higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

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13:00–15:30

This question paper consists of 11 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY GENERICS
NQF LEVEL 2
TIME: 2½ HOURS
MARKS: 150

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 HACCP stands for …

A Hands and Chest Compression Plugs.
B Hazard Analysis and Critical Control Points.
C Hazard and Critical Control Points.
D Hazard and Critical Control Plans.

1.1.2 Hands should be washed thoroughly up to one's …

A wrists.
B knuckles.
C armpits.
D elbows.

1.1.3 Precautionary measures for preventing the misuse of chemicals include:

A Only authorised persons may handle the chemicals.
B Mix chemicals to create a cleaning cocktail as needed.
C Cleaning staff teach themselves how to apply cleaning chemicals.
D Wear latex gloves only when working with chemicals.

1.1.4 The key hospitality industry services include …

A accommodation, food and travel services.
B accommodation, food and life services.
C accommodation, food and beverage services.
D accommodation, food and transport services.

1.1.5 The big five include …

A Cape buffalo, black rhino, elephant, leopard and the lion.
B Cape buffalo, white rhino, elephant, leopard and the lion.
C Cape buffalo, black rhino, elephant, cheetah and the lion.
D Cape buffalo, grey rhino, zebra, leopard, and the lion.

1.1.6 At all levels, good teamwork relies on elements such as …

A goals, processes and readiness.
B roles, relationships and goals.
C friendships, goals and processes.
D readiness, goals and roles.

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1.1.7 A disadvantage of micro-organisms is that they …

A change the flavour and texture of water.
B change the digestion and taste of food.
C change the smell and taste of food.
D change the saltiness and colour of water.

1.1.8 A/An … is sudden, unplanned, and can lead to personal injury.

A appointment
B outing
C incident
D party

1.1.9 … are ways to measure the effectiveness of a team.

A Customer complaints and concerns
B Staff attendance, staff turnover and productivity
C Profit or loss
D Many happy customers

1.1.10 … are mainly used in multi-storey buildings, providing a channel from higher floors to ease the flow of garbage.

A Sanibins
B Dustbins
C Refuse chutes
D Incinerators

(10 × 1) (10)

1.2 Complete the following sentences by writing only the missing word or words next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 The … team oversees the other teams and makes sure they have everything they need to do their jobs well.

1.2.2 Stages of team development include performing, storming, … and norming.

1.2.3 The … division manager controls and manages the front office and housekeeping department.

1.2.4 Microbes need heat, moisture, suitable food and pH environment, as well as … to grow.

1.2.5 Fish, meat, dairy, and eggs are categorised as … foods.

(5 × 1) (5)

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1.3 Choose a description from COLUMN B that matches an item 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		A	used to drain pasta and rice
		B	used to cut cheese into pieces
		C	used to deep-fry food
		D	used to cut thin strands of citrus fruit skin
1.3.2		E	used to scrape food from the sides of a container
		F	used to sieve dry ingredients
1.3.3		G	used to remove the inside of an apple
1.3.4			
1.3.5			

(5 × 1) (5)

1.4 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 Standard operating procedures refer to a company's specific steps to follow, usually as prescribed by a manufacturer.

1.4.2 Information on travel, hospitality and tourism can be obtained from FEDHASA, SA Tourism and South African Tourism.

1.4.3 It is not acceptable to use defective utensils when preparing food.

1.4.4 Effective team members are not flexible and respectful towards one another.

1.4.5 Accommodation establishments include full-service and self-catering establishments, and restaurants.

1.4.6 Factors that contribute to microbial spread stem only from food spoilage and pathogenic micro-organisms in food.

1.4.7 Personal hygiene can be defined as the practice that you need to perform to keep your body unclean.

1.4.8 Inventory control and ordering will be easier if chemicals are stored correctly and together.

1.4.9 Boiling for four to five hours will kill heat-resistant spores.

1.4.10 Tug on the electrical cord of the equipment to disconnect it from the wall plug.

(10 × 1) (10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

Answer all the questions in SECTION B.

2.1 Nelly has just started working in the housekeeping department at the Mount Nelson Hotel and you have been assigned to coach her.



