

CHRISTIAN SOCIAL SERVICES COMMISSION (CSSC)  
NORTHERN ZONE JOINT EXAMINATIONS SYNDICATE (NZ-  
JES)



FORM TWO PRE-NATIONAL ASSESSMENT AUG 2025  
MARKING SCHEME

Food and Beverage Services & Sales

Section A

1.

i	ii	iii	iv	v	vi	vii	viii	ix	x
A	B	C	B	D	C	D	B	A	B

1 mark each  $\times 10 = 10$  marks

2.

COLUMN A	i	ii	iii	iv	v
COLUMN B	F	B	A	D	I

3. Five points to keep in mind when serving starters:

i) Choose a variety of dishes to give the guest something to choose from and help to create a visually appealing spread.

ii) Consider the dietary needs of your guests, if you have guests with dietary restrictions.

iii) Serve the dishes in small portions. Starters should be light and refreshing.

iv) Present the dishes attractively. Take the time to arrange the dishes on the plate in a visually appealing way. You may garnish the dishes with herbs, edible flowers, or other decorative elements.

v) Prepare starter in a presentable manner.

(1 mark each  $\times 5 = 5$  marks)

(b) Five (5) Importance of serving appetizers/starters

i) What the appetite (Arise appetite).

Starter dishes are light and flavorful and are designed to stimulate the appetite for the main course.

ii) Prepare the plate: Starter dishes can help to prepare the appetite for the main course.

(1 mark each  $\times 2 = 2$  marks)

iii) Add variety to the meal:

Serving starter dishes can add variety and interest to the meal. It can give your guests something to enjoy while they are waiting for the main course.

iv) Create a social atmosphere:

Serving starter dishes can help to create a social atmosphere and give guests something to talk about and share with each other.

v) Increase profits:

Starter dishes can also help to increase profits for restaurants. They can encourage guests to order more food and drinks.

(1 mark each  $\times 5 = 5$  marks)

4(a) Five importance of serving salad in the menu:

i) Nutrition:

Salads are a good source of vitamins and minerals and fiber. They are low in calories and saturated fat.

ii) Taste:

Salad can be very delicious, especially when made with fresh, high-quality ingredients.

iii) Flexibility:

Salads can be served as an appetizer, side dish or main course. They can also be customized to suit any dietary restrictions or preferences.

iv) Presentation:

Salads can be very visually appealing, especially when plated with care.

v) Garnishing:

Salad can be used as garnishing to make the dishes attractive.

(1 mark each × 5 = 5 marks)

b) 5 types of salad dressing:

i) Vinaigrette salad dressing: olive oil, vinegar and herbs.

ii) Ranch salad dressing: mayonnaise, sour cream, buttermilk and herbs.

iii) Caesar salad: anchovies, mayonnaise, Parmesan cheese and lemon juice.

iv) Creamy salad: mayonnaise, sour cream or yogurt-based dressings.

5 (a) Five implementation steps of identifying errors:

i) Incorrect placement or number of cutlery and utensils.

ii) Missing or misplaced glassware.

iii) Empty or incorrectly filled condiments.

iv) Untidy or wrinkled table linens.

v) Missing or improperly placed napkins.

(1 mark @) = 5 marks

(b) Implementation steps of correcting cover:

- i) Remove excess items - remove any items that are not supposed to be on the table e.g. extra plate, utensils, or condiments.
- ii) Replace missing items - replace any missing items, such as water glass, napkin.
- iii) Correcting misplaced items - properly rearrange any items that are incorrectly placed.
- iv) Adjust table linen - smooth out any wrinkles or creases in the table cloth or placement.
- v) Replenish condiments - replenish condiments use clean spoon to avoid contamination.
- vi) Address additional needs of guests requiring specific items e.g. butter knife, salt shaker.
- vii) Maintain discreetness.
- viii) Final check - step back and perform a final check to ensure the table setting is flawless and reflects the establishment's standard of excellence.

(any 5) 1 mark @ = 5 marks

6 (a) Procedures of taking table reservation:

- i) Greet customer according to the time of the day.
- ii) Gather information from the customer such as:
  - Date and time.

- Number of guests.
- Customer's name, contact number and any other piece of information which may be needed.
- Clarify special needs of guests e.g. dietary restrictions.

iii) Confirm availability of table.

iv) Repeat reservation detail with the customer to ensure accuracy.

v) Provide a confirmation number and detail on how to modify or cancel the reservation if needed, and thank the customer for booking.

