



<b>FACULTY/COLLEGE</b>	College of Business and Economics
<b>SCHOOL</b>	School of Tourism and Hospitality
<b>CAMPUS(ES)</b>	APB
<b>MODULE NAME</b>	Food and Beverage Service 2 Theory
<b>MODULE CODE</b>	FBST2Y2/ FBS 02Y2 / FBS 21T1
<b>SEMESTER</b>	Second
<b>ASSESSMENT OPPORTUNITY, MONTH AND YEAR</b>	Supplementary Assessment December 2019

<b>ASSESSMENT DATE</b>	December 2019	<b>SESSION</b>	TBA
<b>ASSESSOR(S)</b>	Mr RS Urwin		
<b>MODERATOR(S)</b>	Mr AD Brain		
<b>DURATION</b>	120min	<b>TOTAL MARKS</b>	100

<b>NUMBER OF PAGES OF QUESTION PAPER (Including cover page)</b>	5
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#### INFORMATION/INSTRUCTIONS:

- Question papers must be handed in.
- This is a closed book assessment.
- Read the questions carefully and answer only what is asked.
- Number your answers clearly and in **pen only**.
- Write neatly and legibly.
- Structure your answers by using appropriate headings and sub-headings.
- The general University of Johannesburg policies, procedures and rules pertaining to written assessments apply to this assessment.

**QUESTION 1****[15 MARKS]**

Please answer at the back if the answer booklet

1. A person who will only eat fruits, root, seeds, nuts, vegetables and leaves.
  - a) Ovarian
  - b) Vegan
  - c) Carnivore
  - d) Lacto-Ovo vegetarian
2. Slurred speech, dilated pupils, staggering is related to .... Abusers
  - a) Hallucinogen
  - b) Cocaine
  - c) Depressant
  - d) PCP
3. Blood in any form, shellfish, and animals with a defect are considered in the Kosher diet...
  - a) Hallaal
  - b) Clean to eat
  - c) Treifah
  - d) Beth Din
4. If a person appears to have white eyes, increased appetite and paranoid reactions, they may be using
  - a) Opiates
  - b) Angel dust
  - c) Glue
  - d) Marijuana
5. A persons following a lactarian diet includes... in their diet
  - a) Dairy products
  - b) Eggs
  - c) Fruits and some vegetables
  - d) White fish
6. Methods to improve profit margins while controlling alcohol consumption in a bar are.
  - a) Serve mocktails
  - b) Water downed spirits
  - c) Changing brands of spirits used
  - d) Not serving doubles to customers
7. Fleischik refers to which Kosher foods
  - a) Milk products from kosher animals
  - b) Neutral category
  - c) Birds of prey being slaughtered in a kosher way
  - d) Meat from slaughtered kosher animals
8. Symptoms of reduced inhibitions are:
  - a) Drinking alone, bravado, loud speech
  - b) Eyes glassy, stumbling, lack of focus
  - c) Drowsy, falling, can't walk straight.
  - d) Paying for other peoples drinks, ordering doubles at the bar.

9. When combining the alcohol and sleeping tablets the effects are:
- Reduced
  - Neutralised
  - Magnified
  - Stimulated
10. A person is considered to have impaired reactions when:
- Spilling drinks, being very talkative
  - Loose of train of thought, slurred speech
  - Complaining about service and drink strength
  - Being overly friendly and lack of memory
11. Typical symptoms associated to someone using Cocaine are
- Runny nose, stumbling, pink spots
  - Insomnia, thin with low appetite, bad breath
  - Watery eyes, runny nose, drowsiness
  - Has an odour, dilated pupils, dry nose
12. General symptoms of someone using drugs are:
- Forgetful, emotional, depressed, weak
  - Slurred speech, talkative, loud unnecessarily, overly friendly
  - Washed eyes, runny nose, thin, distant
  - Wearing sunglass and long-sleeved cloth in hot weather, stealing item which can be sold
13. When providing for Halaal consumers, which foods are acceptable:
- Pork dishes
  - Haraam meat
  - Fish and eggs
  - Bacon and eggs breakfast
14. Alcohol affects the human body in following order:
- Impaired Co-ordination, Impaired judgment, Impaired reactions, reduced inhibitions
  - Reduced inhibitions, Impaired judgment, Impaired reactions, Impaired Co-ordination
  - Impaired muscles, impaired reactions, reduced judgements, impaired interpersonal skills
  - Impaired judgment, Reduced habits, Impaired reactions, Impaired Co-ordination
15. Best course of action to handle employees which are known drug abusers
- Send them for rehabilitations
  - Disciplinary hearing
  - As long as it doesn't effect productivity leave them
  - Switch them, to a different department.
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**QUESTION 2****[31 MARKS]**

- 2.1 Answer the following questions True or False, Justify your answer.
- 2.1.1 The position of the customer as the focal point of a business is central to the marketing concept. (2½)
- 2.1.2 A sales orientation business focuses lowering unit costs by working towards a high-volume production and economies of scale (2½)
- 2.1.3 Opportunities for a fast food outlet can menu the extension of the menu range (2½)
- 2.1.4 The food and beverage department in a hotel doesn't consist of a series of closely linked subsystem but rather an independent system. (2½)
- 2.2 SWOT analysis refers to Strengths, Weaknesses, Opportunities and Threats. In order to better understand the success of the restaurants located on 4th Avenue in Parkhurst, describe Strengths and Weaknesses of this street? (4)
- 2.3 Describe some on the internal problems that may arise in catering operations within:
- 2.3.1 Food and Beverage (2)
- 2.3.2 Employees (3)
- 2.4 Explain the following aspects that are unique to food service operations, using appropriate examples to clarify your explanation:
- 2.4.1 Services have high fixed costs (3)
- 2.4.2 Guests are present for both production and service (3)
- 2.5 Using the marketing mix, describe how these factors can be related to a food and beverage operation. (6)
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**QUESTION 3****[26 MARKS]**

- 3.1 Describe the factors used to determine par stock levels in a bar. (5)
- 3.2 What factors are important for the correct storage of alcoholic beverages in a food and beverage operation? (3)
- 3.3 The issuing of stock to the bars is an important area of control. How is the issuing of bar stock controlled? (2)
- 3.4 List five (5) ways a bartender could defraud a customer. (5)
- 3.4 How can food and beverage operations reduce the risk of intoxication of customers in the establishment? (5)
- 3.5 Discuss the importance of having a server intervention program in place in a restaurant. (6)
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**QUESTION 4****[28 MARKS]**

- 4.1 Describe the objectives of food and beverage controls in relation to the establishment and maintenance of standards. (8)
- 4.2 Name and explain four (4) unique problems you as a Food and Beverage manager might face when operating a food and beverage outlet. Include examples in your answer. (4x3=12)
- 4.3 Describe the following the control cycle phases of a food and beverage outlet under these headings:
- 4.3.1 Purchasing (4)
- 4.3.2 Storing and Issuing (4)
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**TOTAL****[100 MARKS]**

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