[Source: *https://www.istockphoto.com*]

2.1.1 What is the equipment used for that Nelly is using in the image above? (2)

2.1.2 Explain why it is important to store cleaning equipment in a specific way. (3)

2.2 While Nelly is using the equipment above, it makes a spark and she feels an electric shock.

2.2.1 Calmly advise Nelly on how to handle this situation. (6)

2.2.2 List THREE possible causes of an electric shock. (3)

2.3 The housekeeping department also needs to clean various utensils and kitchen equipment. Guide Nelly on how to inspect the following items for damages:

2.3.1 Wooden utensils (1)

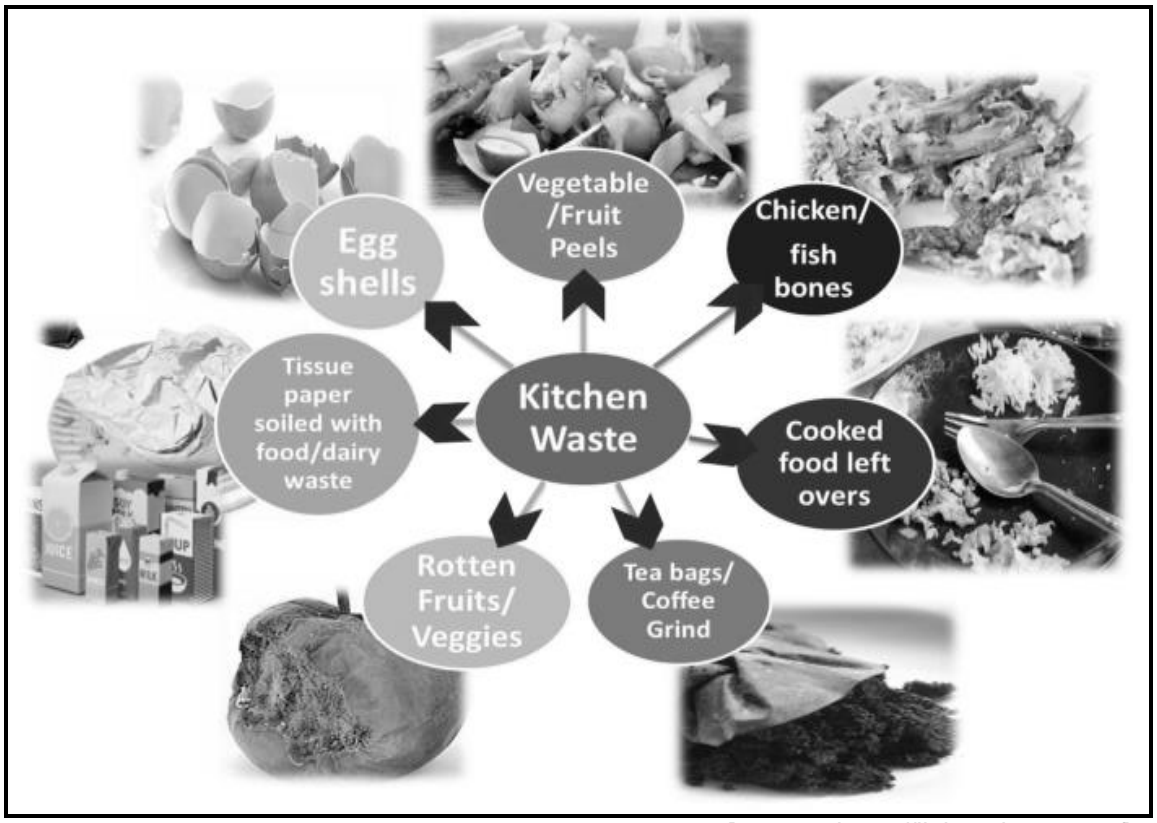
2.3.2 Glass utensils (1)

2.3.3 Pots and pans (2)

2.4 Nelly needs to clean a bain-marie. Outline the cleaning techniques of the main parts. (3)

2.5 Staff that work in the Housekeeping Department will also have to be trained on the various types of waste and how to handle waste hygienically and according to health and safety procedures.

