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BTEC L2 Technical Diploma in Food and Beverage Service Unit 2: Food and Beverage Services Principles

Information for candidates

Instructions

- · Answer all questions.
- An onscreen notepad is provided for you to make notes during the test. These notes will not be marked.
- An onscreen calculator is provided for questions which require calculation.
- An accessibility panel is provided on every screen. This allows you to magnify your screen and apply a range of colour filters

Information

- The assessment is 1 hour 15 minutes in duration.
- · The total mark for this test is 60.
- The number of marks for each question is shown in brackets e.g. (2). Use this as a guide as to how much time to spend on each question.

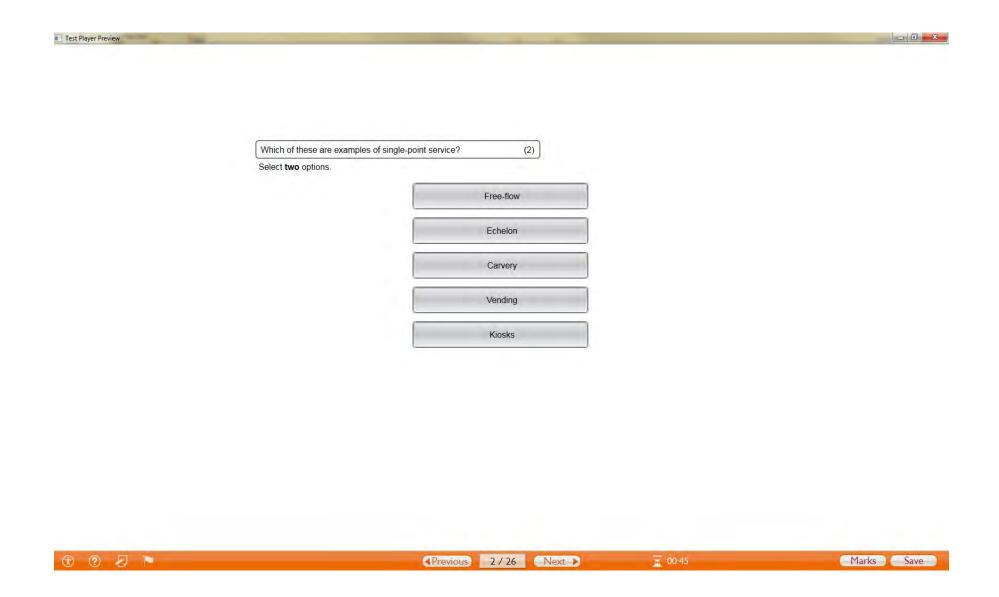
Advice

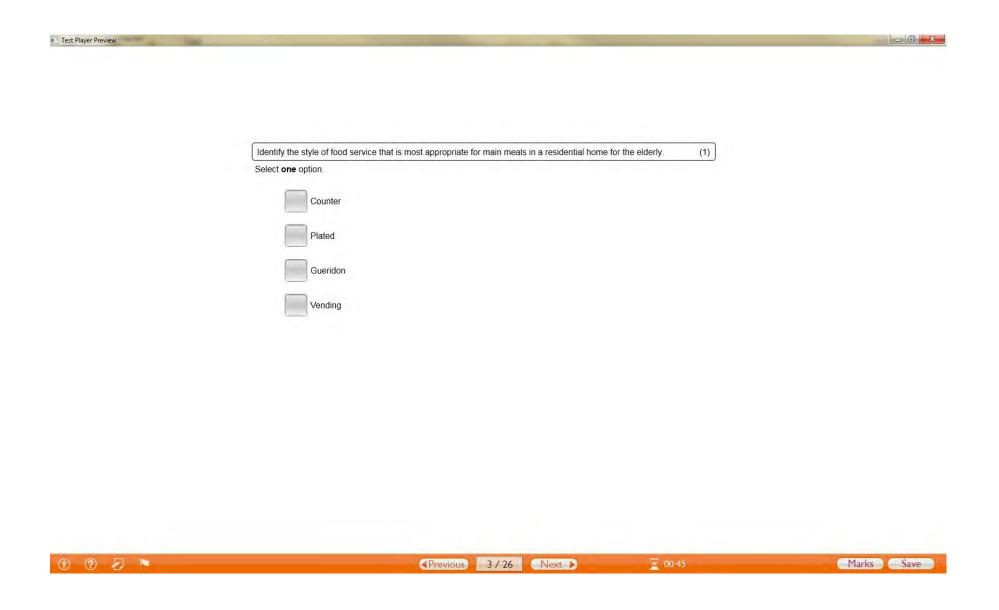
- · Read each question carefully before you start to answer it.
- . Keep an eye on the time.
- · Try to answer every question.
- · Check your answers if you have time at the end.

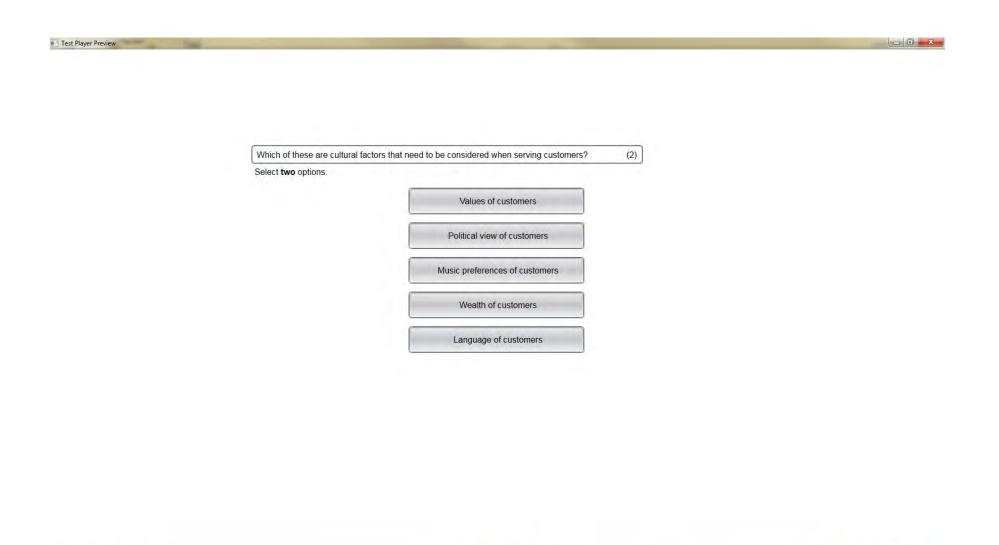
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Start Test





