higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(11011003)

19 November 2024 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 11 pages and 2 addenda.

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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. Write your EXAMINATION NUMBER on the ADDENDA before removing them from the question paper. Place the completed ADDENDA in the ANSWER BOOK.
5. Calculators may be used.
6. Start each section on a new page.
7. Use only a black or blue pen.
8. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 … are put into place in a company so that every member of staff knows who they are accountable to.

A Lines of authenticity
B Maslow's hierarchy
C Reporting levels
D Belbin's theories

1.2 Hospitality staff should adhere to these dental care rules :

A Brush teeth once a day in the early morning.
B Floss every day and brush teeth twice a day.
C Use antiseptic mouthwash only when prescribed.
D Visit a dentist at least every three months.

1.3 A/an … number on Visa and Mastercard cards is known as the pre-printed bank identification number.

A one-digit
B two-digit
C three-digit
D four-digit

1.4 A reason for a refund may include …

A institutional errors.
B opportunistic staff.
C pleasant customers.
D problematic managers.

1.5 When dealing with a difficult customer, one should act as follows:

A Stay calm, apologise insincerely, listen actively and avoid taking the issue personally.
B Stay calm, apologise sincerely, listen actively and avoid taking the issue personally.
C Stay calm, apologise sincerely, listen indifferently and avoid taking the issue personally.
D Stay calm, apologise sincerely, listen actively and take the issue personally.

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1.6 After a deposit is received by a hotel, it is transferred to the guest's …

A wallet.
B room.
C account.
D bank.

1.7 A/an … is a type of reservation where the guest simply agreed and confirmed that she/he will arrive.

A guaranteed reservation
B direct reservation
C non-guaranteed reservation
D indirect reservation

1.8 Details that should be recorded when doing a cancellation for a booking, include:

A Check-in date, time, name, cancellation and administrative fee.
B Check-out date, time, name and surname and administrative fee.
C Check out-date, telephone number and administrative fee.
D Check-in and check-out dates, name and surname and cancellation fee.

1.9 When prioritising work, one should apply the … system.

A ABC
B TBC
C FIFO
D HACCP

1.10 An application form should have …

A all fields completed in black ink.
B been sent to the company after the interview.
C some of the fields completed in detail.
D important information highlighted in red.

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE and by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 A balanced menu includes food from all six food groups.

2.2 There are two main types of breakfast menus.

2.3 The amount that a hospitality establishment pays for food will determine how much it can charge for the food.

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2.4 Do not allow unauthorised persons in a work area.

2.5 Pay points include tills, cash drawers, and speed points.

2.6 When a guest cancels their reservation, one does not need to inform housekeeping.

2.7 Nowadays, one can confirm one's reservation via email, text, and WhatsApp.

2.8 There are two basic types of communication channels: formal and basic.

2.9 Staff who treat one another in a polite and helpful manner will experience greater job satisfaction.

2.10 It is appropriate to wear flashy, bold jewellery to an interview.

(10 × 1) **[10]**

QUESTION 3

Complete the following sentences by writing only the missing word or words next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 One should consume … servings of meat and meat alternatives daily.

3.2 Omega … is required for the normal development of the brain.

3.3 A table d'hôte menu is also known as a … .

3.4 The temperature at which bacteria grows rapidly is known as the … .

3.5 A/an … maps the hierarchical structure of an organisation.

3.6 Not many businesses in South Africa will accept … currency.

3.7 A travel agent may provide the guest with a … that covers meals and use of the spa at the hotel.

3.8 You should give a customer a … if he/she has overpaid on their bill.

3.9 A/an … is a one-page introduction of you to the company.

3.10 A letter of … communicates an interest in the organisation and requests an opportunity for an interview for an appropriate position when an opening becomes available.

