higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(7601034)

23 November 2023 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 12 pages and an addendum.

257Q1N2323

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY GENERICS
NQF LEVEL 3
TIME: 3 HOURS
MARKS: 180

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Use only a black or blue pen.
5. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 A … is a page from a folio book that must be filled in before a customer checks out of an establishment.

A folio release form
B pre-checkout folio
C post-checkout folio
D checkout debit form

1.1.2 … is an example of unauthorised payments.

A Vouchers won at a fundraiser
B Cheques that are not bank guaranteed
C Credit from Checkers 60sixty
D Snapchat payments

1.1.3 There are TWO different types of pay points, namely, tills and …

A speed points.
B cheques.
C tokens.
D vouchers.

1.1.4 Every food service establishment below has to implement food safety control, except …

A Hungry Lion.
B Pick n Pay asap!
C Romans Pizza.
D Telkom stores.

1.1.5 The … disbursing the funds must do the transaction on the computer system.

A cashier
B customer
C cleaner
D porter

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1.1.6 If frozen food is not delivered at the correct temperature upon delivery, it should be …

A stored in the freezer.
B packed out in the display freezers.
C returned to the supplier.
D defrosted and thrown away.

1.1.7 A/An … balance is the amount that a customer has paid to a business and that the business now owes to the customer.

A debit
B loan
C credit
D overdraft

1.1.8 Personal skills training should be provided by a counsellor for …

A inadequate training.
B poor work methods.
C unclear job understanding.
D underdeveloped personality.

1.1.9 Menu pricing is the calculation of the … of the dishes offered on the menu.

A merchant's price
B cost price
C selling price
D markup price

1.1.10 ONE of the following is not useful in launching a new menu.

A Advertising
B Quality testing
C Press release
D Promotional party

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.15) in the ANSWER BOOK.

1.2.1 KFC does not use standardised recipes in their establishments.

1.2.2 One's debit/credit card should be signed on the back.

1.2.3 When dealing with quiet team members, insist on their opinions, even if they don't want to give them.

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1.2.4 Visa accounts start with a '5'.

1.2.5 If a guest is blacklisted due to non-payment, one can accommodate them only if they pay cash upfront.

1.2.6 The number of culinary-skilled employees is critical in deciding the complexity of dishes.

1.2.7 When dealing with performance issues, a subordinate should be in charge of training.

1.2.8 On completion of the payment, the merchant retains the original slip.

1.2.9 Every member of the team is an individual with their strengths and weaknesses.

1.2.10 Profit losses can occur due to unsecured payment points.

1.2.11 Missing an interview or being late is not important.

1.2.12 All float shortages should be reported to the duty manager before service.

1.2.13 Any guests calling in to make a booking would like to be treated respectfully.

1.2.14 All refunds should be recorded to enable the cleaner to take corrective action.

1.2.15 If a customer hands over the incorrect amount to settle their bill, one should be discreet in informing them.

(15 × 1) (15)

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1.3 Choose a/an term/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	Includes items such as fruit, cereals, yoghurts, pastries, and cold meats	A à la carte menu
1.3.2	Includes starter, main, and dessert at a specific price	B du jour menu
1.3.3	Includes several complex items, such as eggs, bacon, sausages, kidneys and liver	C continental breakfast menu
1.3.4	Includes a range of dishes that are individually priced	D cocktail menu
1.3.5	Includes carefully planned meals that are used for a specific period in hospitals	E cyclical menu
		F English breakfast menu
		G set menu

(5 × 1) (5)

1.4 Complete the following sentences by choosing a word or words from the list below. Write only the answer next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

yellow; job description; transition; chef; questions; pink; business; CV; letters; demands; job application; delivery; healthy; note; transaction; supervisor; attendance

1.4.1 All payments made by customers that are put through a bank machine are called a/an … .

1.4.2 It is important to be precise when compiling your … form for a possible interview.

1.4.3 There is an increasing trend towards … eating styles and menus.

1.4.4 Prepare the correct amount in notes before calling for change from the … .

1.4.5 Listen to the interviewer's … while sitting in the interview.

1.4.6 Check use-by dates before … and intake.

1.4.7 The paper receipt till roll shows a … stripe to indicate that the roll is almost running out.

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1.4.8 A … is a list of general tasks, or functions and responsibilities of a position.