(1 mark @) = 5 marks

(b) The use of tools when taking restaurant reservations:

i) Computer – is installed with internet and reservation software, point of sale system (POS), which is integrated with reservation features and customer data.

ii) Telephone – This is needed for handling reservation inquiries, confirmation and modifications through phone calls.

iii) Restaurant reservation diary – This is a diary where restaurant reservations are manually processed and recorded in a physical book or lodge.

iv) Printer – is needed for printing reservation confirmation or daily reservation reports.

v) Tablets – for accessing the reservation confirmation.

7(a) Pairing of food with wine:

Red meat pair with red wine,

White meat pair with white wine.

(2½ marks) = 5 marks

(b)

Red meat is heavy and tough, which is difficult to digest, so needs red wine which is strong to aid digestion.

White meat such as fish, chicken is light meat with short and fine fibers and has less connective tissue, so it is tender. Then red meat needs light wine.

8. a) Five importance of hot beverages:

For cultural tradition, many cultures have long-standing practices of serving hot drinks such as tea, coffee as a part of hospitality and social rituals.

- Comfort and warmth – hot beverage can provide physical warmth especially in cooler climate.
- Flavour release – heat can improve the flavour and aroma of certain beverages.
- For health benefits – some hot drinks such as herbal tea are associated with various health benefits including relaxation and soothing effects.
- Mood and energy – caffeinated hot drinks such as coffee and tea can provide a quick energy boost, improve alertness and mood.
- Stimulate the body and nervous system.

(any 5) 1 mark @ = 5 marks

(b) Importance of taking/drinking water:

- For staying well hydrated to improve concentration, mood and overall well-being.
- It also prevents headache and fatigue.
- Water complements food, helps cleanse the plate between meals.
- Aids digestion as it binds the food residue together and makes it move easily from the intestine.
- Water lubricates joints.

(1 mark @) = 5 marks

9. Procedures to observe when handling babysitting requests include:

- i) Offer high chairs / seat cushions if required.
- ii) Give children's menu if required.
- iii) Offer portion size if ordered from the normal menu.
- iv) The provision of children's giveaways (e.g. crayons, coloring books).
- v) For the safety of both children and others, the staff should be aware of children's movement.
- vi) Restriction on the service of alcohol to minors.

(1 mark @) = 6 marks

9. (b) four Tools and equipment used in babysitting:

i) Restaurant menu – including special menu for children, consists of different snacks and full menu from starter to desserts.

ii) High chair – it helps for children seat to be comfortable and safe while they are eating in the restaurant.

iii) Cutlery should be presented to the children on the table while able to use it when they are eating.

iv) Soft music that is entertaining which is used to entertain clients in restaurants while they are eating food.

(1 mark @) = 4 marks

## SECTION C – 15 marks

Introduction:

Sanitation is the way of keeping oneself, working premises and equipment clean and free from anything that might get in contact with food and cause harmful or diseases.

- Kitchen sanitation is the way of keeping a kitchen, tools and equipment clean and free from debris, dust, pests, and animal insects.
- Restaurant sanitation is the way of keeping a restaurant, foods and equipment clean and free from debris, dust, pests, and animal insects.
- The purpose of sanitation is to provide a healthy working environment in food service industry.

The following are the importance of sanitation:

- It helps promote a well-being of staff working in the kitchen and restaurant.
- It helps to prevent spread of diseases and threats which are caused by poor waste disposal, for example diarrhea, dysentery and typhoid.
- It helps to monitor personal hygiene in the kitchen and restaurant.
- It helps to prevent food from being contaminated.
- Maintain fresh air – people can live in a kitchen and restaurant with enough space and well-ventilated room while eating.

(1 mark @) = 5 marks

The procedures of cleaning storage areas include:

- Clear the shelves and closets.
- Replace the air filter.
- Clean with bleach or disinfectants.
- Keep the storeroom safe from moisture and dust.

(1 mark @) = 5 marks

Importance of pest control include:

- It prevents pests to carry harmful bacteria that can contaminate food i.e. Salmonella, Typhoid, Listeria monocytogenes.
- It prevents fatal illness in humans as pests are a threat to humans.
- Examples of common pests which attack the kitchen and restaurant include rats, mice, fleas, flies, bed bugs, ant, and cockroaches.

(1 mark @) = 3 marks

Sanitation is important for well-being of staffs and customers.

1 mark