, you are required to serve coffee. How would you perform this service?

(2)
[10]

QUESTION 14

A group of teachers from the Eastern Cape attended a workshop in Pretoria. During lunch they were served with the following menu:

Chicken stew
White rice Cauliflower
Roast potatoes
Coffee
Milk Sugar

The room that they were served in was small and depressing. They were not happy at all.

- 14.1 Rewrite the menu above according to the rules of writing a menu. Use the chicken stew and rice, but replace the cauliflower and the potatoes to present a well-balanced meal. (8)
- 14.2 Write down FOUR suggestions on how to make the room a more pleasant environment by improving the aesthetic aspects. (4)
- [12]**

QUESTION 15

Examine the two menus below and answer the questions that follow:

| MENU A | MENU B |
|--|--|
| <p style="text-align: center;">Butternut Soup</p> <p style="text-align: center;">Crumbed Hake with Tartare Sauce</p> | <p style="text-align: center;">Mince Fricadels Mash Glazed Carrots</p> <p style="text-align: center;">Apple Toffee Steam Pudding with Custard</p> |

- 15.1 Name the correct cutlery for the following:
- 15.1.1 Menu A
- 15.1.2 Menu B (4)
- 15.2 Describe the procedure you will follow if a guest drops his/her cutlery. (1)
- 15.3 Name the precautionary measures that must be taken to ensure that crockery does not break, crack or chip. (2)

- 15.4 Write down FIVE guidelines for the placing of dishes on a buffet table. (5)
- 15.5 The closing *Mise-en-Place* is important before the restaurant closes for the evening. Discuss the closing *Mise-en-Place* to be followed. (4)
- [16]**

TOTAL SECTION E: 60

GRAND TOTAL: 200