higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

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09:00–12:00

This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY SERVICES
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. Start each section on a new page.
5. Use only a black or blue pen.
6. 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 … are used to store single bottles, crates and boxes of beverages.

A Glasses
B Jug
C Cabinet
D Shelves

1.1.2 If a … does not work properly, switch it off immediately.

A broom
B machine
C brush
D bucket

1.1.3 … are used to store wine, port and other bottled drinks that need to lie on their side.

A Boxes
B Racks
C Containers
D Basins

1.1.4 … must be clean and the wheels must run smoothly.

A Trolleys
B Vacuum cleaner
C Cabinet
D Drawers

1.1.5 … are metal holders for large items like gas cylinders and beer kegs.

A Shelves
B Cradles
C Decanters
D Sumps

1.1.6 Marks and stains on linen caused by … is not good.

A ventilation
B temperature
C humidity
D lighting

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1.1.7 Report any holes around the edges of the storeroom or under the door to the … department.

A hospitality
B reception
C management
D maintenance

1.1.8 Greet … in a courteous and friendly tone of voice and show interest in them.

A customers
B staff
C security
D managers

1.1.9 … glasses and crockery must be replaced with new once.

A Old
B Coloured
C Flute
D Cracked/chipped

1.1.10 A … designs the wine list and the drink MENU.

A chef
B waiter
C head waiter
D sommelier

(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 (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 All food areas should be cleaned regularly and systematically and records should be kept of cleaning operations.

1.2.2 Bread baskets are placed on the table once the guests are seated.

1.2.3 It is not important to ensure that all areas are secured from unauthorised access after work activities have been completed.

1.2.4 Gullies are large underground containers used to collect waste water.

1.2.5 Protective clothing must be worn or torn.

1.2.6 Always ensure that sufficient accompaniments and condiments (seasonings) are available to customers throughout their meal.

1.2.7 Walls should be rough so that they are easy to clean.

1.2.8 It is good practice to always store and display food either chilled at 5 °C or colder or hot 60 °C or hotter.

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1.2.9 A well-groomed appearance is very important because it tells people that the company is highly professional.

1.2.10 Keep display cabinet doors open so that he temperature remains correct. (10 × 1) (10)

1.3 Complete the following sentence or sentences/paragraph or paragraphs by writing only the missing word or words next to the question number (1.3.1–1.3.14) in the ANSWER BOOK.

1.3.1 … are harmful bacteria that produce toxic substances in food.

1.3.2 … is usually accompanied by a bowl of peanuts, biltong or other snacks.

1.3.3 Surfaces should be cleaned with hot water and disinfectant after each and every use.

1.3.4 … is often served with ice and may be served with or without water or Coke.

1.3.5 ... should have good knowledge of the menu and all the food and drinks that the establishment offers.

1.3.6 Staff members should not work around food when they are … .

1.3.7 Cracks on mirrors and pictures must be reported to the … .

1.3.8 … is usually accompanied by with a meal or light snack.

1.3.9 … receives drink orders from waiters and also directly from customers.

1.3.10 Check that the prices charged on the delivery notes the same as the prices agreed when the … was placed.

1.3.11 Good … assists in maintaining strict quality control as some stains or marks may go unnoticed.

1.3.12 Poor … or lack of air may also cause unpleasant smell in the storage areas.

1.3.13 If there is high level of moisture in the storage area, this will cause … and (1.4.14) … .

1.3.15 Moulds grow and reproduce well in a … poorly ventilated environment.

(15 × 1) (15)
[35]

TOTAL SECTION A: 35

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SECTION B

QUESTION 2

2.1 List SIX items that will need to be replenished during take-away service (6)

2.2 Identify TWO advantages of using polystyrene packaging during take-away service. (2)

2.3 Explain the procedure to be followed for back injury due to lifting of heavy load. (5)

2.4 Outline FIVE ways that shows that customer will get good service during takeaway service. (5)

2.5 Explain to a new waiter on how to best pack take-away order so that the items are not squashed. (5)

2.6 Give FOUR reasons of using basic selling skills. (4)

2.7 Indicate the portion sizes of the following drinks.

2.7.1 White wine

2.7.2 Red wine

2.1.3 Beer

2.7.4 Spirits

2.7.5 Cocktails

(5 × 1) (5)

[32]

QUESTION 3

3.1 Identify the uses of the following equipment:

3.1.1 Glassware

3.1.2 Salver

3.1.3 Service plate

(3 × 2) (6)

3.2 Outline the serving procedure for non-alcoholic drinks (can of coke). (5)

3.3 List FIVE items needed when serving tea. (5)

3.4 Explain to a new waiter on how to carry a drink tray when serving drinks during table drink service. (4)

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3.5 Give FIVE reasons of doing quality checks when receiving housekeeping supplies delivery. (5)

3.6 Identify FOUR factors of keeping storage area safe and hygienic during housekeeping services. (4)

3.7 Briefly explain on how to handle cleaning chemicals safely during housekeeping services. (5)

3.8 List THREE different examples of room status. (3)

[37]

QUESTION 4

4.1 Smaller equipment is equipment that you will use during housekeeping. List FIVE examples of such equipment. (5)

4.2 List FIVE food items that need to be stored in their packaging to prevent rats, mice and insects from getting into them. (5)

4.3 Briefly describe a housekeepig trolley. (5)

4.4 Give THREE reasons of securing areas during housekeeping services. (3)

4.5 Security of people is of great importance. How can you prevent accidents because of the following.

4.5.1 Cleaning agent

4.5.2 Linen and bed fittings

4.5.3 Furnishing

4.5.4 Staff supplies

(4 × 2) (8)

4.6 Briefly describe the following types of counter service:

4.6.1 Free-flow cafeteria

4.6.2 Carousel

(2 × 2) (4)

4.7 Identify FIVE ways of maintaining good personal hygiene during counter service. (5)

4.8 Outline the steps to follow when seating guest during table service. (7)

4.9 Briefly explain the importance of seating customers correctly during table service. (4)

[46]

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QUESTION 5

5.1 How would the following factors determine the par level of different drinks.

5.1.1 The popularity of the drinks

5.1.2 How long they will last

5.1.3 Storage environment

5.1.4 Storage space

5.1.5 Safety of stock

5.1.6 The season

5.1.7 The delivery cost

(7 × 1) (7)

5.2 How to store clean linen correctly to make it stay clean longer. (2)

5.3 Outline the importance of good hygiene practices when handling waste during counter service. (2)

5.4 Documentation is the written record of what goes in and out of an establishment. Specify TWO things that must be on the documentation form. (2)

5.5 Give FIVE examples of snacks that can be served with tea. (5)

5.6 List FOUR correct storage conditions of linen. (4)

5.7 Briefly explain on how you will deal with the following unexpected operational situations.

5.7.1 Unusual customer request (2)

5.7.2 Detergent spillage (2)

5.7.3 Faulty environmental control (air conditioning) (4)

[30]

TOTAL SECTION B: 145
GRAND TOTAL: 180

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