



# FOOD, HOTEL AND RESTAURANT SERVICES

## RESTAURANT SERVICES

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*EVALUATION GUIDE*

5630

MAY 1994

**VOCATIONAL and  
TECHNICAL  
EDUCATION**

Québec 

# **FOOD, HOTEL AND RESTAURANT SERVICES**

## **RESTAURANT SERVICES**

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***EVALUATION GUIDE***  
***5630***

**MAY 1994**

**Translation:**

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**Direction de la production en langue anglaise  
Services à la communauté anglophone**

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## INTRODUCTION

The evaluation guide for the *Restaurant Services* program is an official publication of the ministère de l'Éducation. It is one in a series of documents needed to implement the approach promoted in the program. The other documents include the program of study, a teaching guide, a planning guide and a general evaluation guide.

This guide is intended for those in charge of evaluation in vocational education in the school boards, those appointed to oversee evaluation in secondary schools, vocational education coordinators and consultants, school principals and teachers offering the *Restaurant Services* program.

This guide provides detailed information on the examinations that the Ministère has developed for this program. It also includes a method designed by the Ministère to provide feedback on these examinations. The Appendix contains a program analysis table and a table of specifications for each course for which a ministry examination is available.

This evaluation guide will be updated as further examinations are developed.

To obtain additional information on the examinations for the *Restaurant Services* program, contact the examination coordinator at the Direction générale de la formation professionnelle et technique at (514) 873-6162.

It is hoped that this guide will help schools implement the evaluation approach that has been selected for vocational education and applied to the *Restaurant Services* program.

**SYNOPTIC TABLE OF EXAMINATIONS FOR THE  
RESTAURANT SERVICES PROGRAM (SSVD)**

Number of courses: 18  
Duration (in hours): 900

SESAME Code: 5630  
Credits: 60

| COURSE CODE | TRANSFER COURSES <sup>1</sup> | MODULE NO. | TITLE                                      | CRED. | COURSE DUR. | RESP. <sup>2</sup> | TYPE OF EVAL. <sup>3</sup> | EXAM DUR. <sup>4</sup> | MAX. NO. OF CANDID. | NO. OF ITEMS | PERFORM. STANDARD  | NO. OF VERSIONS | SUPP. MATER. | EXAM AVAIL. |
|-------------|-------------------------------|------------|--------------------------------------------|-------|-------------|--------------------|----------------------------|------------------------|---------------------|--------------|--------------------|-----------------|--------------|-------------|
| 904 211     |                               | 1          | THE OCCUPATION AND THE TRAINING PROGRAM    | 1     | 15 hrs.     | SB                 | PE                         |                        |                     |              |                    |                 |              |             |
| 904 221     |                               | 2          | OCCUPATIONAL HEALTH AND SAFETY REGULATIONS | 1     | 15 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 234     |                               | 3          | CONVERSING WITH THE CUSTOMER               | 4     | 60 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 241     |                               | 4          | ATTITUDES AND BEHAVIOUR                    | 1     | 15 hrs.     | SB                 | PE                         |                        |                     |              |                    |                 |              |             |
| 904 253     |                               | 5          | MISE EN PLACE                              | 3     | 45 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 261     |                               | 6          | RECEIVING CUSTOMERS                        | 1     | 15 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 274     |                               | 7          | PRESENTING THE MENU                        | 4     | 60 hrs.     | MEQ                | 1. T<br>2. P               |                        |                     |              |                    |                 |              |             |
| 904 282     |                               | 8          | TAKING ORDERS                              | 2     | 30 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 292     |                               | 9          | CASHIER DUTIES                             | 2     | 30 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 305     |                               | 10         | SERVING BEVERAGES                          | 5     | 75 hrs.     | MEQ                | P*                         | 1 hr.<br>4½ hrs.       | 1<br>5              |              | 65/75**<br>20/25** | 4<br>3          |              | X           |
| 904 314     |                               | 11         | SERVING FOOD                               | 4     | 60 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 322     |                               | 12         | SERVING BREAKFAST                          | 2     | 30 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 335     |                               | 13         | AMERICAN SERVICE WITH A TRAY               | 5     | 75 hrs.     | MEQ                | P*                         | 4½ hrs.                | 5                   |              | 80                 | 3               |              | X           |
| 904 346     |                               | 14         | AMERICAN SERVICE WITHOUT A TRAY            | 6     | 90 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 355     |                               | 15         | RUSSIAN SERVICE AND FRENCH SERVICE         | 5     | 75 hrs.     | MEQ                | P*                         | 4½ hrs.                | 5                   |              | 80                 | 3               |              | X           |
| 904 363     |                               | 16         | BANQUET SERVICE                            | 3     | 45 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |
| 904 377     |                               | 17         | INTRODUCTION TO THE WORK ENVIRONMENT       | 7     | 105 hrs.    | SB                 | PE                         |                        |                     |              |                    |                 |              |             |
| 904 384     |                               | 18         | SUGGESTING WINES AND BEVERAGES             | 4     | 60 hrs.     | SB                 | P                          |                        |                     |              |                    |                 |              |             |