(10 × 1) **[10]**

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QUESTION 4

Choose the best manner to handle the unexpected situation from COLUMN B that matches the problem in COLUMN A. Write only the letter (A–L) next to the question number (4.1–4.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1	Receive goods that have been thawed	A	use sign language or ask an interpreter to assist
4.2	Food deliveries are constantly delivered late	B	accept the goods and store them in the freezer immediately
4.3	During your shift, you run out of the correct coins for change	C	do the transaction manually and capture it later
4.4	You suspect that the guest is paying with counterfeit cash	D	smile at the guest
4.5	While processing a guest's payment, the paper slip showing the amount owed and paid, indicates that is nearing its end.	E	be discreet when handling the situation
4.6	While checking a guest out of the hotel, your computer shuts down due to load-shedding	F	return the goods to the supplier
4.7	A guest with mobility difficulties makes a reservation at the hotel that you work at	G	keep a record and borrow change from another cashier
4.8	A guest with communication difficulties requires assistance with directions	H	offer hands-on-training
4.9	The receptionist provided an incorrect tariff for accommodation to an enquiry	I	apologise to the guest and replace the roll immediately
4.10	A new staff member does not know how to operate the EPOS machine	J	apologise to the guest, call the duty manager and try to honour the quoted rate
		K	reserve a room on the ground floor
		L	consider changing to a more reliable supplier

(10 × 1) **[10]**

TOTAL SECTION A: [40]

SECTION B

QUESTION 5

5.1 For her 65th birthday celebration, Sara plans to host a lunch on 22 November 2024 at The Snug Bean Coffee Shop. She has selected the following menu items to be served at the lunch.

Read the menu and answer the questions that follow.

THE SNUG BEAN COFFEE SHOP

LUNCH MENU

MAIN

Parmesan and Herb crusted Chicken Breast
or
Rack of Lamb

served with
Garlic Baby Potatoes
Braised Cabbage
Grilled Baby Beetroot

DESSERT

Rum soaked Bananas and
Vanilla Ice cream

Coffee/Tea

5.1.1 Discuss the suitability of the menu items for:

a) a coffee shop

b) colour balance (2 × 2) (4)

5.1.2 Sara has invited two guests who only eat kosher and/or halal food.

Discuss the appropriateness of the menu items for these guests. (2 × 2) (4)

5.1.3 Define the term, *menu*. (1)

5.2 Thabo is a new commis chef and needs to cost the Parmesan and Herb-crusted Chicken Breast recipe for Sara's birthday lunch.

UNIT	INGREDIENTS	UNIT COST
5 kg	Chicken breast fillets	R59,99/kg
½ dozen	Eggs	R49,00/18
2 kg	Panko breadcrumbs	R79,99/kg
1,160 kg	Parmesan cheese	R300,00/kg
200 mℓ	Italian seasoning	R32,00/250 mℓ

5.2.1 Assist Thabo by using the information listed above to complete ADDENDUM A (attached). Show all calculations. Round off the answer to TWO decimals. (10)

5.2.2 Calculate the total cost of the dish mentioned above. (2)

5.2.3 Calculate the cost per portion if the recipe yields 50 portions. (2)

5.3 There are SIX major groups of nutrients.

Discuss what can possibly happen to a student like yourself if you do not include each of these nutrient groups in sufficient amounts in your diet regularly. (6)

5.4 Thabo defrosted the chicken on the kitchen sink overnight. When he arrived at work the following morning the chicken smelt off. Thabo decided to go ahead and use the chicken for the Parmesan and Herb -crusted Chicken Breast to be served at the lunch.

What possible consequences can his decision have on:

5.4.1 guests attending the lunch (2)

5.4.2 the establishment where Thabo works (2)

5.4.3 Thabo himself (2)

5.5 Describe the ideal storage conditions for fresh eggs. (5)

5.6 Thabo hurt his lower back when he carried a 10 ℓ container of oil from the storeroom to the kitchen. The chef has no sympathy with Thabo as he demonstrated to Thabo previously how he should lift and carry heavy objects.

Describe the correct steps that Thabo should have taken to prevent the lower back injury. (5)

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QUESTION 6

6.1 Read the scenario below and answer the questions that follow.

Godfrey van Wyk and his wife received an invitation to celebrate Sara's 65th birthday. He made a telephonic reservation for himself and his wife at the Boardwalk Hotel in Gqeberha for 21 to 22 November, for bed and breakfast. He paid the deposit using his credit card. However, upon arrival at the hotel, Godfrey and his wife were informed that there was no reservation made under their name. Godfrey became very angry and demanded to speak to the manager. Upon investigating, the duty manager discovered that Sibabalwe, the receptionist, accidentally recorded Godfrey's reservation as Godfrey van Dyk and not Godfrey van Wyk. Sibabalwe also booked for one person only and the incorrect rate was quoted to Godfrey.