1.4.9 When individuals make reservations in writing through … .

1.4.10 Customers are the most important people in a/an … .

(10 × 1) (10)
[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

Mr. Kerns hosted a graduation party for his daughter at Journey Wine Estate. A cocktail snack menu with vegetarian options was requested for the occasion. By the end of the party, Mr. Kerns received numerous complaints from his guests and daughter about the food served.

The menu below was provided for the night:

GRADUATION PARTY

COCKTAIL SNACK MENU

HOT FOOD ITEMS
Chicken sosaties
Smoked snoek pâté on mini pitas
200 g beef fillet served with garlic mash and sweet carrots

COLD FOOD ITEMS
Smoked salmon bruschetta
Beef and cheese pancake pockets
Bacon and mushroom vol-au-vent

DESSERT ITEMS
Mini milk tarts
Mini malva puddings
Strawberries dipped in milk chocolate

Cost: R600 per person

2.1 Are the menu and items on it correct for a cocktail function? Substantiate your answer. (4)

2.2 Is Mr. Kerns justified in requesting a refund for the catering before settling his bill? Substantiate your answer. (4)

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2.3 If Journey Wine Estate decided to honour the refund for the catering, their food and beverage manager would have to execute it.

Rearrange the following procedural steps for a refund in the correct sequence. Write only the question number (2.3.1–2.3.7) and suitable action (A–G) in the ANSWER BOOK, for instance, 2.3.1 C.

A) Refund to be completed through the company's computerised system
B) The bill should be printed out.
C) Mr. Kerns should write down on the original bill why he is requesting a refund.
D) The manager should sign the final bill.
E) Mr. Kerns should sign the amended bill.
F) The bill should be reprinted.
G) Attach the original bill for the finance department. (7)

2.4 **BACON AND MUSHROOM VOL-AU-VENT: Serves 12**

INGREDIENT	QUANTITY USED	PRICE/UNIT PURCHASED
Today's Puff Pastry	300 g	R19,99/400 g
Bacon	250 g	R39,99/200 g
Mushrooms	200 g	R29,50/250 g
Milk	250 mℓ	R15,99/1 ℓ
Eggs	1	R49,50/18

2.4.1 Cost each ingredient and determine the total cost of the above recipe. Show all calculations and round off to the nearest second decimal after the comma. (12)

2.4.2 Calculate the selling price of a bacon and mushroom vol-au-vent if the gross profit is 60%. (5)

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2.5 Study the price list of the cocktail snack menu below and answer the question that follows:

JOURNEY WINE ESTATE	
COCKTAIL SNACK MENU and COST PER ITEM	
HOT FOOD ITEMS	
Chicken sosaties	R30,00 ea
Smoked snoek pâté on mini pitas	R25,00 ea
200 g beef fillet served with garlic mash and sweet carrots	R180,00 ea
COLD FOOD ITEMS	
Smoked salmon bruschetta	R47,00 ea
Beef and cheese pancake pockets	R25,00 ea
Bacon and mushroom vol-au-vent	R.. . .. ea
DESSERT ITEMS	
Mini milk tarts	R20,00 ea
Mini malva puddings	R25,00 ea
Strawberries dipped in milk chocolate	R10,50 ea
Cost: R600 per person	

Assess the menu item prices and determine whether the fee of R600 per person is justified. Substantiate your answer. (3)

2.6 What religious groups would not be able to consume the vol-au-vent cocktail snack item? (2)

2.7 Which food group is repeated the most throughout the menu above? (1)

2.8 Identify THREE dishes from the cocktail snack menu that would be classified as high-risk foods. (3)

2.9 Why would cocktail food items be associated with food poisoning? (2)

2.10 Describe how to defrost the beef fillet overnight. (3)

2.11 When you receive a delivery of the frozen beef fillet, you notice a lot of frozen blood and ice crystals around the meat; part of the meat is discoloured and the fillet has been repackaged.

What could have caused these issues? (4)

2.12 Before Mr. Kern's function Journey Wine Estate service staff need to move the cocktail tables and chairs into the venue from the storage room.