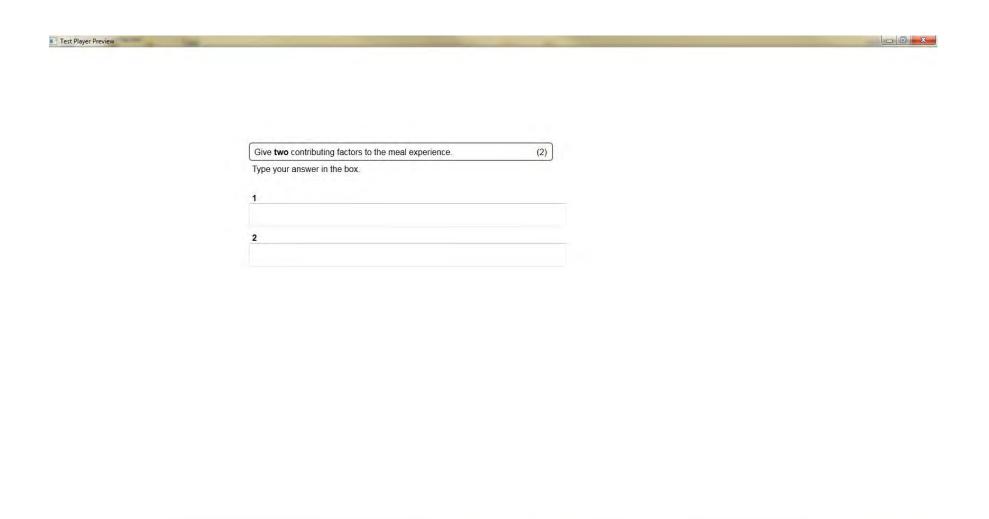




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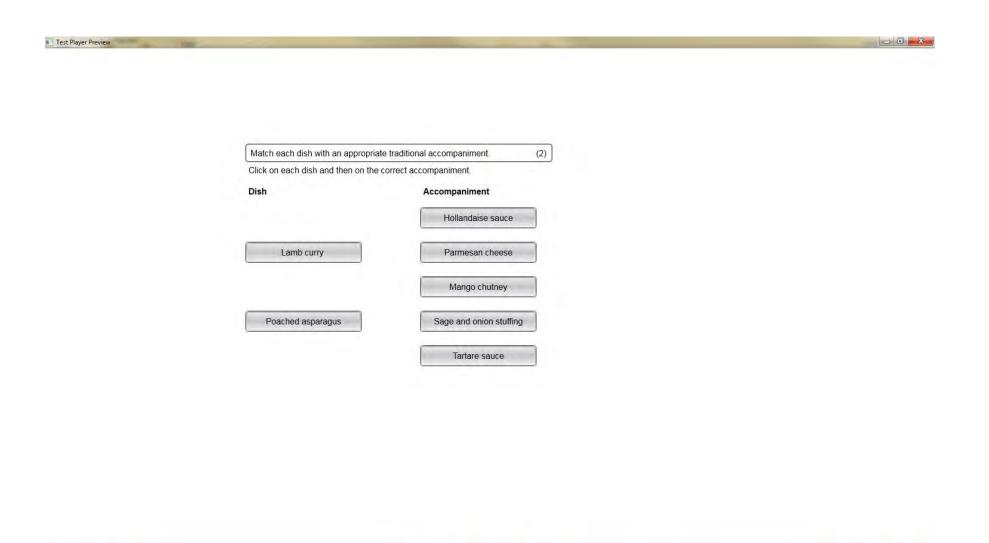
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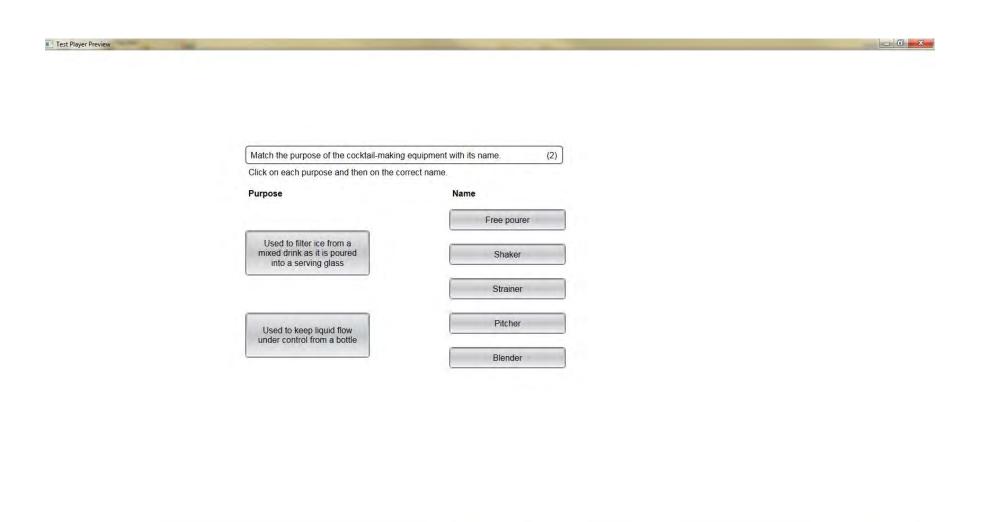
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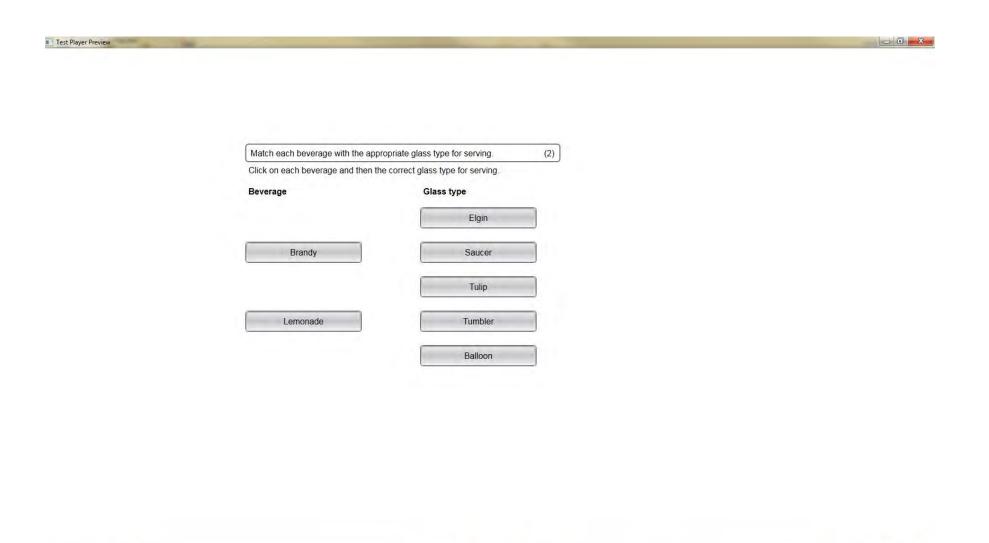
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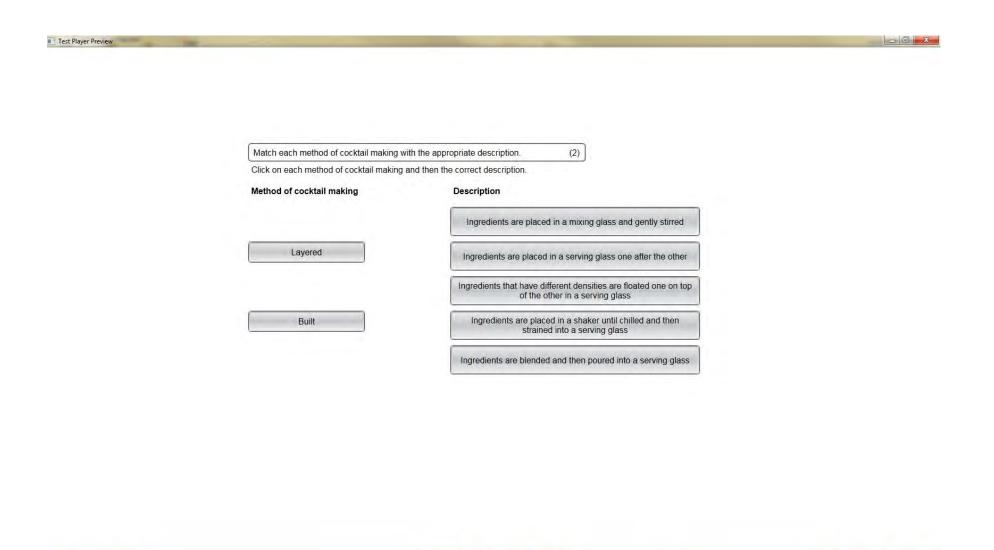