1. SB: Examination under the responsibility of the school board  
MEQ: Examination under the responsibility of the ministère de l'Éducation  
2. T: Theory examination (Practical knowledge)  
P: Practical examination  
PE: Participation examination  
3. Exam Dur.: Duration of examination for individual candidates or groups of candidates

\* See Item 2.1 of this guide  
\*\* See Item 2.6 of this guide

## **1. EXPLANATION OF THE SYNOPTIC TABLE**

### **1.1 Transferable Courses**

Some courses are common to several programs. The "TRANSFER. COURSES" column lists the code numbers of other programs offering such courses. The *Restaurant Services* program does not have any courses in common with other programs.

### **1.2 Module Numbers**

The numbers listed in the "MODULE NO." column do not represent the order in which the modules are taught. Rather, they are the numbers assigned to the different modules in the program.

These numbers have no direct bearing on the planning of evaluation for certification. Those in charge of planning this type of evaluation should refer to the suggestions provided in the teaching guide.

### **1.3 Responsibility for the Examinations**

The "RESP." column indicates who is responsible for developing the examinations for the courses. Responsibility may lie with either the Ministère (MEQ) or the school board (SB).

The information in the synoptic table regarding examinations for which the school board is responsible relates to the model examinations developed by the Ministère to help the boards design suitable evaluation instruments.

For the *Restaurant Services* program, the Ministère is responsible for preparing the examinations for 4 courses and the school board is responsible for developing the examinations for 14 courses.

#### **1.4 Type of Evaluation**

The kind of evaluation used to evaluate the students' performance in each course is indicated in the "TYPE OF EVAL." column. This evaluation may be in the form of a practical examination, a theory examination (practical knowledge) or a participation examination.

For purposes of certification, the *Restaurant Services* program contains:

- 14 courses in which the students' performance is evaluated by a practical examination (P);
- 1 course in which the students' performance is evaluated by a theory examination (T) and a practical examination (P);
- 3 courses in which the students' performance is evaluated by a participation examination (PE).

#### **1.5 Maximum Number of Candidates and Duration of Examinations**

In the case of practical examinations, the synoptic table usually indicates the maximum number of candidates to whom the examinations may be administered at one time.

If several examination sessions are required because of this quota, the evaluation time indicated in the "EXAM DUR." column must be multiplied by the number of sessions.

If no quota has been set (as for theory examinations, for example), the word "ALL" appears in this column.

#### **1.6 Number of Items**

The information provided in this column applies to theory examinations only.

#### **1.7 Minimum Performance Standard**

For theory examinations, the information appearing in the "PERFORM. STANDARD" column represents the number of correct answers required in proportion to the total number of examination items.

For practical examinations, this information corresponds to the minimum performance standard found on the performance evaluation form.

#### **1.8 Number of Versions**

The "NO. OF VERSIONS" column indicates the number of versions of the examination that are presently available.

#### **1.9 Supplementary Materials**

An "X" in the "SUPP. MATER." column indicates that the examination includes supplementary materials (e.g. cassette, diskette, plan).