Create a procedure that they should follow to move the furniture safely. (5)

[55]

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QUESTION 3

3.1 Read the scenario below and answer the questions.

Some of Mr. Kern's family flew up for his daughter's graduation, and because of his stutter, Mr. Kerns booked their accommodation on the Airbnb website. Their stay is from 15 March 2024 until 17 March 2024. There are two families of four expected. Both families have two small children, so they will need two rooms for each family. Their booking was made under Mr. Kern's name.

3.1.1 Is this type of booking direct or indirect? Substantiate your answer. (3)

3.1.2 What type of booking method did Mr. Kerns use? (1)

3.1.3 Due to his stutter, he chose this specific type of booking method.

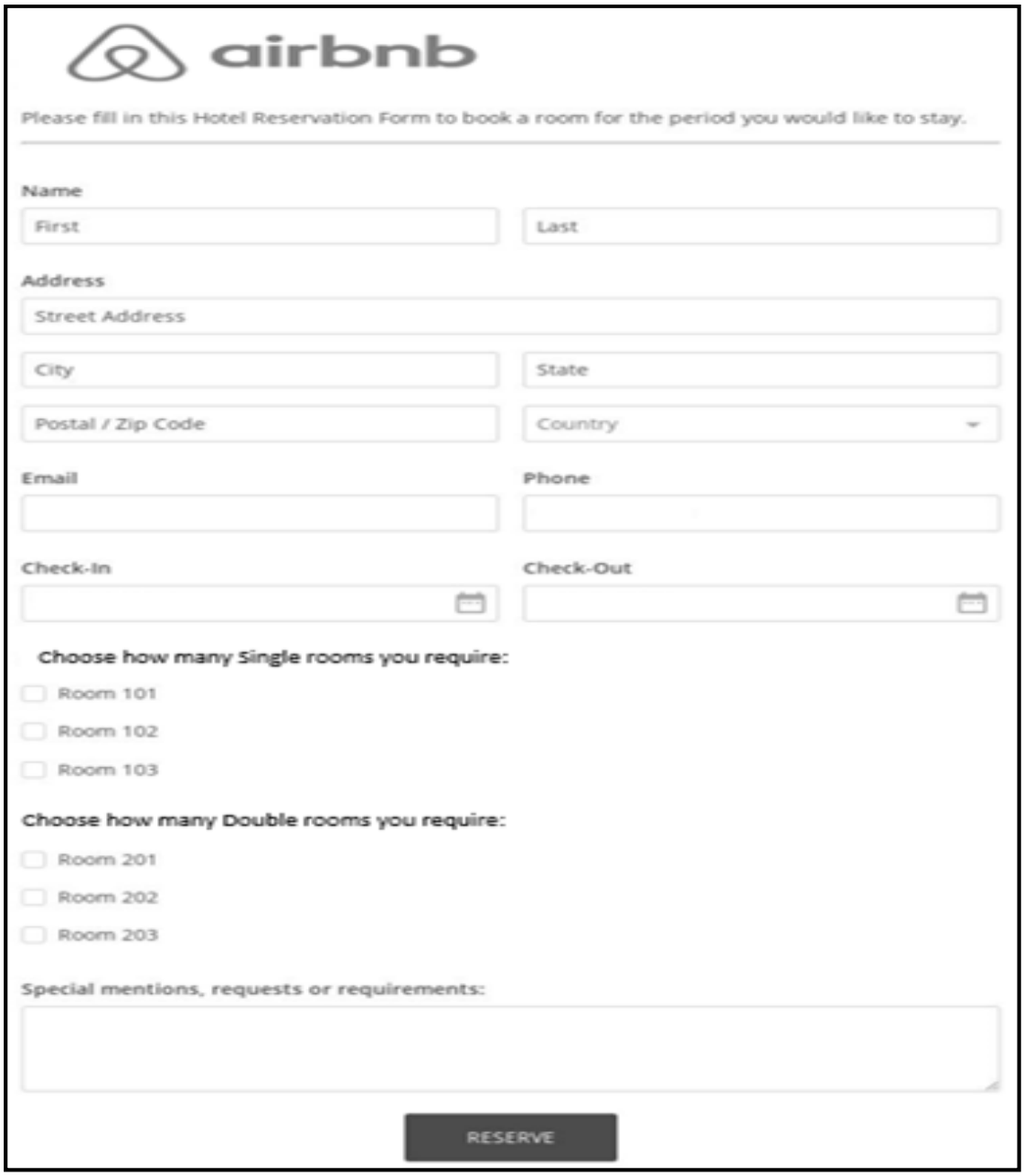
Provide reasons why. (3)

