

COVER PAGE

Food Service- II (736)

Marking Scheme Class XII - 2018-19

Time: 3Hours

Total Marks: 60

General Instructions:

1. *Marking Scheme is divided into two sections: Section-A and Section- B.*
2. **Section–A:**
 - i. *Multiple choice question/Fill in the blanks/Direct Questions of 1 mark each. Answer any 10 questions out of the given 12 questions.*
 - ii. *Very Short Answer of 2 marks each. Answer any 5 questions from the given 7 questions.*
 - iii. *Short Answer of 3 marks each. Answer any 5 questions from the given 7 questions.*
3. **Section–B:** *Long/Essay type questions of 5 marks each. Answer any 5 questions from the given 7 questions.*
4. *All questions of a particular section must be attempted in the correct order.*
5. *Please check that this question paper contains 33 questions out of which 25 questions are to be attempted.*
6. *The maximum time allowed is 3 hrs.*
7. *The marking scheme carries only suggested value points for the answers. These are only guidelines and do not constitute the complete answers. The students can have their own expression and if the expression is correct, the marks be awarded accordingly.*

Food Service- II (736)

Marking Scheme
Class -XII, 2018-19

Time Duration: 3 Hours

Marks: 60

Marks of each question are indicated against it.

Question No	Expected answers	Marks
1	Coffee served with milk	1
2	Preserve is a combination of Jam, marmalade and honey	1
3	Aboyeur is the person who announces the order in the kitchen(Announcer/ Barker)	1
4	1)In room dining 2)Service in-situ	1
5	Room service door knob card	1
6	Function form/ Function sheet/Banquet Event Order (Any two)	1
7	A banquet is a meal that has a menu pre-selected by the client for all the guests attending the event. (Held at a private or restricted venue with the ambience, seating plan, all according to the liking of the host.)	1
8	Putting everything in its place/ Pre- preparation.	1
9	Salt and pepper/ Worcestershire sauce	1
10	Hotplate area	1
11	Three tank method	1
12	A complaint can be defined as an expression of, dissatisfaction, pain or resentment as things are not okay with quality and quantity of service as	1

	advertised or projected.	
13	<p>Cereals:- Any two (Corn flakes, Wheat flakes, Chocó flakes, Muesli)</p> <p>Breakfast rolls:- Any two (Toast of white or brown bread, Brioche, Croissants, Doughnut, Muffins, Danish pastry)</p>	2
14	<ol style="list-style-type: none"> 1. Control should begin from where the raw materials enter the establishment. 2. The system should ensure minimum pilferage at all stages of food ie purchasing, receiving, storing issuing, preparation and selling. 3. The system should generate enough raw data and information for the management to study trends, calculate various costs and ration analysis, so that the budget can be accurately prepared. 4. The system should ensure easy preparation of checks and bills by restaurant staff and cashiers. 	2
15	<p>The duplicate checking system is found mostly in smaller establishments. This system has only two copies, which are numbered. The top copy may have a cash column for the meal price to be entered. Each guest order has a separate KOT cum bill made out. The details like date are pre printed.</p> <p>The original copy goes to kitchen whereas the duplicate acts as the guest bill. The cashier usually retains the second copy after collecting the cash. In case the guest desires the copy, the details are noted in a pay summary before the second copy is handed over to the guest.</p>	2
16	<p>One of the most important roles in making room service operations smooth is played by the Room Service Order Taker (RSOT). They are given a separate sound proof cabin exclusively to receive orders from guest rooms. Any mistake at the RSOT desk is sure to lead complaints and guest dissatisfaction. So She/he should be amiable, a good listener and efficient in handling guest needs and also complaints.</p>	2