#### **1.10 Availability of Examinations**

An "X" in the "EXAM AVAIL." column indicates that the examination is available and will be sent by the Direction de la sanction des études to all school boards designated in the *Carte des enseignements professionnels*.

## **2. ADDITIONAL INFORMATION ON THE EXAMINATIONS**

### **2.1 Explanations concerning the Different Learning Scenarios of the Examinations**

Examinations for *American Service with a Tray* (904 335), *Russian Service and French Service* (904 355), and the *Serving Wine* section of *Serving Beverages* (904 305) are all evaluated on the basis of the same learning scenario:

- Six customers are to be served in a dining room, seated at two separate tables: a table for four and a table for two.
- There is one table d'hôte menu offering six choices.

#### **IMPORTANT**

The table d'hôte menu which candidates serve in the dining room is also used for evaluation in the *Mise en Place and Service: Table d'Hôte Menus* course of the *Professional Cooking* program.

It is important that evaluation for these four courses be scheduled concurrently for the two programs.

### **2.2 Explanations concerning the Different Versions of the Examinations**

The four practical examinations prepared by the Ministère are offered in three or four versions, depending on the examination. The examiner selects a version at random and alternates the versions from one examination session to another, taking into account the following information.

- *Presenting the Menu* (904 274)

Additional information will be provided at a later date, once the examination is published.

- *American Service with a Tray* (904 335)
- *Russian Service and French Service* (904 355)
- *Serving Beverages (Part Two)* (904 305)

There are three equivalent versions of these two examinations and Part Two of *Serving Beverages*: versions A, B and C. The table d'hôte menus to be served by the candidates are included in the examinations and vary from one version to the next.

- *Serving Beverages (Part One)* (904 305)

There are four equivalent versions of Part One of the *Serving Beverages* examination: versions A, B, C and D. The drinks to be prepared for the first part of the examination (Aperitifs and Digestifs) vary from one version to the next.

### **2.3 Duration of Examinations**

The duration of each practical examination has no bearing on evaluation. The four practical examinations prepared by the Ministère, however, must be administered within the time limit prescribed for each examination, which varies from 1 to 4½ hours. Once this time has lapsed, candidates are no longer permitted to proceed with the examination.

### **2.4 Preparation for the Four Practical Examination Sessions**

The examinations for *Serving Beverages* (904 305), *American Service with a Tray* (904 335) and *Russian Service and French Service* (904 355) require some advance preparation. At least one week prior to each examination session, the examiner should make sure to have on hand all the required materials and ingredients, as described in the "Preparing for the Examination Session" section of the Examiner's Booklet.

## **2.5 Information on the Procedure for Administering and Marking the Examinations**

There are two examinations for *Presenting the Menu* (904 274), one theory and one practical. The candidate must pass the theory examination before doing the practical examination.

The practical examination for *Serving Beverages* (904 305) is divided into two parts. The candidate must prepare the beverages for Part One in the **order indicated** so as to make it easier for the examiner to observe the work as it is being performed.

## **2.6 Minimum Performance Standards for the Examinations**

The minimum performance standards for the four practical examinations are as follows:

- For *Presenting the Menu* (904 274):  
80% and a pass mark in each of the two parts of the examination (the ratios for the theory part and the practical part of the examination will be specified at a later date)
- For *Serving Beverages* (904 305):  
85% and a pass mark in each of the two parts of the examination, in the ratios indicated:
  - 65/75 for Part One
  - 20/25 for Part Two
- For *American Service with a Tray* (904 335):  
80%
- For *Russian Service and French Service* (904 355):  
80%

## **2.7 Procedure for Redoing Certain Practical Examinations**

Candidates who fail one of the two examinations for *Presenting the Menu* (904 274) must redo only the examination that was not completed successfully.

Candidates who fail *American Service with a Tray* (904 335), *Russian Service and French Service* (904 355), or the *Wine Service* section of the examination for *Serving Beverages* (904 305) must redo only the failed examination(s) at a later date. The examiner should, however, ensure that when serving the six customers, candidates provide the service for the table d'hôte menu in either a different or equivalent version of the examination.