3.1.4 One could say that this method in QUESTION 3.1.2 is the most efficient.

Defend this statement. (4)

3.1.5 Will a deposit be required for this type of booking? (1)

3.2 Below is an example of the Airbnb booking form Mr. Kerns needs to fill out:



[Adapted from: *https://www.123formbuilder.com/free-form-templates/gallery-reservation/* & https://commons.wikimedia.org/wiki/File:Airbnb_Logo_B%C3%A9lo.svg]

Complete this online document in ADDENDUM A (attached), using the necessary information from the scenario above. (6)

3.3 Due to the type of booking method used, if there is an error with the booking, Mr. Kerns will need to dispute it in a specific way.

Describe how he would do this. (2 × 2) (4)

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3.4 Unfortunately, one of the families cannot attend anymore because their children have contracted chickenpox.

Create a cancellation form with all the necessary information that the reservation clerk will email Mr. Kerns to complete. (5)

3.5 To thank Mr. Kerns for his hospitality and generosity, his family has decided to take him and his wife out for lunch at Kumandi Deli before they fly back. They choose this restaurant because it is close to the airport. They are concerned about delays due to the load shedding the province is experiencing.

3.5.1 What impact could load shedding have on Kumandi Deli regarding the preparation and security of payment points? TABULATE your response as follows:

PREPARATION OF PAYMENT POINTS	SECURITY OF PAYMENT POINTS
(3)	(3)

(3 + 3) (6)

3.5.2 What measures could Kumandi Deli put in place to deal with the impact described in QUESTION 3.5.1? (4)

3.5.3 Describe how to process Mr. Kern's family's payment if there is load shedding. (5)

3.5.4 Suggest steps that Kumandi Deli staff should follow when dealing with clients that complain about poor food service delivery because of load shedding. (8)

[50]

QUESTION 4

4.1 Thandi is undergoing induction training at Sun International Hotel during her first week on the job.

4.1.1 Define the term *conflict* for her. (1)

4.1.2 Explain to Thandi different causes of conflict and give examples of each. COPY and COMPLETE the table below to answer this question.

CAUSES OF CONFLICT	EXAMPLES

(3 + 3) (6)

4.1.3 Constructive communication will solve most conflicts.

Why is this true? (3)

4.1.4 She has to memorise the channels of communication in Sun International.

What company resources would she need to consult? (1)

4.1.5 Thandi is given a scenario where there is conflict between a cleaner and her supervisor. The cleaner is not sure to whom she should report this.

Inform her whom she should report it to. (1)

4.1.6 What would the implications be if the conflict is not resolved? (3)

4.2 Thandi has been asked to assist with the recruitment and interviews for the casual staff needed for December. They are looking for casuals between the ages of 18 and 25.

4.2.1 Where is the best place for Thandi to advertise these positions to reach the age groups mentioned in QUESTION 4.2? (1)

4.2.2 Recommend THREE contact methods that candidates could use to respond to Thandi's advert. (3)

4.2.3 Thandi wants applicants to provide an introduction about themselves on their CVs.

Name this document. (1)

4.3 Faizel wants to respond to Thandi's advert for the casual job at the Sun International Hotel. He needs assistance with the format of his CV.