17	<p>A fork buffet is a meal which can be eaten standing with a plate in one hand and a fork in the other. These are most suited to modern conference halls where space is restraint and lunch is a break where food is expected to be eaten relatively fast. The ingredients used in the food are so cut or prepared so as to be eaten with a fork only. Fork buffet is ideally suited for semi formal banquets.</p>	2
18	<ul style="list-style-type: none"> • The main function of the still room is provision of food and beverages required during service which are not catered by the kitchen, larder or bakery. • It provides light food items at the time when main kitchen is closed. • It also provides early morning breakfasts requests. • Orders of tea, coffee, juice, sandwich, canapés, porridge etc are also catered from still room. 	2
19	<pre> graph TD F&B[F&B Manager] --> EC[Executive Chef] F&B --> KSM[Kitchen Stewarding Manager] F&B --> RM[Restaurant Manager] EC --> SRS[Still Room Supervisor] SRS --> CM[Commis Morning Shift] SRS --> CE[Commis Evening Shift] SRS --> CN[Commis Night Shift] KSM --> SDW[Supervisor Dish wash] SDW --> UW1[Utility Workers Cleaners] KSM --> HPS[Hot Plate Supervisor] HPS --> A[Aboyeur] A --> AS[Assistant] AS --> UW2[Utility Workers] </pre>	2

20	<p>It is a moderately heavy breakfast, along with continental breakfast, it is the most popular fixed breakfast choice offered by hotels today.</p> <p>An American breakfast offers:</p> <p>a)Choice of fresh or canned juices (Orange,Pineapple,sweet lime, mango(canned),tomato(canned))</p> <p>b) Papaya boat(Offered by hotels though not a part of the traditional breakfast)</p> <p>c) Choice of breakfast cereals. (Cornflakes, Wheat flakes, Muesli served with hot or cold milk)</p> <p>d) Breakfast egg preparation (Fried egg, Poached egg, Scrambled egg etc served with ham, bacon, sausage.</p> <p>e) Breakfast rolls (Toasts of white or brown bread, Brioche, Danish pastry, Croissants served with butter and preserves.)</p> <p>f) Hot beverages (Tea, coffee, hot chocolate)</p>	3
21	<p>Cover for Indian breakfast includes:</p> <ul style="list-style-type: none"> ❖ Side plate ❖ Serviette(Napkin) ❖ Club goblet on a doilley covered under plate with tea spoon passed ❖ Butter dish with butter knife ❖ Under liner for the readymade tea/coffee pot ❖ Cruet set ❖ Sugar basin with tongs ❖ If leaf tea is served; slop basin, tea strainer ❖ Breakfast cup with saucer and a tea spoon passed ❖ The main course served half plate with katoris for sambar, chutney, bhaji etc ❖ An AP knife, AP fork and AP spoon. 	3

22	<p>Centralized room service</p> <p>There is only one centralized kitchen to cater the order to different floors.</p> <p>The cost of the menu items are less.</p> <p>The service is slow as compared to decentralized room service.</p>	<p>Decentralized room service</p> <p>Each floor or set of floors have separate pantries to serve food& beverage.</p> <p>The cost is more in this type of room Service.</p> <p>Because of more facilities service is fast.</p>	3
23	<p><u>Room service</u></p> <p>It involves service of food and beverage in guest room.</p> <p>Room service is staff intensive.</p> <p>It involves high overhead costs so the pricing of menu items are high.</p>	<p><u>Restaurant service</u></p> <p>It involves service of food and beverage in restaurant and coffee Shops.</p> <p>Staff requirement is less than that of Room service</p> <p>The charges are less than that of Room service</p>	3
24	<ol style="list-style-type: none"> 1. There should be two service doors connecting the restaurant boldly marked IN and OUT. The doors should have a metal kicking base to withstand wear and tear. 2. A large box for collecting soiled linen should be placed adjacent to the door from where staff enters the pantry from the restaurant. 3. Large cupboards and working area for wiping and storing equipments should be provided. 4. Adjacent the entry into the pantry from the restaurant should be the dirties landing area leading to the dish wash. 5. The hotplate should be placed centrally not too far from either the restaurant or kitchen. 6. Separate garbage bins for wet and dry waste are to be provided. 		3