### 3. FEEDBACK

To help update the examinations for the *Restaurant Services* program, schools using them are asked to provide the Ministère with feedback. The Ministère has prepared two feedback checklists for this purpose. One covers the practical examinations and the other, the theory examinations.

After using each version of the examinations for the *Restaurant Services* program for the first time, the teacher concerned is asked to complete the corresponding feedback checklist (practical or theory). The teacher should then return the completed checklist to the person in charge of evaluation at the school or school board, who should read it and then forward it to the following address:

Ministère de l'Éducation  
Direction générale de la  
formation professionnelle  
et technique  
600, rue Fullum, 9<sup>e</sup> étage  
Montréal (Québec)  
H2K 4L1

À l'attention du ou de la  
responsable de la rétroaction  
(feedback coordinator)

**FEEDBACK CHECKLIST**  
**PRACTICAL EXAMINATIONS**

Program: \_\_\_\_\_  
Course Code: \_\_\_\_\_  
Version of the Examination: \_\_\_\_\_

Teacher's Name: \_\_\_\_\_  
School: \_\_\_\_\_  
School Board: \_\_\_\_\_

For each of the following statements, check:

- Box 1 if you completely agree;
- Box 2 if you partially agree;
- Box 3 if you partially disagree;
- Box 4 if you completely disagree.

1. The work that the candidate is required to perform throughout the examination is representative of the expected competency as stated in the objective.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. The selected work steps are consistent with the data in the table of specifications.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. The minimum performance standard is at a level that would indicate that the candidate has developed the expected competency.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Enough time has been allotted to carry out the task.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. The time set for administering the examination to all the candidates is reasonable, given the duration of the course.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. The maximum number of candidates to whom the examination may be administered at the same time is acceptable.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

7. The materials required to administer the examination that are listed in the Examiner's Booklet are appropriate.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. The tasks that the examiner is required to perform while administering and marking the examination are feasible.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

9. The work that the candidate is required to perform throughout the examination is realistic and feasible.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10. The information in the Examiner's Booklet is:

- unambiguous

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

11. The information in the Candidate's Booklet is:

- unambiguous

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. The Evaluation Form is:

- unambiguous

| 1                        | 2                        | 3                        | 4                        |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- clear

| 1                        | 2                        | 3                        | 4                        |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

| 1                        | 2                        | 3                        | 4                        |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- easy to use

| 1                        | 2                        | 3                        | 4                        |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

13. (Answer only if applicable.) The companion documents (e.g. worksheets, drawings, plans, sketches) are:

- unambiguous

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- easy to use

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. All the data in the Evaluation Form, the Examiner's Booklet and the Candidate's Booklet are consistent.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Date: \_\_\_\_\_

**FEEDBACK CHECKLIST**  
**THEORY EXAMINATIONS**

Program: \_\_\_\_\_  
Course Code: \_\_\_\_\_  
Version of the Examination: \_\_\_\_\_

Teacher's Name: \_\_\_\_\_  
School: \_\_\_\_\_  
School Board: \_\_\_\_\_

For each of the following statements, check:

- Box 1 if you completely agree;
- Box 2 if you partially agree;
- Box 3 if you partially disagree;
- Box 4 if you completely disagree.

1. There are enough examination items to verify that the candidate has developed the expected competency.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. The minimum performance standard is at a level that would indicate that the candidate has developed the expected competency.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. The time allotted for the examination permits most of the candidates to complete all the examination items.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. The time set for administering the examination to all the candidates is reasonable, given the duration of the course.

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. The instructions in the Candidate's Booklet are:

- unambiguous

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. The instructions and information on the Invigilator's Forms are:

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. The instructions in the Marking Booklet are:

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

8. (Answer only if applicable.) The companion documents (e.g. worksheets, drawings, plans, sketches) are:

- clear

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- complete

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- easy to use

|                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| 1                        | 2                        | 3                        | 4                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



- ☐ Yes ☐ No



- ☐ Yes ☐ No

[illegible]

- ☐ Yes ☐ No

[illegible]