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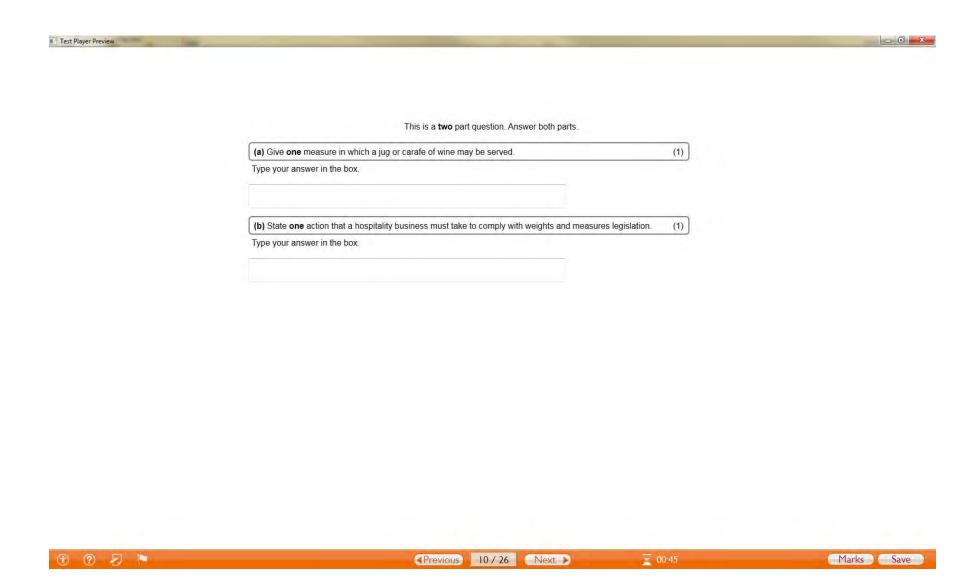
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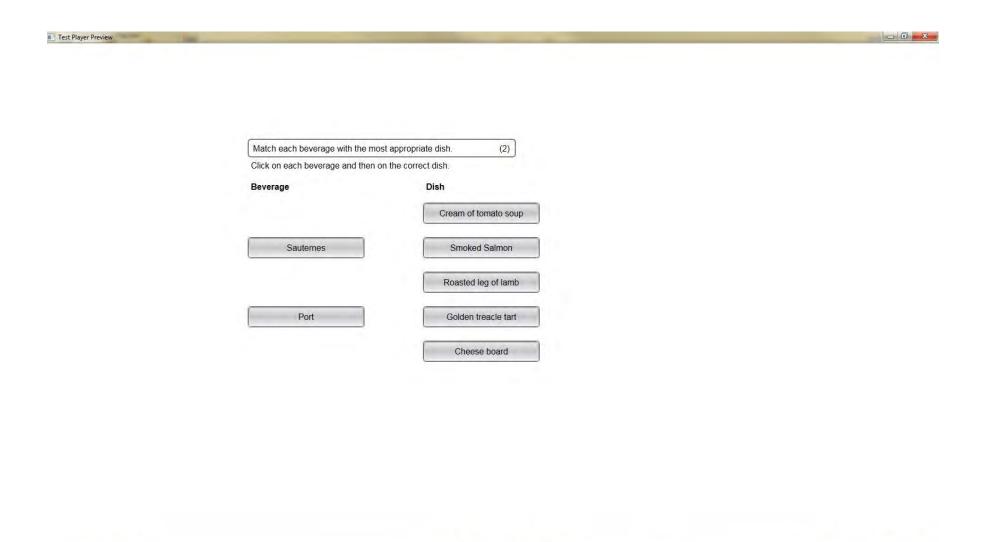
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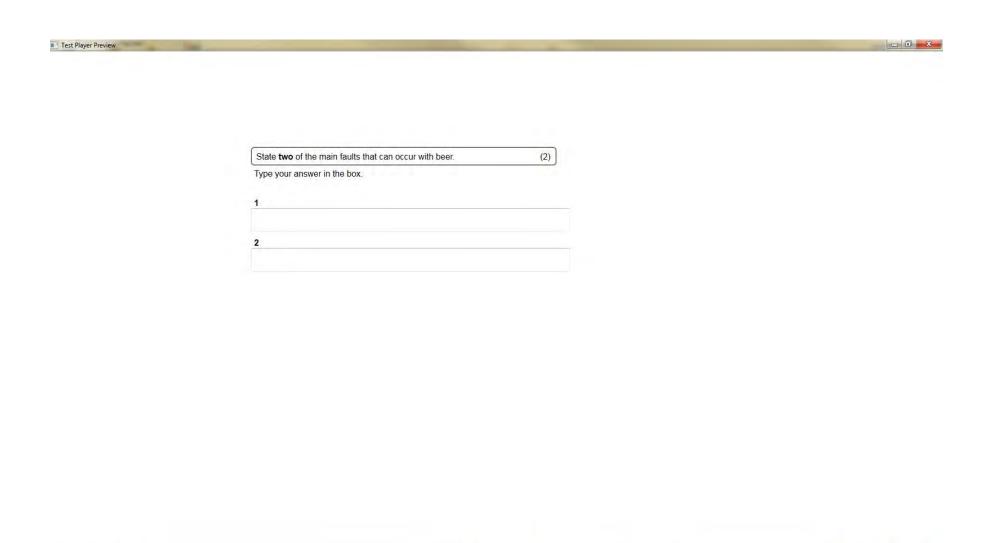
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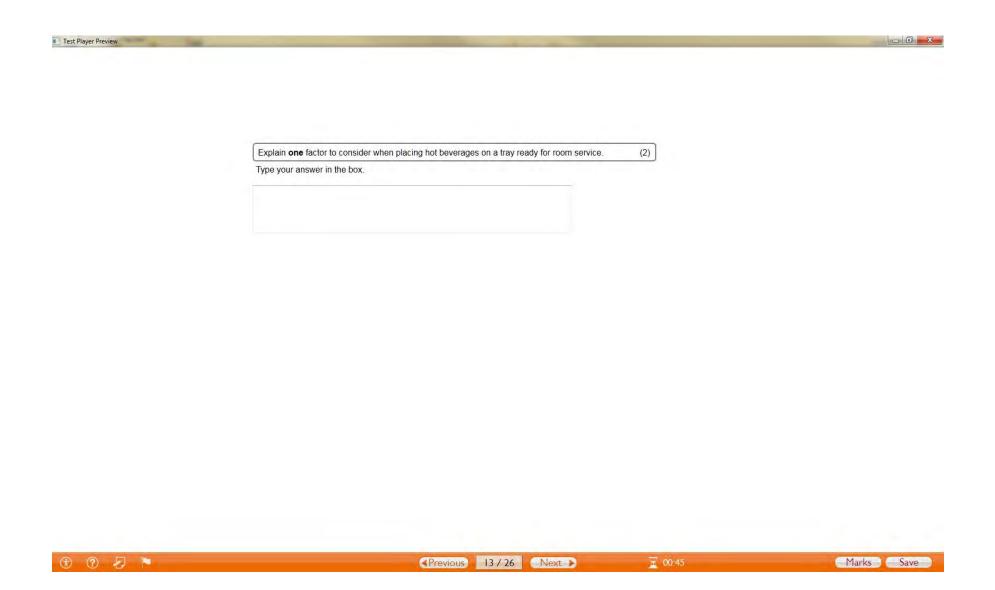