25	<ol style="list-style-type: none"> 1) Crockery should be washed promptly; food should not dry on them. 2) Scrape off sticky particles before sending them into wash. 3) Stack similar crockery before loading or washing, this reduces breakages. 4) Ensure a soft water source for the cleaning. This makes soap more effective. 5) The correct temperature of wash should be 65c-70c for initial wash and 82c -88c for final rinse. 6) Detergent concentration and contact time with detergent with the articles should be according to manufacturer's recommendations. 	3
26	<p>Listen- Listen to what the customer has to say. Even if we can't solve the problem, we still need to listen to them.</p> <p>Body Language-The way a person stand and look at a customer can speak more than words. Maintain eye contact Avoid the urge to roll our eyes, if we are feeling exasperated. Instead, nod and smile, no matter how irritated we feel. This shows we value customers' opinion.</p> <p>Freebies- If a customer has problem that could have been prevented, then the best route to take is to apologize and offer them some sort of compensation. Some quick freebies like free round of drinks, free dessert, gift vouchers or a special food discount can be offered to the customer.</p>	3
27	<p>Special checks are made in some special instance in F&B operations and it has to be signed by supervisor or manager.</p> <p><u>Accident Check</u></p> <p>These are made out when some accident occurs like a dish gets dropped, the food would need to be replaced without any extra charge to the guest, a special checks needs to be completed, headed "Accident" showing the number of portions to be replaced. The check is counter signed by the supervisor or manager.</p>	5

	<p><u>No Charge Check</u></p> <p>Sometimes, a dish may need ingredients like alcohol for finishing a dish. Such ingredients need to be issued from other outlets, without a separate charge to the guest. In such cases an NC KOT is made.</p> <p>It can also be made at instances when the senior management entertains guest On prior information. These checks are counter signed by the outlet manager.</p> <p><u>Duplicate Check</u></p> <p>In such situations when a check for some reason gets misplaced, the customer Cannot be kept waiting, another check is made with the word duplicate inked boldly on top. The head waiter or Manager’s signature is essential to prevent dishonest use.</p> <p><u>Return Check</u></p> <p>The control system generally does not allow refund or cancellation of dishes once charged and served. However, in certain cases if a commodity has to be returned for a valid reason, another check is made out marked by “Return” and counter signed by the manager for authenticity.</p> <p><u>En place Check</u></p> <p>On a fixed menu, sometimes guests wish to have a slight change in the dishes Here a check is made written boldly “Enplace”. Even when no monetary change is involved yet it needs the counter sign of the head waiter.</p>	
28	<p>Banquet briefing is an essential feature where all staff members are informed about the types of function,seating plan,menu,layout of hall,service timing etc. The assignment of individual duties is also done so that, responsibilities of all staff are clearly demarcated.</p> <p>Banquet briefing is an important aspect in deciding the success of a banquet function. The details of the function is discussed in detail in briefing to eliminate possible misunderstanding and queries of the banquet staff.</p> <p>Advantages:</p> <ul style="list-style-type: none"> • It helps in proper planning of the banquet events. • It ensures sharing of all information related to the function. • Allocation of specific duties for banquet staff. • It ensures less misunderstanding within the team. • It also provide an opportunity for feedback and improvement in different areas. 	5

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Function Prospectus/Banquet Event Order is used by the banquet department of a hotel to take care and note customer's needs. The FP is approved by the customer and contains details like venue, seating style, time of the function, expected guests etc, this helps to eliminate possible misunderstanding and queries. It also helps the hotel to plan resources, food preparation, layout etc. in advance.

2+3=
5

Sample format of Function Prospectus.

Name Of Organization/Client:		Date:
Address:		Venue:
Contact Person:		Time:
Contact Details: LL------(M)-----Email-----		
No.of Guest: Max Guaranteed		
Rate Per Person:		Advance Paid:
Food Pickup Time:		Receipt No.
Mode Of Payment: Cash/Card/Bill To Company		
Menu	House Keeping:	Flowers:
	Linen:	
	Engineering: AV Requirement: Specials:	PA System:
	Front Office:	Board To Read:
	F&B: Special Requirement:	Seating Arrangement:
	Security:	Valet Parking:
	Special Requests:	
	Sign Of Banquet Sales Officer	

30

Five Areas of a Pantry.

1. Still Room

The main function of the still room is provision of food and beverages required during service which are not catered by the kitchen, larder or bakery. It also provides light food items at the time when the main kitchen is closed. It also provides early morning breakfast requests.

2. Silver Room/ Plate Room

Silver room holds the complete stock of silverware required for service plus emergency stock required for the operations. Proper stacking, storage and maintenance of these areas help the restaurant operations not running out of equipments during the peak hour operations. Cleaning and polishing of silver articles to maintain high standards of hygiene is another function of the silver room staff.