**APPENDIX:**

**PROGRAM ANALYSIS TABLES**

**AND**

**TABLES OF SPECIFICATIONS**

**PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)**

1 / 1

PROGRAM: Restaurant Services

MODULE: 10 - SERVING BEVERAGES

SESAME: 904 305

EXPECTED BEHAVIOUR: Prepare and serve beverages

| POSSIBLE FOCUSES                                                            | LRN.<br>% | EVAL.<br>% | OBSERVABLE ASPECTS<br>OR THEMES OF KNOWLEDGE                                                                                                 | P*<br>or PK* |
|-----------------------------------------------------------------------------|-----------|------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Set up the bar                                                              | 10        | 20         | Use of terminology<br>Setting up of the bar<br>Use of furniture and materials<br>Use of basic ingredients<br>Verification of inventory       | P            |
| Prepare alcoholic and non-alcoholic beverages                               | 65        | 51         | Use of materials<br>Application of recipes and work methods                                                                                  | P            |
| Serve wine and alcoholic and non-alcoholic beverages                        | 15        | 25         | Observance of the service protocol and rules of precedence<br>Use of techniques<br>Observance of serving temperatures for wine and beverages | P            |
| Close the bar                                                               | 5         | 4          | Storage of bar equipment, materials and ingredients<br>Cleanliness of bar area<br>Storage of alcoholic products                              | P            |
| Define the responsibilities of waiters with respect to inebriated customers | 5         | -          | Regulations regarding public drunkenness<br>Responsibilities of waiters with respect to inebriated customers                                 | PK           |

\* P = Practical examination

PK: Practical knowledge examination

**TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION**

1 / 4

PROGRAM: Restaurant Services

MODULE: 10 - SERVING BEVERAGES

SESAME: 904 305

EXPECTED BEHAVIOUR: Prepare and serve beverages

DURATION OF EXAMINATION (Part One): 1 hour

| EVALUATION FOCUSES                    | STR.* | OBSERVABLE ASPECTS           | WGT.<br>% | CRITERION COMPONENTS                                                                                                                      | WGT.<br>% |
|---------------------------------------|-------|------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <b>PART ONE</b><br><br>Set up the bar | PS/PT | 1. Verification of inventory | 5         | 1.1 Correct inventory of alcoholic and non-alcoholic beverages, before and after serving beverages, in accordance with instructions given |           |
|                                       | PS/PT | 2. Setting up the bar        | 15        | 2.1 Appropriate selection of basic ingredients, in accordance with ingredients listed                                                     | 3         |
|                                       |       |                              |           | 2.2 Freshness of ingredients, in accordance with rules of hygiene and presentation standards                                              | 3         |
|                                       |       |                              |           | 2.3 Cleanliness of presentation materials, glasses and tools, in accordance with rules of hygiene                                         | 3         |

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

2 / 4

PROGRAM: Restaurant Services

MODULE: 10 - SERVING BEVERAGES

SESAME: 904 305

EXPECTED BEHAVIOUR: Preparing and serving beverages

DURATION OF EXAMINATION (Part One): 1 hour

| EVALUATION FOCUSES                                      | STR.* | OBSERVABLE ASPECTS                         | WGT.<br>% | CRITERION COMPONENTS                                                                                                                               | WGT.<br>% |
|---------------------------------------------------------|-------|--------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Prepare and serve alcoholic and non-alcoholic beverages | PS    | 3. Application of recipes and work methods | 51        | 2.4 Functional arrangement of basic ingredients and garnish and presentation materials, on the bar, in accordance with rules of the trade          | 6         |
|                                                         |       |                                            |           | 3.1 Application of techniques for preparing aperitifs and digestifs, in accordance with ingredients listed, proper techniques and rules of hygiene |           |
|                                                         |       |                                            |           | - Cocktails on the rocks                                                                                                                           | 6         |
|                                                         |       |                                            |           | - Long drinks                                                                                                                                      | 8         |
|                                                         |       |                                            |           | - Shaken cocktails                                                                                                                                 | 9         |
|                                                         |       |                                            |           | - Stirred cocktails                                                                                                                                | 7         |
|                                                         |       |                                            |           | - Brandies                                                                                                                                         | 4         |
|                                                         |       |                                            |           | - Liqueurs                                                                                                                                         | 5         |
|                                                         |       |                                            |           | - Fruit liqueurs                                                                                                                                   | 5         |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