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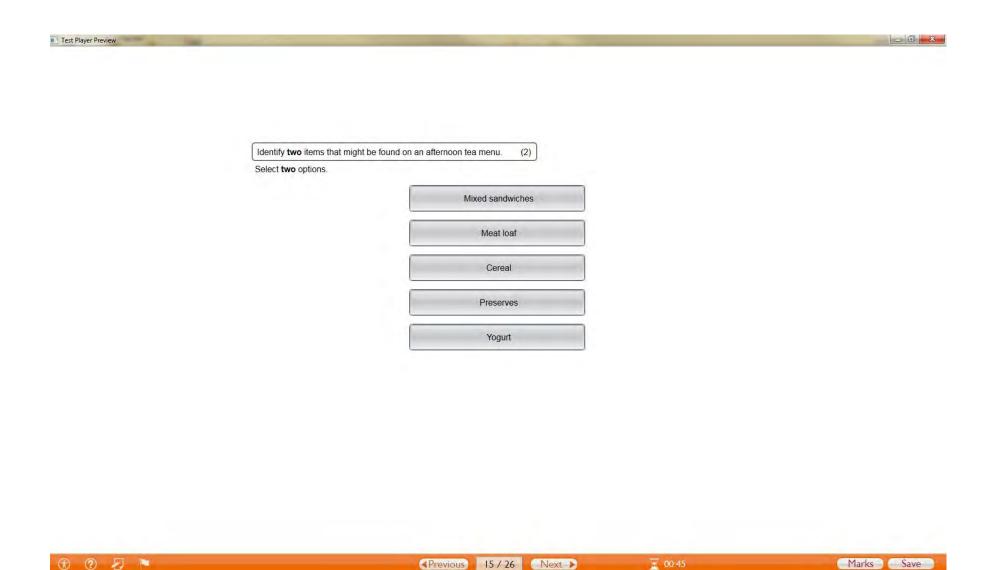
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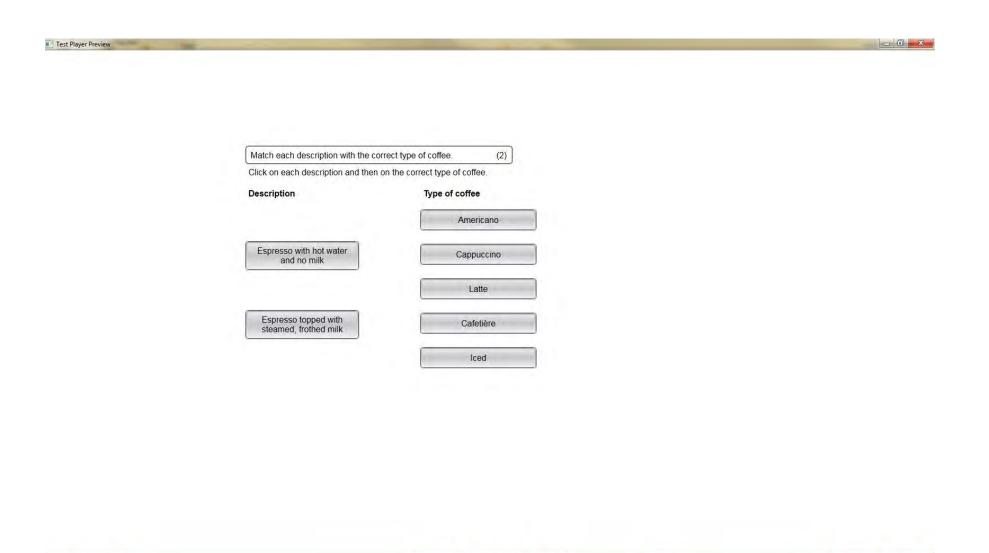


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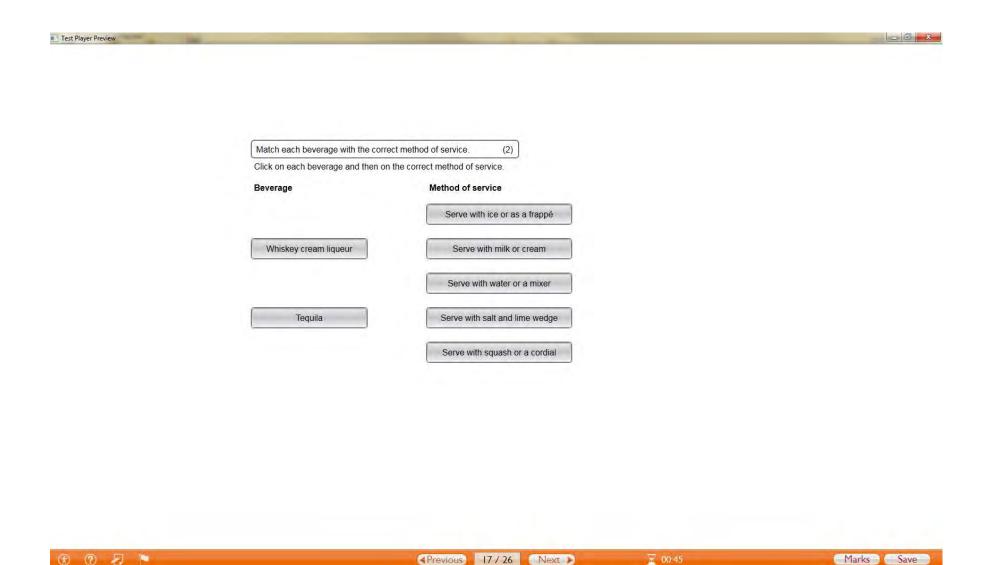


