higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

(11011004)

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09:00–12:00

Calculators may be used.

This question paper consists of 12 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY GENERICS
NQF LEVEL 4
TIME: 3 HOURS
MARKS: 200

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 (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 A set of menus that rotate over a period of time is a/an …

A buffet menu.
B cyclical menu.
C Table d'hôte menu.
D a la carte menu.

1.1.2 The most suitable target market for a fast-food takeaway restaurant is…

A an old age home.
B a spa resort.
C an upmarket residential area.
D a student village.

1.1.3 A chef who has knowledge of and skills in making confectionery, will do well in preparing food items like …

A meat, fish and poultry.
B pastries and cakes.
C fruits and vegetables.
D soups, sauces and glazes.

1.1.4 A meal consisting of a chicken leg quarter, chips and a salad roll will be most fitting for a/an …

A construction worker.
B cashier.
C office based worker.
D pensioner.

1.1.5 Use … when addressing cleaning staff about the hazards found in a public area.

A legal jargon
B pictures or photographs
C a formal approach
D statistics and graphs

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1.1.6 The correct specialist to hire to replace a broken sewage pipe in a B&B is a/an …

A locksmith.
B electrician.
C construction worker.
D plumber.

1.1.7 The foundation that one should use to compile a successful evacuation plan is …

A current inspection records.
B previous inspection records.
C a building layout.
D the usage of safety signs.

1.1.8 The safety sign below, indicates …



[Source: *google images.com*]

A the direction to the stairs.
B the direction towards the bathrooms.
C the direction to exit the building.
D the direction towards the first aid kit.

1.1.9 An example of a short-term goal.

A Preparing for next week's assessment.
B Getting a good report for this term's marks.
C Completing studies in two years' time.
D Working as a hotel manager in five years' time.

1.1.10 When a subordinate is given the opportunity to study and analyse a particular problem in the workplace, it is an example of a/an …

A special assignment.
B understudy training.
C replacement assignment.
D skills training.

1.1.11 The movement of a chef from the pastry station to the roast station within the same kitchen, to gain more experience.

A Skills development program
B Personal counselling
C Job rotation
D Management internship

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1.1.12 The prioritising of goals according to the importance of its value.

A SMART principle
B ABC method
C SWOT analysis
D Personal development

1.1.13 The type of market that exists outside the country's borders.

A Retail market
B International market
C Wholesale market
D Industrial market

1.1.14 The most critical part of a business plan.

A Executive summary
B Marketing strategy
C Business model
D General company description

1.1.15 This section of a business plan describes the daily activities of a business.

A Financial plan
B Marketing plan
C Operational plan
D Appendix

(15 × 1) (15)

1.2 Choose the most suitable menu from COLUMN B that is needed to meet the requirements in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	A meal including a carving station	A	à la carte menu
1.2.2	A chef's special dish of the day	B	table d'hôte menu
1.2.3	A menu offered to a couple celebrating their anniversary at a popular sea-food restaurant	C	buffet menu
		D	plat du joir menu
1.2.4	A platter with sandwiches, samoosas and mini pies	E	cocktail menu
		F	cyclical menu
1.2.5	A three course menu offered to 120 guests	G	selective menu

(5 × 1) (5)

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1.3 Choose the most suitable manager from COLUMN B to evaluate the performance of the employees 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	Sous chef	A	general manager
1.3.2	Receptionist	B	food and beverage manager
1.3.3	Storeroom keeper	C	head chef
1.3.4	Headwaiter	D	front of house manager
1.3.5	Financial manager	E	restaurant manager
		F	head housekeeper
		G	maintenance manager

(5 × 1) (5)

1.4 Give ONE term for each of the following descriptions by writing it next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 The type of company model that consists of 2–20 members.

1.4.2 An individual who earns a salary from a company.

1.4.3 The process of investigating and verifying financial information of a company.

1.4.4 The type of assistance that the government institution, SEDA, provides to prospective small business owners.

1.4.5 A type of information source that involves talking to family and friends about a business idea.

1.4.6 A type of safety sign with a red outline and a red crossbar .

1.4.7 A safety activity to vacate the premises in an orderly manner.

1.4.8 When a person from outside the company gains access to a restricted area.

1.4.9 A specialised large cloth used to smother a fire.

1.4.10 Basic medical assistance provided to an injured person.

(10 × 1) (10)

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1.5 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.5.1–1.5.10) in the ANSWER BOOK.