3 / 4

PROGRAM: Restaurant Services

MODULE: 10 - SERVING BEVERAGES

SESAME: 904 305

EXPECTED BEHAVIOUR: Preparing and serving beverages

DURATION OF EXAMINATION (Part One): 1 hour

| EVALUATION FOCUSES | STR.* | OBSERVABLE ASPECTS                                                    | WGT.<br>% | CRITERION COMPONENTS                                                                                                    | WGT.<br>% |
|--------------------|-------|-----------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------|-----------|
| Close the bar      | PT    | 4. Storage of bar equipment and materials and cleanliness of bar area | 4         | 3.2 Application of techniques for serving aperitifs and digestifs, according to health regulations and proper technique | 7         |
|                    |       |                                                                       |           | 4.1 Proper storage of bar equipment after drinks served, according to the rules of the establishment                    | 2         |
|                    |       |                                                                       |           | 4.2 Cleanliness of bar area, in accordance with rules of hygiene                                                        | 2         |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

4 / 4

PROGRAM: Restaurant Services

MODULE: 10 - SERVING BEVERAGES

SESAME: 904 305

EXPECTED BEHAVIOUR: Preparing and serving beverages

DURATION OF EXAMINATION (Part Two): 4½ hours

| EVALUATION FOCUSES                | STR.* | OBSERVABLE ASPECTS                            | WGT.<br>% | CRITERION COMPONENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | WGT.<br>%                                      |
|-----------------------------------|-------|-----------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>PART TWO</b><br><br>Serve wine | PS    | 1. Application of techniques for serving wine | 25        | 1.1 Correct presentation of wine bottle to customers, according to the rules of the trade<br><br>1.2 Proper wine temperature, according to wine service protocol<br><br>1.3 Correct opening of wine bottles, using the proper technique<br><br>1.4 Correct offering of the wine for tasting, according to wine service protocol<br><br>1.5 Correct service of wine during first course, according to wine service protocol and rules of precedence<br><br>1.6 Correct service of wine during the meal, according to wine service protocol | 5<br><br>2<br><br>5<br><br>3<br><br>5<br><br>5 |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

**PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)**

1 / 2

PROGRAM: Restaurant Services

MODULE: 13 - AMERICAN SERVICE WITH A TRAY

SESAME: 904 335

EXPECTED BEHAVIOUR: Provide American service using a tray

| POSSIBLE FOCUSES         | LRN.<br>% | EVAL.<br>% | OBSERVABLE ASPECTS<br>OR THEMES OF KNOWLEDGE                                                                                                                                                                               | P*<br>or PK* |
|--------------------------|-----------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Prepare for serving      | 15        | 10         | Personal appearance<br>Preparation of accessories<br>Preparation of the foods and materials required for the mise en place<br>Mise en place of the tables and the dining room<br>Review of menus, and wine and drink lists | P            |
| Welcome customers        | 10        | -          | Observance of rules of etiquette<br>Way of approaching the customer<br>Demonstration of professional attitudes and behaviour                                                                                               | P            |
| Take and transmit orders | 20        |            | Quality of answers to customers' questions<br>Recording of order<br>Entry of order in the computerized system<br>Suggestions to customers                                                                                  | P            |
| Serve food and beverages | 30        | 55         | Planning of service<br>Quality of service                                                                                                                                                                                  | P            |
| Bus the table            | 10        | 25         | Busing method<br>Speed of service                                                                                                                                                                                          | P            |