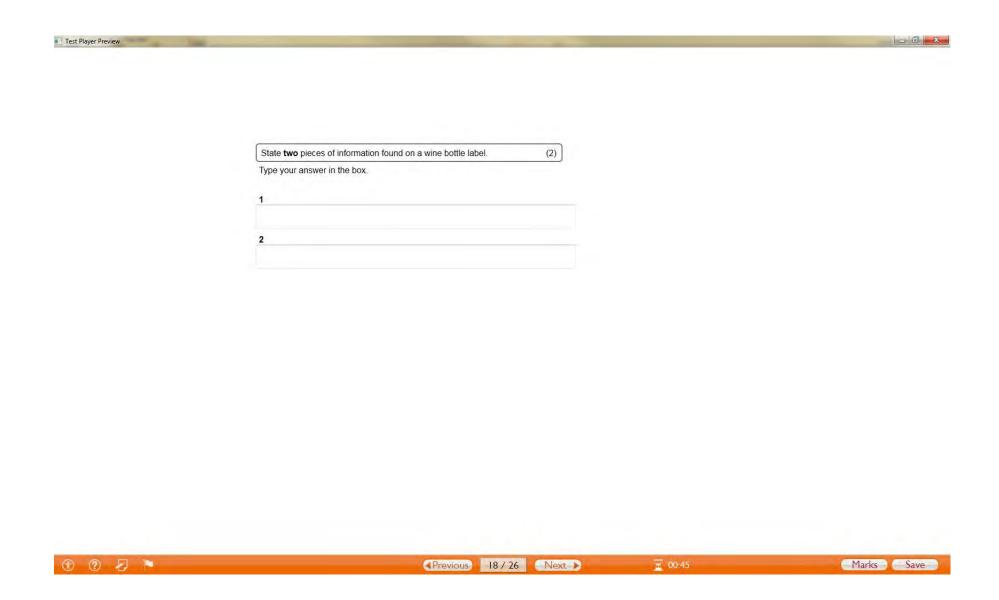


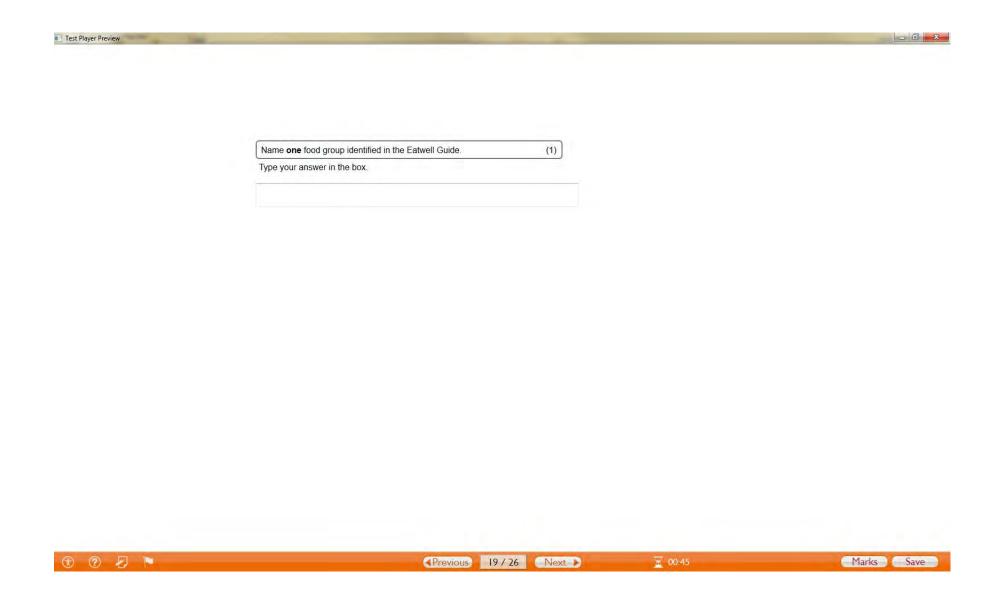


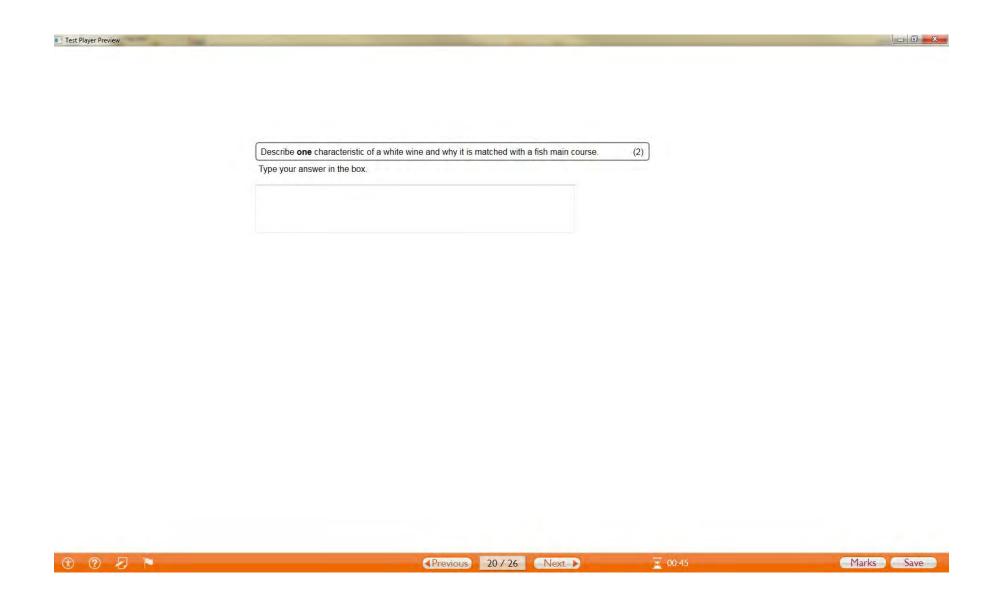
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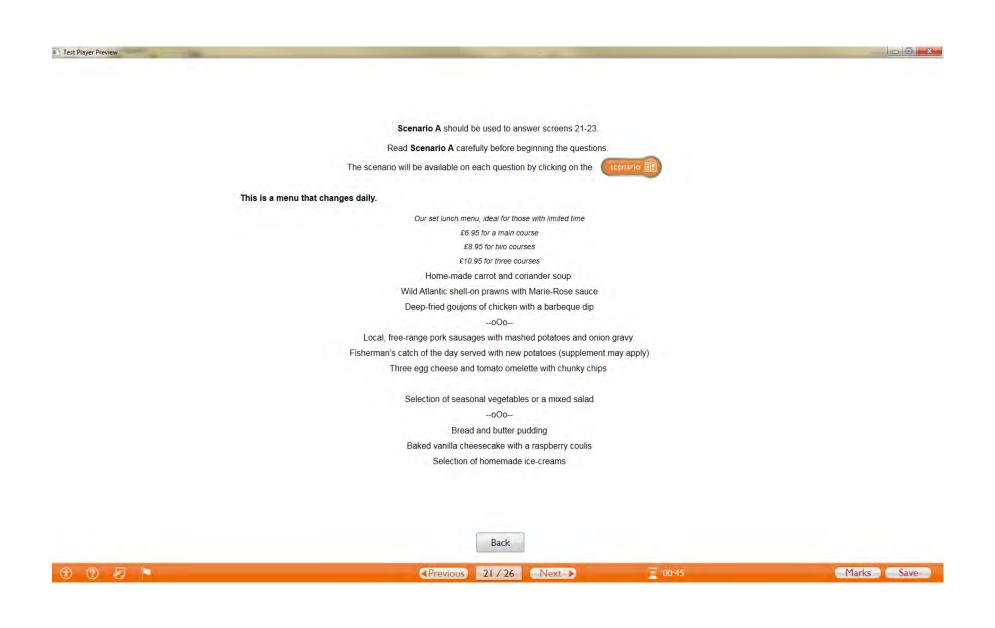
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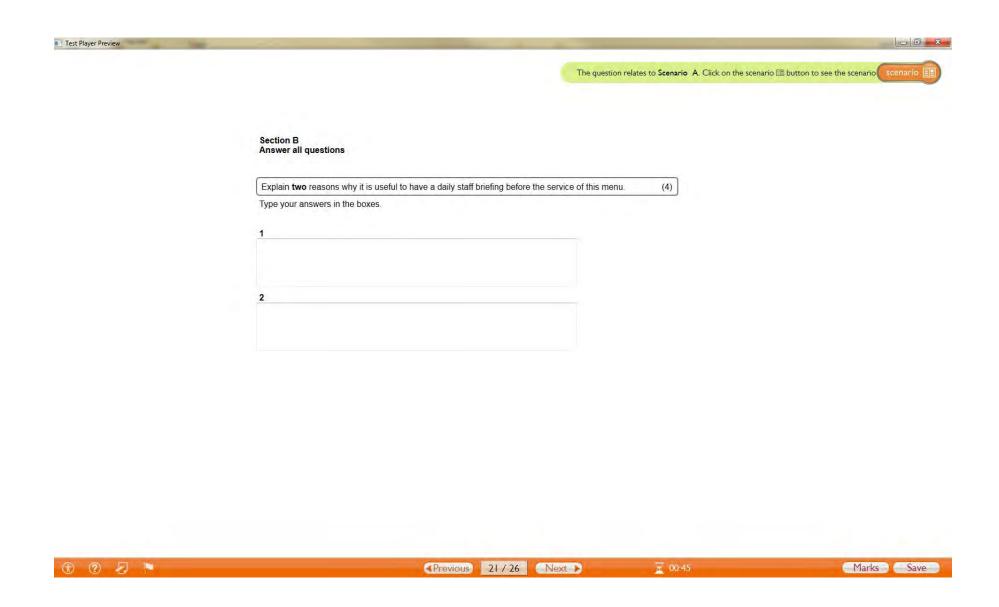


