

7066-003

Certificate in Food and Beverage Service

Food and beverage service principles (multiple choice)

SAMPLE PAPER

What is the **first** action that should be taken on discovering a customer has had an accident?

- a Find the supervisor/manager.
- b Telephone reception and ask for the first aider.
- c Move the customer to a more suitable environment.
- d **Ascertain exactly what has happened to the customer.**

Sweets to be served in the restaurant should be stored in

- a a moveable sweet trolley to be taken to the customers table
- b **a refrigerated cabinet trolley in a central position in the restaurant**
- c the bar/reception area near the entrance to the restaurant
- d the pastry section of the kitchen easily accessible for the waitress.

The **most** practical method to reduce theft of restaurant equipment is to

- a carry out regular monthly stocktaking
- b **mark the establishment logo on all equipment**
- c make the waiting staff responsible for the equipment
- d issue all the equipment on a daily basis.

Which one of the following shows the **most** professional attitude for food service personnel with regard to serving customers?

- a Customers must accept whatever service is given to them.
- b Waiters have no obligation to be courteous to the customers.
- c **Customers are given correct service, but without over attention.**
- d Customers must always be accepted as being right, even when they are abusive.

The basis of a Continental breakfast is

- a tea and toast
- b coffee and biscuits
- c **coffee and rolls**
- d fruit juice and cereal.

The **main** reason why a waiter signs a drinks check is to

- a allow the cashier to know who is serving which table
- b make it easier to change the amount on the bill
- c show the customer who is serving him
- d **allow the control department to follow up any queries.**

A refrigerator used for storing butter and milk should be cleaned with

- a **a solution of warm water and bicarbonate of soda**
- b warm soapy water
- c hot water only
- d hot brine solution.

Which one of the following cheeses is made from ewe's milk?

- a Pont l'Evêque.
- b Parmesan.
- c Gruyère.
- d Roquefort.**

The **best** method of making coffee for large numbers is

- a individual filters
- b vacuum infusion
- c cafetière
- d still set.**

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