\* P = Practical examination

PK: Practical knowledge examination

## PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

2 / 2

PROGRAM: Restaurant ServicesMODULE: 13 - AMERICAN SERVICE WITH A TRAYSESAME: 904 335EXPECTED BEHAVIOUR: Provide American service using a tray

| POSSIBLE FOCUSES                             | LRN.<br>% | EVAL.<br>% | OBSERVABLE ASPECTS<br>OR THEMES OF KNOWLEDGE                                                                    | P*<br>or PK* |
|----------------------------------------------|-----------|------------|-----------------------------------------------------------------------------------------------------------------|--------------|
| Close and cash the bill                      | 10        | -          | Handling of cash, credit cards and signed bills<br>Use of the computerized system                               | P            |
| Clean and tidy up the dining room and pantry | 5         | -          | Storage of foods and materials<br>Avoidance of food wastage<br>Cleanliness of premises                          | P            |
| Provide American service using a tray        | -         | 10         | Demonstration of professional attitudes and behaviour<br>Observance of service protocol and rules of precedence | P            |

\* P = Practical examination

PK: Practical knowledge examination

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

1 / 2

PROGRAM: Restaurant Services

MODULE: 13 - AMERICAN SERVICE WITH A TRAY

SESAME: 904 335

EXPECTED BEHAVIOUR: Provide American service using a tray

DURATION OF EXAMINATION: 4½ hours

| EVALUATION FOCUSES       | STR.* | OBSERVABLE ASPECTS                          | WGT.<br>% | CRITERION COMPONENTS                                                                                                                                               | WGT.<br>% |
|--------------------------|-------|---------------------------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Prepare for serving      | PS/PT | 1. Mise en place of equipment and materials | 10        | 1.1 Proper mise en place of materials for providing American service with a tray for each dish, in accordance with the instructions given and the proper technique | 10        |
| Serve food and beverages | PS    | 2. American service with a tray             | 55        | 2.1 Correct use of tray when bringing dishes from the kitchen, in accordance with the proper technique                                                             | 20        |
|                          |       |                                             |           | 2.2 Proper carrying of tray during service, in accordance with the proper technique and safety rules                                                               | 10        |
|                          |       |                                             |           | 2.3 Proper installation of tray on tray stand, in accordance with the proper technique and safety rules                                                            | 5         |
|                          |       |                                             |           | 2.4 Observance of service protocol for American service with a tray, for each dish served                                                                          | 20        |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

**TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION**

2 / 2

PROGRAM: Restaurant Services

MODULE: 13 - AMERICAN SERVICE WITH A TRAY

SESAME: 904 335

EXPECTED BEHAVIOUR: Provide American service using a tray

DURATION OF EXAMINATION: 4½ hours

| EVALUATION FOCUSES                    | STR.* | OBSERVABLE ASPECTS                                       | WGT.<br>% | CRITERION COMPONENTS                                                                                                                          | WGT.<br>% |
|---------------------------------------|-------|----------------------------------------------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Bus the table                         | PS    | 3. Busing method                                         | 25        | 3.1 Observance of service protocol for busing tables with a tray, in accordance with the proper technique and the rules of hygiene and safety | 25        |
| Provide American service using a tray | PS    | 4. Demonstration of professional attitudes and behaviour | 10        | 4.1 Observance of rules of etiquette while serving                                                                                            | 5         |
|                                       |       |                                                          |           | 4.2 Display of self-control while serving                                                                                                     | 5         |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

# PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

1 / 2

PROGRAM: Restaurant Services

MODULE: 15 - RUSSIAN SERVICE AND FRENCH SERVICE

SESAME: 904 355

EXPECTED BEHAVIOUR: Provide Russian service and French service

| POSSIBLE FOCUSES         | LRN.<br>% | EVAL.<br>% | OBSERVABLE ASPECTS<br>OR THEMES OF KNOWLEDGE                                                                                                                                                                                    | P*<br>or PK* |
|--------------------------|-----------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| Prepare for serving      | 5         | 20         | Personal appearance<br>Preparation of accessories<br>Preparation of the foods and materials<br>required for the mise en place<br>Mise en place of the tables and the dining<br>room<br>Review of menus and wine and drink lists | P            |
| Welcome customers        | 5         | -          | Observance of rules of etiquette<br>Way of approaching the customer<br>Demonstration of professional attitudes<br>and behaviour                                                                                                 | P            |
| Take and transmit orders | 20        | -          | Quality of answers to customers' questions<br>Recording of order<br>Entry of order in the computerized system<br>Suggestions to customers                                                                                       | P            |
| Serve food and beverages | 40        | 70         | Handling of serving utensils<br>Planning of service<br>Observance of service protocol and rules<br>of precedence<br>Quality of Service                                                                                          | P            |