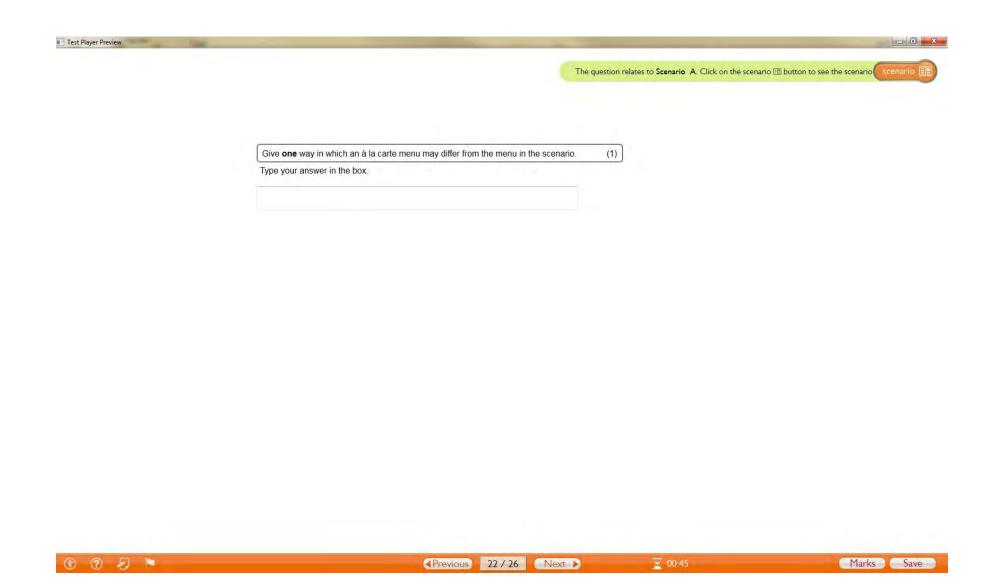


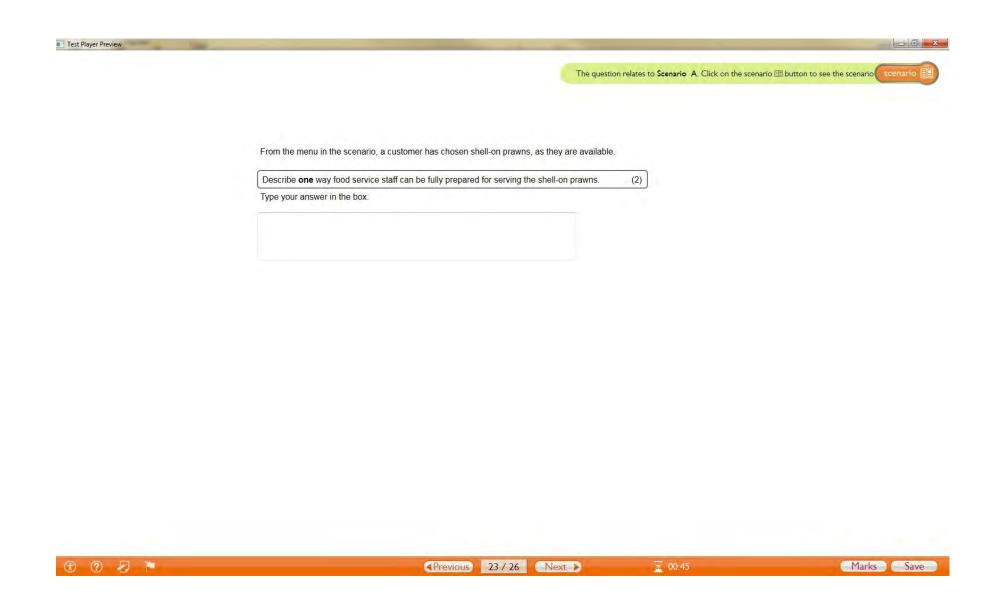






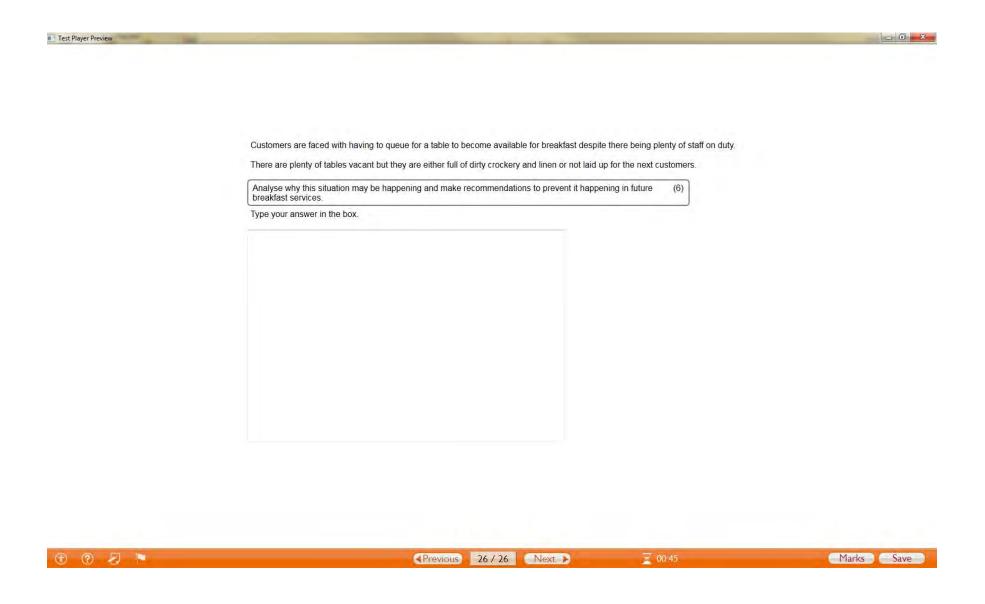






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Unit 2: Food and Beverage Service Principles - sample mark scheme

General marking guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than be penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme.
 Examiners should be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgment is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed-out work should be marked UNLESS the candidate has replaced it with an alternative response.

Section A

| Question number | Answer | Mark |
|-----------------|--|------|
| 1 | A supervisor from a different department | (1) |

| Question number | Answer | Mark |
|-----------------|---------------------------|------|
| 2 | Vending (1) Kiosks (1) | (2) |

| _ | Question number | Answer | Mark |
|---|-----------------|--------|------|
| | 3 | Plated | (1) |

| Question number | Answer | Mark |
|-----------------|---------------------------|------|
| 4 | Values of customers (1) | (2) |
| | Language of customers (1) | |

| Question number | Answer | Mark |
|-----------------|---|------|
| 5 | Award answers that make reference to the following. Choice, quality, quantity and appearance of food and drink (1) Level of service (1) Value for money (1) Timing (urgent, non-urgent) (1) Special requirements (1) Healthy, safe and secure environment (1) Ambience (1) Suitability for purpose (1) Level of privacy (1) Increasing desire to achieve a balanced diet (1) Accept any other appropriate answers, up to a maximum of 2 marks. | (2) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 6 | Lamb curry – Mango Chutney (1) Poached asparagus – Hollandaise sauce (1) | (2) |

| Question number | Answer | Mark |
|-----------------|--|------|
| 7 | Used to filter ice from a mixed drink as it is poured into the serving glass – Strainer (1) Used to keep liquid flow under control from a bottle – Free pourer (1) | (2) |

| Question number | Answer | Mark |
|-----------------|------------------------|------|
| 8 | Brandy - Balloon (1) | (2) |
| | Lemonade – Tumbler (1) | |

| Question number | Answer | Mark |
|-----------------|--|------|
| 9 | Layered – Ingredients that have different densities are floated one on top of the other in a serving glass (1) Built – Ingredients are placed in a serving glass one after the other (1) | (2) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 10a | Award 1 mark for any of the following. 25cl (1) 50cl (1) 75cl (1) 1 litre (1) | (1) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 10b | Award answers that make reference to the following. Display the prices (used for all measures of spirits, wines, beers, ciders and any other alcohol served in the business) (1) Display the measures (used for all spirits, wines, beers, ciders and any other alcohol served in the business) (1) Use officially stamped measures (for measures and glasses) (1) Ensure food and beverage items on offer are of quality and quantity asked of by the customer (1) Accept any other appropriate answers, up to a maximum of 1 mark. | (1) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 11 | Sauternes – Golden treacle tart (1) Port – Cheese board (1) | (2) |

| Question number | Answer | Mark |
|-----------------|--|------|
| 12 | Award answers that make reference to the following. | (2) |