4.3.1 Create a template with basic headings to show the different parts of the employment history section. (8)

4.3.2 The employment history section is extremely important for the selection of candidates.

Elaborate on this comment. (4)

4.4 Faizel was selected for an interview. He is very nervous and wants to make a good impression.

Should he dress formally or casually for the interview? Substantiate your response. (3)

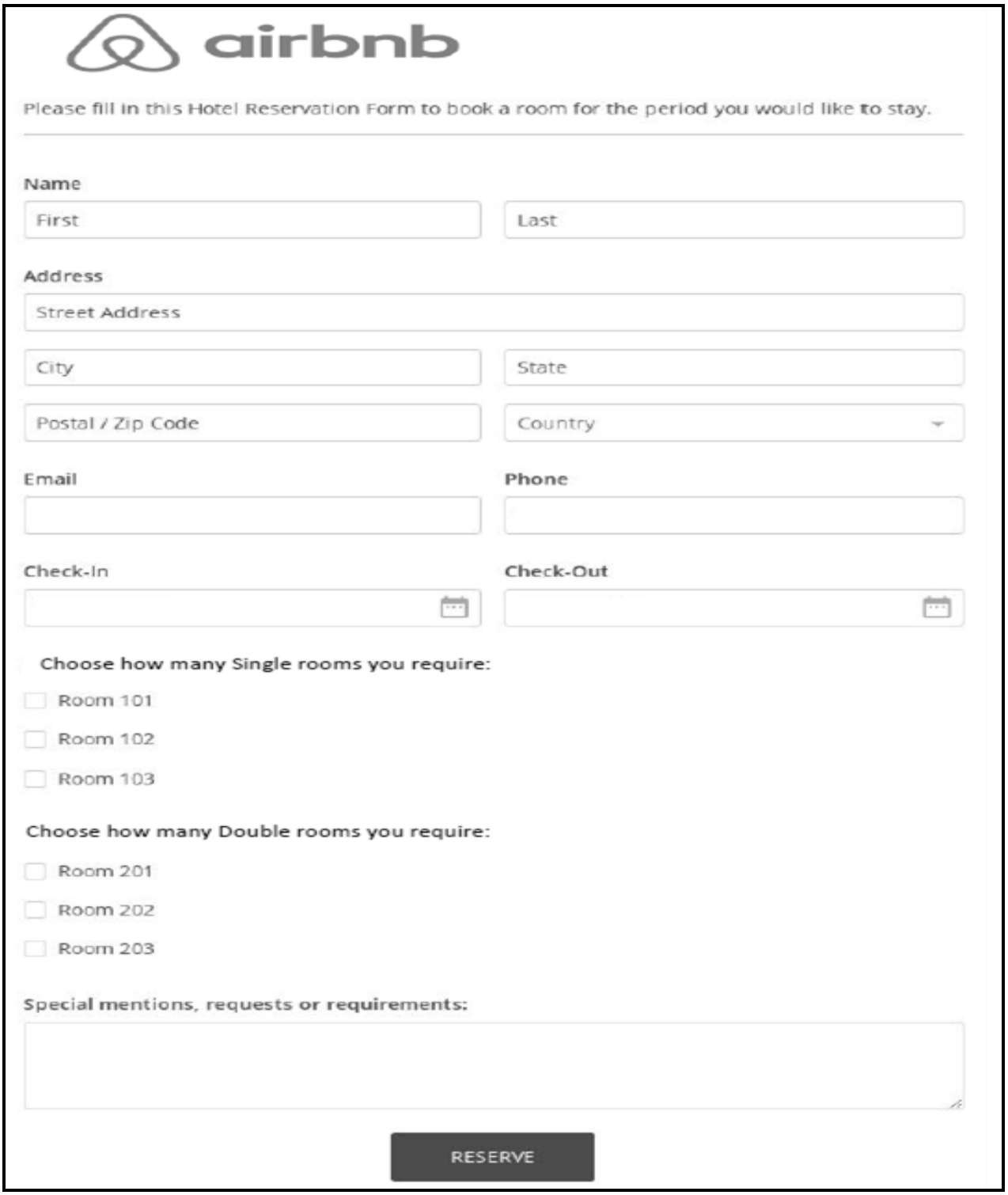
[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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ADDENDUM A **EXAMINATION NUMBER:**

QUESTION 3.2.1



[Adapted from: *https://www.123formbuilder.com/free-form-templates/gallery-reservation/*& https://commons.wikimedia.org/wiki/File:Airbnb_Logo_B%C3%A9lo.svg] (5)

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