6.1.1 Complete Godfrey's reservation form on ADDENDUM B (attached) using the correct information above. (7)

6.1.2 What effect can an inefficient booking service have on:

a) guests

b) the hospitality establishment's staff (2 × 2) (4)

6.1.3 Describe the procedure Sibabalwe should have followed if Godfrey's reservation was unconfirmed. (3)

6.1.4 Sibabalwe was instructed to accept Godfrey's booking. Which departments should be informed of the Van Wyk couple's stay? (4)

6.2 Two of Sibabalwe's duties as a receptionist are to set up the pay points and cash up at the end of her shift.

6.2.1 Compare the procedures for setting up a pay point and cashing up a pay point. Tabulate your answers as follows:

Step	Setting up a Pay Point	Cashing up a Pay Point

(10)

6.2.2 Recommend SIX safety and security measures that Sibabalwe should apply when she works with a cash drawer. (6)

6.2.3 When doing the cash-up, Sibabalwe discovers that the cash in the drawer is short. Recommend to her how she should handle this situation. (5)

6.3 Outline EIGHT essential behavioral guidelines that Sibabalwe should adhere to when engaging with hotel guests. (8)

6.4 Upon check-out, Godfrey complained that the scrambled eggs at breakfast were burnt and that the coffee was cold.

6.4.1 Is Godfrey's complaint valid? (1)

6.4.2 Justify the reason for your answer in QUESTION 6.4.1. (3)

6.4.3 Godfrey insists on a refund for the breakfast. What information will be required if Sibabalwe was to complete a refund form? (7)

6.4.4 What could the implications be if Sibabalwe does not provide Godfrey with a refund? (2)

[60]

QUESTION 7

Study the advertisement for a job below and answer the questions that follow.

Reservations Manager

HotelJobs
Cape Town

Apply on BeBee South Africa | Apply on Trabajo.org

4 days ago | Full–time

Previous Experience
- Must have at least 3 years 5* Hotel or similar experience in a reservations role
- Hospitality Management Diploma
- Computer literate with working knowledge of Microsoft Office Outlook, Word and Excel
- Working knowledge of Opera property management system
- Highly presentable

Key Responsibilities:
- To manage the Reservations Department
- To maximize the occupancy and average room rates of the properties

[Source: *https://www.hoteljobs.co.za/*]

7.1 Sam wants to apply for the position advertised above. The first step would be to edit her CV which contains the following information:

Identity number
List of jobs (present to past)
Marital status
Gender
Contact details
Name
Higher education
Criminal offences
Language ability
Secondary education
Address
Driver's license

7.1.1 Use the information above to create a concise CV for Sam. (11)

7.1.2 With reference to the advertisement above, what qualifications and experience should Sam have if she wants to qualify for this job-opportunity? (5)

7.1.3 Sam applied for the vacancy above and has been called for an interview. Make some suggestions on how Sam should prepare for the interview. (7)

7.2 Sam was provided with the following scenario during the interview:

Loretta and Sisipho are both trainee booking clerks at a large hotel. They began to argue about something and Loretta slapped Sisipho through the face in front of guests who were checking in.

How should Sam deal with this conflict situation in the scenario above? (6)

7.3 Define the term, *conflict*. (1)

7.4 Sam will need to learn how to prioritise work should she be appointed as the reservations manager.

Design a checklist to assist and remind Sam about the steps to follow in order to use time efficiently. (5)
[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 5.2.1

UNIT	INGREDIENTS	UNIT COST	CALCULATION	TOTAL
5 kg	Chicken breast fillets	R59,99/kg		
½ doz.	Eggs	R49,00/18		
2 kg	Panko breadcrumbs	R79,99/kg		
1,160 kg	Parmesan cheese	R300,00/kg		
200 mℓ	Italian seasoning	R32,00/250 mℓ		

(10)

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ADDENDUM B EXAMINATION NUMBER:

QUESTION 6.1.1

THE BOARDWALK HOTEL

BOOKING FORM



2nd Avenue
Summerstrand
Gqeberha
6019
Eastern Cape
South Africa

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☎ +27 (0) 10 446 8045

☎ +27 (0) 31 941 5945

☎ +27 (0) 21 794 9050

Email: res@south-african-hotels.com

Name:	**First**		**Last**	
Email address:				
Address:				
Arrival date:				
Departure date:				
Number of guests:				
Number of children:				
Accommodation preference:	Room only	☐	Bed and breakfast	☐
Payment method:	Cash	☐	Credit card	☐
Other requests:				

(7)

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