1.5.1 A closed corporation is allowed to have 1–10 members.

1.5.2 A food truck selling pies must have a trading license to sell their products.

1.5.3 The directors of a company include their personal income tax with the company's tax.

1.5.4 The liability of a sole proprietor is limited to a certain amount.

1.5.5 A partnership must have a partnership agreement in place for the sharing of profits.

1.5.6 A partnership is required to have an accounting review done on a yearly basis.

1.5.7 It is unnecessary to review the performance of a manager.

1.5.8 A performance review is supposed to be done annually.

1.5.9 It is safe to use a foam extinguisher on a fire caused by a live electrical wire.

1.5.10 Safety plans should only be analysed once after it has been compiled.

(10 × 1) (10)

1.6 Arrange the steps below in the order that a hospitality student should follow when planning to start a small business.

1. Apply for funding; 2. Study a cooking course; 3. Compile a business plan; 4. Register the business; 5. Do market research

Write down only the numbers in the correct order in your answer book. (5)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

Read the following scenario and answer the questions that follow.

Timothy has worked for the last two years as a trainee chef. He is a fast worker and his duties included preparation and cooking of food. The head chef wants Timothy to be the new storeroom manager once the current one retires, as he has shown great potential in calculating and ordering of ingredients.

Unfortunately, Timothy does not have any managerial experience, no computer skills and has never done a physical stock take in the storeroom before. He also struggled with the quality checks of ingredients when it arrived at the receiving area in the past. Timothy struggles with transport to work due to poor public transportation and he cannot afford his own vehicle.

Fortunately for him the current storeroom manager only retires in 3 months time, so he wants to try and improve on the skills he is lacking in, over the 3 month period.

2.1 Timothy should do a personal evaluation to determine if he would be able to do the job of a storeroom manager at this stage of his life.

Complete a SWOT analysis, using the information in the scenario above, to assist him in the evaluation. (4 × 2) (8)

2.2 Completing the SWOT analysis is just one of the steps that Timothy has to take as part of his career development process.

What would be involved in the next step? (3)

2.3 Draw up a PDP for Timothy that focusses on his lack of computer skills only. (7)

2.4 The head chef has completed a performance review of Timothy in his current position.

Compile FIVE possible statements that the head chef can use when he provides feedback to Timothy on his current performance. (5)

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2.5 Timothy has enrolled for a two-year, part-time storeroom management course. He will need to attend class one day a week. Assessments for this course will be done online, with instant automated results and feedback. Timothy needs help to set goals to assist him in staying on track and completing this course.

2.5.1 Use the SMART method to help Timothy set goals for himself regarding the completion of the course he enrolled for. (5)

2.5.2 Recommend another method he can use to help him prioritise his tasks and stay on track to complete his goals. (1)

2.5.3 Describe how the method recommended in QUESTION 2.5.2 can help Timothy prioritise and stay on track to complete the course. (6)

2.6 Timothy also considers becoming an entrepreneur. He has been informed that one of the things he will have to be knowledgeable about is the different costs involved in running one's own business.

Describe THREE of the types of costs involved in running a business including examples of each one. (6)

2.7 There could be many hurdles that a small business owner has to overcome in order for the business to be successful.

Describe FOUR of these possible hurdles. (4)
[45]

QUESTION 3

3.1 There are many institutions than can provide important information to entrepreneurs.

How can the information from the institutions below assist an entrepreneur?

3.1.1 Department of Trade and Industry (2)

3.1.2 Department of Labour (2)

3.1.3 South African Revenue Services (1)

3.2 Gathering the correct information about starting a business is vital.

What can the possible consequences be if Timothy starts his own small business and only later realises that the information he gathered on starting a business, was incorrect? (5)

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3.3 Sisanda wants to start a business selling fast food. She is not very knowledgeable about the food industry but has a friend who is studying Hospitality at a TVET college.