Classify the various types of kitchen waste in the image below according to the categories numbered (2.5.1–2.5.3) below:



[Source: *https://link.springer.com/*]

2.5.1 Trash (2)

2.5.2 Garbage (4)

2.5.3 Refuse (1)

2.6 What type of waste from the image above, is suitable for making compost for a vegetable garden? (4)

2.7 What type of waste in the image above cannot be recycled? (1)

2.8 What could be done with the cooked food leftovers so that the business can generate some money? (1)

2.9 The garbage has not been collected on the scheduled day. Advise Nelly on how one should handle this situation. (6)

[40]

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QUESTION 3

Read the article below and answer the questions that follow:

RESTAURANTS, TAKEAWAY BUSINESSES FINED FOR UNHYGIENIC, DIRTY FOOD PREPARATION FACILITIES

Durban — The eThekwini Municipality seems to be intensifying its food and safety campaign after conducting a few visits to food establishments recently.

On Saturday, the eThekwini Municipality said that the City's South 3 Environmental Health practitioners took the food and safety compliance campaign to Bluff Towers and Hillside Mall where 24 premises were inspected.

On Thursday evening, the municipality said that mayor Mxolisi Kaunda along with deputy mayor Zandile Myeni, councillor Sibusiso Mpanza, the Metro Police Service and the municipality's health department, advised that a shop should be closed and the owner must be arrested for selling food and cooking in an area that is unhygienic where cats also sleep.

This is how Facebook users reacted to the municipality's campaign.

'There is a 'restaurant' in Sage Road Jacobs that runs on weekdays, opposite the liquor outlet and outside the hostel, close to Balfour Road. Cow heads are stripped of meat in the open with hundreds of flies present. Skin and fat are often dropped on the floor and blood runs on to the floor as well. Skulls often pile up outside the establishment. The floor is hosed off into the street, creating smelly stinking puddles. Rotten meat and blood smell vile! No cold chain is observed!! Please deal with them!!'

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

3.1 Judge if these witnesses have reason to be concerned with the hygiene at these establishments. (1)

3.2 Provide ONE reason for your answer in QUESTION 3.1. (1)

3.3 Identify SIX examples from the article above where the relevant food hygiene regulations were not met. (6)

3.4 Give FOUR important hygiene practices to ensure food safety. (4)

3.5 Predict what the consequences could be for the food establishments mentioned in the article above. (6)

3.6 Produce a list of SIX possible solutions that the restaurant in Sage Road, Jacobs, should apply to ensure good food handling practices and procedures. (6)

3.7 List FIVE modern methods to treat waste responsibly. (5)

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3.8 Why should dustbins be cleaned regularly? (3)

3.9 The personal health and hygiene of food handlers cannot be neglected.

3.9.1 Describe FOUR guidelines for food handlers to maintain good personal hygiene. (4)

3.9.2 Why is it important for food handlers to cover cuts, especially on their hands? (4)
[40]

QUESTION 4

The image below includes:

aeroplane; compass; suitcase; photos; camera; map; palm tree; flip-flops; wallet; hotel; popsicle; sailboat; life ring buoy; flight ticket; lollipop tree



[Source: *https://sellliliar.live/*]

4.1 List THREE things that the image above represents to you. (3)

4.2 Categorise the images listed in the block above under the headings numbered (4.2.1–4.2.8) in the ANSWER BOOK.

4.2.1	Hospitality	(1)
4.2.2	Information services	(1)
4.2.3	Travel services	(1)
4.2.4	Gaming and leisure	(1)
4.2.5	Attractions	(1)
4.2.6	Accommodation	(1)
4.2.7	Food and beverage	(1)
4.2.8	Environment	(1)

4.3 What about South Africa could scare travellers from visiting our country on a holiday? (1)

Your friend Lauren has recently finished school and enrolled in a learnership to become a pastry chef. After explaining the necessary training to her, she asks you about the importance of teamwork in this profession. Answer the following questions to explain the importance of teamwork to her.

4.4 Name and discuss FOUR types of teams that one can find in the hospitality industry. (4 × 2) (8)

4.5 Work teams often fail.

Use your experience as a hospitality student to explain to Lauren why they fail. (6)

4.6 Load-shedding has become a way of life in South Africa.

In your opinion, how does load-shedding affect teamwork in our country? (6)

4.7 Lauren is confused about the difference between a group and a team.

In table format, compare a *group* with a *team*.

(4 × 2) (8)
[40]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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