| | Cloudy (1) Flat (1) Sour (1) Incorrect temperature (1) Foreign object found inside (1) | |
| | Accept any other appropriate answers, up to a maximum of 2 marks. | |

| Question number | Answer | Mark |
|-----------------|---|------|
| 13 | Award 2 marks for a linked explanation (maximum 2 marks total). | (2) |
| | Place items evenly to balance the tray to carry (1) to avoid potential accidents/injuries/breakages (1) Place teapot/coffee pot spouts inwards/handles outwards to ensure safety (1) to avoid spillage/to ease picking up the cup and pots (1) Place the hot beverage on the tray last of all (1) to increase the likelihood of it being hot when it reaches the customer (1) | |
| | Accept any other appropriate answers, up to a maximum of 2 marks. | |

| Question Number | Answer | Mark |
|--------------------|--|------|
| 14 | Award 2 marks for each linked explanation (maximum 4 marks total). Ensure champagne is served at the appropriate temperature (1), brings out the flavour of the wine (1) Serve the champagne in an appropriate glass (1) to strengthen the aroma of the wine/aid the flow of bubbles/maintain the bubbles/helps the wine to be better appreciated/helps the wine to look better (1) Pour a little champagne into the host's glass (1) for the wine to be checked as being suitable and without fault (1) Pour steadily and evenly (1) to avoid overflowing and bubbles (1) Place the champagne bottle in an ice bucket or wine chiller (1) to maintain the chilled temperature (1) Accept any other appropriate answers, up to a maximum of 4 marks. | (4) |

| Question number | Answer | Mark |
|-----------------|------------------------------------|------|
| 15 | Mixed sandwiches (1) Preserves (1) | (2) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 16 | Espresso with hot water and no milk – Americano (1) Espresso topped with steamed, frothed milk – Cappuccino (1) | (2) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 17 | Whiskey cream liqueur - Serve with ice or as a frappé (1) | (2) |
| | Tequila – Serve with salt and lime wedge (1) | |

| Question number | Answer | Mark |
|-----------------|---|------|
| 18 | Award up to 2 marks for any of the following. name of the wine (1) country of production (1) alcoholic strength in percentage by volume (% vol.) (1) contents in litres, cl or ml (1) the name and address or trademark of the supplier (1) name of the grape used to make the wine (1) the vintage (1) the region in which the wine was made (1) the property where the wine was made (1) the quality category of the wine (1) details of the bottler and distributor (1) | (2) |

| Question number | Answer | Mark |
|-----------------|--|------|
| 19 | Award 1 mark for any of the following. Fruit and vegetables (1) Beans, pulses, fish, eggs, meat and other proteins (1) Dairy and alternatives (1) Potatoes, bread, rice, pasta and other starchy carbohydrates (1) Oils and spreads (1) | (1) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 20 | Award up to two marks for a logical description which makes reference to the following. Crisp-style, white wine (1) as fish is generally light in texture and flavour (1) A lighter white wine (1) matches fish with lighter flavour and softer texture (1) A fuller-bodied white wine (1) suits heavily flavoured and chunkier fish (1) Good acidity (1) cuts through any oil or saltiness in the fish (1) Medium white wines (1) are good with fish in rich sauces (1) Accept any other appropriate answers, up to a maximum of 2 marks. Do not accept just white. | (2) |