3.3.1 What type of business model should Sisanda use when registering her business? (1)

3.3.2 Motivate the choice of the business model in QUESTION 3.3.1. (1)

3.3.3 Recommend TWO sources except family and friends that Sisanda could consult/use to assist her with her business idea. (2)

3.3.4 Explain the relevance of the TWO sources recommended in QUESTION 3.3.3 in assisting Sisanda with her business idea. (6)

3.4 The following food items will be served at the opening of Sisanda's new business.

- Caramel Cheesecake topped with a Flambe Berry Crumble
- Creamy Mussels served on Challah Bread
- Beef Curry, Coriander Roti and Sambal

3.4.1 Some of the food items listed above cannot be enjoyed by everyone. Motivate why some of the items are not suitable for the following groups:

(a) Muslims (3)

(b) Hindus (3)

(c) Jews (3)

(d) Diabetics (3)

3.4.2 Which TWO food items from the above list should be avoided by customers who suffer from gluten intolerance? (2)

3.5 Make minor changes to the food items from QUESTION 3.4 to create a table d'hôte menu that accommodates the customers who suffer from gluten intolerance. (6)

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3.6 Cost the Coriander Roti recipe below. Write only the correct answer next to the question number (3.6.1–3.6.6) in the ANSWER BOOK.
Show your calculations and round off to TWO decimals.

Recipe ingredients	Cost price	Calculated food cost
200 g flour	R46,00 / 2,5 kg	(3.6.1)
50 mℓ milk	R19,90 / 1 ℓ	(3.6.2)
25 g baking powder	R24,50 / 500 g	(3.6.3)
20 g sugar	R22,50 / 1 kg	(3.6.4)
30 g coriander	R18,99 per 50 g	(3.6.5)
250 g butter	R79,00 / 500 g	(3.6.6)

(6 × 2) (12)

3.7 The recipe below has to be adapted to serve 75 portions for a dinner party.

LAMB CURRY (12 portions)
2 kg diced lamb
300 g tomatoes
25 g stock powder
45 g garam marsala
250 g onions
½ bunch fresh coriander
80 ml sour cream

3.7.1 Use the factor method to work out the FACTOR for 75 portions. (1)

3.7.2 Calculate how much lamb will be needed for 75 portions. (1)

3.8 Veganism is just one type of vegetarian diet.

Complete the table below by naming the other vegetarian diets and examples of animal protein that is included in each of these diets.

Vegetarian diets	Examples of animal protein that is included in the diet

(4 × 2) (8)

3.9 When planning a takeaway menu, one needs to consider the packaging used.

Describe the qualities that the packaging for the takeaway menu items should have. (3)
[65]

QUESTION 4

4.1 Read the following scenario and answer the questions that follow.

CHEMICAL SPILLAGE

On his first day of work the newly appointed cleaner, Mohamed Nazeer, was instructed by the housekeeping manager to go to the cleaning chemical storeroom to fetch a hazardous chemical. As he lifted the bottle with the chemical in it, the cap came off and it accidentally spilled onto his arm, causing a chemical burn. First aid was required. An investigation took place to determine the cause of the accident.

4.1.1 Treatment of the chemical burn on Mohamed's arm should happen as soon as possible.

Elaborate on this statement by addressing why, how and by whom. (5)

4.1.2 The investigation that took place after the accident determined that the housekeeping manager was at fault.

What possible evidence was found to support this? (6)

4.1.3 The housekeeping manager was subsequently sent on a training course regarding her role as manager and health and safety in the workplace.

Discuss key points she could learn in the training course regarding her role and health and safety in the workplace. (12)

4.2 While Nazeer was recovering from the burn, the house keeping manager asked Nomalizo, one of Nazeer's colleagues, to take stock in the cleaning chemical store room. Once she completed the stock take, she reported that there were differences between the stock on hand and the stock report from the computerised system.

4.2.1 Provide FOUR possible reasons for the differences in stock numbers that Nomalizo reported. (4 × 2) (8)

4.2.2 Suggest corrective steps to prevent the loss of stock from happening in future. (3)

4.2.3 What can the possible impact be on the company and the client if stock regularly goes missing? (6)

[40]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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