\* P = Practical examination

PK: Practical knowledge examination

**PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)**

2 / 2

PROGRAM: Restaurant Services

MODULE: 15 - RUSSIAN SERVICE AND FRENCH SERVICE

SESAME: 904 355

EXPECTED BEHAVIOUR: Provide Russian service and French service

| POSSIBLE FOCUSES                             | LRN.<br>% | EVAL.<br>% | OBSERVABLE ASPECTS<br>OR THEMES OF KNOWLEDGE                                                                    | P*<br>or PK* |
|----------------------------------------------|-----------|------------|-----------------------------------------------------------------------------------------------------------------|--------------|
| Bus the table                                | 15        | 10         | Busing method<br>Speed of service                                                                               | P            |
| Close and cash the bill                      | 10        | -          | Handling of cash, credit cards and signed bills<br>Use of the computerized system                               | P            |
| Clean and tidy up the dining room and pantry | 5         | -          | Storage of foods and materials<br>Avoidance of food wastage<br>Cleanliness of premises                          | P            |
| Provide Russian service and French service   | -         | -          | Demonstration of professional attitudes and behaviour<br>Observance of service protocol and rules of precedence | P            |

\* P = Practical examination

PK: Practical knowledge examination

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

1 / 2

PROGRAM: Restaurant Services

MODULE: 15 - RUSSIAN SERVICE AND FRENCH SERVICE

SESAME: 904 355

EXPECTED BEHAVIOUR: Provide Russian service and French service

DURATION OF EXAMINATION: 4½ hours

| EVALUATION FOCUSES       | STR.* | OBSERVABLE ASPECTS                                   | WGT.<br>% | CRITERION COMPONENTS                                                                                                                                     | WGT.<br>% |
|--------------------------|-------|------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Prepare for serving      | PS/PT | 1. Mise en place of equipment and materials          | 20        | 1.1 Correct mise en place of gueridon and required materials before the main course is brought from the kitchen, in accordance with the proper technique | 10        |
|                          |       |                                                      |           | 1.2 Safe lighting of dish cross before the main course is brought from the kitchen, in accordance with the proper technique                              | 10        |
| Serve food and beverages | PS    | 2. Russian service and French service of main course | 60        | 2.1 Correct, complete and safe carrying of the main course for Russian service and French service, in accordance with the proper technique               | 15        |
|                          |       |                                                      |           | 2.2 Correct placement of all food and materials on the gueridon, in accordance with the proper technique                                                 | 10        |
|                          |       |                                                      |           | 2.3 Correct laying out of the two plates, in accordance with the proper technique                                                                        | 15        |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

# TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

2 / 2

PROGRAM: Restaurant Services

MODULE: 15 - RUSSIAN SERVICE AND FRENCH SERVICE

SESAME: 904 355

EXPECTED BEHAVIOUR: Provide Russian service and French service

DURATION OF EXAMINATION: 4½ hours

| EVALUATION FOCUSES | STR.* | OBSERVABLE ASPECTS                                       | WGT.<br>% | CRITERION COMPONENTS                                                                                                       | WGT.<br>% |
|--------------------|-------|----------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|-----------|
| Bus the table      | PS    |                                                          |           | 2.4 Display of correct posture when serving the main course from the gueridon                                              | 10        |
|                    |       |                                                          |           | 2.5 Correct positioning of plates in front of customers                                                                    | 5         |
|                    |       |                                                          |           | 2.6 Correct service of sauce for the red meat, English style, according to the technique learned and the customer's wishes | 5         |
|                    | PS    | 4. Russian service of dessert                            | 10        | 4.1 Correct English-style Russian service of dessert, according to instructions and the appropriate technique              | 10        |
|                    | PS    | 3. Observance of rules applicable to busing the gueridon | 10        | 3.1 Observance of rules for busing the gueridon, according to instructions and the appropriate technique                   | 10        |

\* Evaluation strategy: process (PS) or product (PT) evaluation.