Section B

| Answer | Mark |
|--|--|
| | |
| Award 2 marks for each linked explanation (maximum 4 marks total). To identify the seasonal vegetables/ice-cream flavours/fisherman's catch of the day and, if a supplement is to be charged, how much (1) so that customers may be advised when presented with the menu (1) To determine if all dishes are available/how many portions of each dish are available (1) so that customers may be advised/the number of remaining portions throughout the service may be calculated To identify any substitute dishes that may replace any from the menu that are all sold out (1) so that customers still have the same variety of choice (1) To identify the ingredients of all dishes / cooking methods used (1) so that customers may be informed / waiters can describe and promote certain dishes (1) To identify the condiments and accompaniments to accompany each dish (1) so that they may be offered to the customers (1) To identify the cutlery with which each dish should be served (1) so that the table setting can be amended or laid appropriately (1) Accept any other appropriate answers, up to a maximum of 4 marks | (4) |
| | Award 2 marks for each linked explanation (maximum 4 marks total). To identify the seasonal vegetables/ice-cream flavours/fisherman's catch of the day and, if a supplement is to be charged, how much (1) so that customers may be advised when presented with the menu (1) To determine if all dishes are available/how many portions of each dish are available (1) so that customers may be advised/the number of remaining portions throughout the service may be calculated To identify any substitute dishes that may replace any from the menu that are all sold out (1) so that customers still have the same variety of choice (1) To identify the ingredients of all dishes / cooking methods used (1) so that customers may be informed / waiters can describe and promote certain dishes (1) To identify the condiments and accompaniments to accompany each dish (1) so that they may be offered to the customers (1) To identify the cutlery with which each dish should be served (1) so that the table setting can be amended or laid appropriately (1) |

| Question number | Answer | Mark |
|-----------------|---|------|
| 22 | Award one mark for any of the following. More extensive choice of dishes (1) Each dish is priced separately (1) There may be longer waiting times as some dishes are cooked or finished to order (1) | (1) |

| Award up to 2 marks for a logical description which makes reference to the following. Provide a bowl (1) for the discarding the shells (1) Provide a finger bowl / wet wipes / extra napkins (1) for the cleansing of the customers' fingers (1) Have extra Marie-Rose sauce available (1) should it be | Question number | Answer | Mark |
|--|-----------------|--|------|
| Provide a finger bowl / wet wipes / extra napkins (1) for the cleansing of the customers' fingers (1) | 23 | , | (2) |
| requested by the customer (1) • Provide sliced brown bread and butter (1) as a traditional accompaniment for the dish (1) Accept any other appropriate answers, up to a maximum of 2 marks. | | Provide a finger bowl / wet wipes / extra napkins (1) for the cleansing of the customers' fingers (1) Have extra Marie-Rose sauce available (1) should it be requested by the customer (1) Provide sliced brown bread and butter (1) as a traditional accompaniment for the dish (1) Accept any other appropriate answers, up to a maximum of 2 | |

| Question number | Answer | Mark |
|-----------------|--|------|
| _ | Award 2 marks for each linked explanation (maximum 4 marks total). Offer children's menus (1) as children are likely to be more choosy and may not be keen on the main menu dishes (1) Offer smaller portion of dishes from the main menu (1) as they will most probably not have the same appetite as adults (1) Provide children 'giveaways' (e.g. crayons, colouring books) (1) to entertain those younger with shorter attention spans (1) Be aware of children's movements and others (1) for the safety of children, other customers and staff (1) Serve younger children first (1) to lessen the strain on | (4) |
| | parents/as they become agitated quickly when others have been served (1) • Ensure plates are not too hot but warm/do not over-fill cups, bowls, glasses (1) to ensure children's safety (1) | |
| | Accept any other appropriate answers, up to a maximum of 4 marks. | |

| Question number | Answer | Mark |
|-----------------|---|------|
| 25 | Award 2 marks for each linked explanation (maximum 4 marks total). | (4) |
| | Set up buffet in a prominent position as one complete display or split into separate displays (1) to provide a focus to the room (1) Allow sufficient space on the buffet table for equipment, glassware, food, beverages, cutlery and crockery (1) for effective display and presentation (1) Ensure the buffet's close proximity to still room/wash-up/holding kitchen (1) so that customers are not disturbed when replenishing and clearing (1) Consider approaches to access on one or both sides of the buffet (1) to facilitate customer circulation and speed of service (1) Provide sufficient tables and chairs in the room with adequate space between (1) to accommodate customers, allows circulation and minimises the risk of accidents (1) Accept any other appropriate answers, up to a maximum of 4 marks. | |

| Award answers that make reference to any one of the following: • Inadequate preparation for breakfast the evening before (laying-up of tables after dinner service) • The need to have adequate mise en place the evening before • Insufficient initial and maintenance of: • stocks of clean linen (tablecloths, napkins) in service stations | Mark | Question Number |
|---|---|--------------------|
| (laying-up of tables after dinner service) The need to have adequate mise en place the evening before Insufficient initial and maintenance of: stocks of clean linen (tablecloths, napkins) in service | the (6) | 26 |
| stocks of clean crockery and cutlery, glassware in service stations butter and alternatives, bread items, jams and preserves, accompaniments in service stations Inadequate preparation of sufficient beverage service items (teapots, coffee pots, cold milk jugs) Service stations should be adequately stocked with: beverage service items, clean linen, clean crockery and glassware butter and alternatives, bread items, jams and preserves, accompaniments Poor table clearing techniques Good clearing techniques should be developed to enhance speed and efficiency avoid accidents and customer inconvenience allow more tables to be cleared in less time and in fewer journeys allow for dirties to be collected and stacked neatly and correctly on the service station or taken to the wash-up area dispose of rubbish and waste food appropriately ensure reusable items are stored appropriately. Accept any other appropriate answers, up to a maximum of 4 marks. | service re in service d service items vith: ckery and d no nd in fewer eatly and e wash-up ely y. | |

| Level | Mark | |
|---------|-----------|---|
| | 0 | No rewardable material |
| Level 1 | 1-2 marks | Demonstrates isolated knowledge and understanding of relevant information; there may be major gaps or omissions Provides little evidence of application and links between relevant information. Analysis likely to consist of basic description of information |
| | | Meaning may be conveyed but in a non-specialist way; response lacks clarity and fails to provide an adequate answer to the question. |
| Level 2 | 3-4 marks | Demonstrates accurate knowledge and understanding of relevant information with a few omissions Evidence of application demonstrating some linkages and interrelationships between factors leading to an analysis being presented. Demonstrates the use of logical reasoning, clarity, and appropriate specialist technical language |
| Level 3 | 5-6 marks | Demonstrates accurate and thorough knowledge and understanding of relevant information; Any gaps or omissions are minor Evidences thorough application leading to an balanced analysis containing linkages and interrelationships between factors Logical reasoning evidenced throughout response which is |
| | | clear and uses specialist technical language consistently |



BTEC Level 2 Technical Diploma in FOOD AND BEVERAGE SERVICE

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