3. Dishwashing

This section takes care of washing and sanitizing dirty plates, glasses and cutlery and is often divided into the landing of dirties area, loading area, dish wash and glass wash area. Dish washing methods may include the manual tank system or the dish washing machine. Glassware too are washed either manually or in a glass washer depending on size and nature of operations.

4. Wiping and mise-en-place area

This is an area which is located close to the dish wash area for wiping the cleaned articles. Cupboards, shelves, drawers and racks are made available in this area to stack the wiped articles in a proper manner so that breakages can be reduced.

5. Spare Linen Store.

Usually most organizations have a spare linen store/cupboard in the pantry. It is always kept locked and opened only in case of emergency. The responsibility of this stock is that of the head waiter.

1*5=5

Silver Polishing Methods**1. Mild Acid Wash**

This method follows washing silver articles with hot water and mild acid like citric acid, acetic acid or tartaric acid. This is more preventive method and less a removal method.

2. Ball Burnishing Machine

A common method for cleaning silver cutlery and small articles. The machine has a revolving drum half filled with highly polished ball-bearings. The drum has an inner lining of rubber to prevent friction and is filled with detergent and hot water. Rotating the drum polishes the silver surface. It is then rinsed, dried and stacked.

3. The Plate Powder

The plate powder mixed with ethyl alcohol is made into a paste and smeared onto silver articles. When left to dry, the alcohol evaporates and the articles are wiped and buffed with a soft cloth. Cruet sets, bread baskets, sauce boats are polished this way.

4. The Silver Dip

This method is suitable for cutlery polishing. The cutlery is dipped for a few seconds in a liquid like goddards silver dip. It does not give a good finish on a heavily stained article. Quick removal, rinsing and drying is essential to avoid corrosion of the metal.

5. The Polivit or Aluminum-Soda Solution Method

Large silver articles are submerged in hot water containing a strong solution of washing soda with an aluminum plate. The combined action of aluminum and soda removes stain quickly.

<p>32</p>	<p>Disaster management is planned steps taken to minimize the effects of a disaster, and to be able to proceed to business continuity stage. Disaster management involves training staff and to be prepared for the unexpected situations and to react in a patterned manner in case disasters were to happen.</p> <p>The evacuation plan should have the following things identified and well communicated to everybody.</p> <ul style="list-style-type: none"> • A command and control structure, • An assembly area and a mechanism and responsibility for head count. • In case of fire one should never use escalators as it is unreliable-due to failure of electrical circuit, or it could have a mechanical failure. There is a chance of smoke inhalation due to the tendency of smoke to go up and enter the escalator pits. To reduce the smoke inhalation, put a wet handkerchief to cover the nose. • If one can go to an open area (uncovered terrace) the will be no risk of smoke inhalation. • Always evacuate in an orderly manner. If people push and shove, stampede can occur, causing much more injury and it might take much longer to evacuate. While evacuating, do a quick survey to see, if there is somebody around who might need some assistance (old people, weak person, injured, child etc).Provide assistance to such people if possible. • If an area is already clear, while evacuating, close the door behind to isolate the area and to stop the spread of fire. 	<p>5</p>
<p>33</p>	<p>Conditions needed for fire:</p> <ul style="list-style-type: none"> • A combustible material • A specific temeprature • Some fuel(mostly oxygen) to aid the burning. <p>The presence of the above three elements together is called the “Fire triangle”. Each of these three elements have to be present to start a fire, and for the fire to continue.</p>	<p>5</p>

Common Fire Extinguishers:

1. Water Based:

These are most effective on class A fires (solid fire) . On class B fires, these are mostly ineffective. On class C fires (electric fires), these should never be used, it would surely be fatal because water is a good conductor of electricity.

2.Foam Based Extinguisher:

These are used mostly on class B fires(oil fire) .These should never be used on class C fire because the main constituent of foam being water-it can easily prove to be fatal on class C fire.

3.CO2 Based:

These are mostly used on class C fires (electric fire). It can also be used on class A and class B fire.

4.CFC Based:

These are mostly used on class A and class B fires. It can also be used on class D fires(fire that involves metal)

5.Dry Chemical Based:

These are most commonly used type of extinguishers. It can be used on class A,B and C fire. Hence, it is popularly also called as ABC type extinguisher.