higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

22 November 2024 (Y-paper)
13:00–15:30

This question paper consists of 10 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

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

INSTRUCTIONS AND INFORMATION

1. Read all the questions carefully.
2. Answer all the questions.
3. Number the answers according to the numbering system used in this question paper.
4. Start each question on a new page.
5. 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 answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 In the absent of a vacuum cleaner a … could be used to clean carpets.

A mop
B detergent
C sponge
D broom

1.2 Check that the receiving area is … before the linen is delivered.

A bad, good and nice
B clean, neat and tidy
C dirty, good and bad
D clean and solid

1.3 All linen that are not of the required quality or specifications or damaged should be …

A accepted
B good
C rejected
D taken

1.4 One of the main duties for a switchboard operator is …

A observing the switchboard for incoming calls.
B not answering phones.
C cleaning the reception area.
D reading a magazine.

1.5 … signs are most commonly used during cleaning operations or when spillages occur and can be placed directly where the problem area is.

A Chamois leather
B Toilet
C Detergent
D Hazard warning

1.6 A … is a small, high, reading desk for the speaker to put papers on while delivering a speech /lecture.

A microphone
B lectern
C computer
D table

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1.7 A room set-up will depend on which one of the following?

A Time requirements
B Weather requirements
C Customer's requirements
D Chefs requirements

1.8 The type of call used by employees at the same department:

A Internal
B Incoming
C External
D Outgoing

1.9 When serving coffee, … have to be included on the tray.

A plates and napkins
B cups and sauces
C liqueurs and drip mats
D salt and pepper

1.10 When cleaning post mix machines, you must …

A remove any empty canisters and replace them with fresh ones
B use a dirty cloth
C clean up quickly without checking anything
D use harsh chemicals

(10 × 1) **[10]**

QUESTION 2

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

2.1 Storeroom keys should not be handed to unauthorised persons at any time.

2.2 Beers should be stored in the refrigerator.

2.3 FIFO means First In First Out.

2.4 To ensure that the customer is pleased with the meal, it is important that you serve the food exactly as the customer ordered it.

2.5 When making outgoing external calls, it is a good idea to prepare beforehand. This involves not only having the necessary writing material on hand but also any other documents required for the call.

2.6 Always wash your hands after handling waste and refuse.

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2.7 Used needles and razors are not big health hazards as they contain human blood, and bodily fluid that can be infected by diseases and germs.

2.8 A toilet brush is not used to clean the inside of the toilet bowl.

2.9 A face mask prevents inhaling of fumes from chemicals.

2.10 Air fresheners are used to give a pleasant smell to the room for a limited time and to remove some unpleasant smells.

(10 × 1) **[10]**

QUESTION 3

Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Removal of stains	A	scourers
3.2	Worn as protection	B	paper towel
3.3	Drying cleaned areas	C	gloves
3.4	Scrubbing off excessive dirt	D	bleach
3.5	Removal of dirt build up and stains on specific area	E	sanitisers
		F	abrasive cleaners
3.6	Sanitising areas from bacterial germs	G	polish
3.7	Removing dirt from carpets	H	chamois, leather or equivalent
3.8	Used wet for cleaning windows and mirrors and dry for polishing silver	I	disinfectant
		J	carpet shampoos/dry products
3.9	Killing bacteria/germs		
3.10	Giving surfaces especially wood, a shiny appearance and protection		

(10 × 1) **[10]**

QUESTION 4

Give one word for the following types of bedding used in a guest bedroom.

4.1 Used to prevent stains on a mattress

4.2 Placed underneath the mattress to cover the base of the bed

4.3 Placed on top of the mattress cover if necessary, mostly used on cots and beds for small children and babies

4.4 A sheet that fits securely over the mattress

4.5 Used over the blanket and under the bedspread

4.6 Used to cover the pillow

(6 × 1) **[6]**

QUESTION 5

Identify the objects in the pictures below:

5.1



5.2



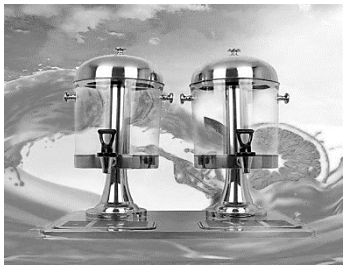
5.3



5.4



5.5



5.6



5.7



5.8



5.9



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5.10



5.11



5.12



5.13



5.14



(14 × 1) **[14]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 6

6.1 Give FIVE types of protective clothing and their purpose or function. (5 × 2) (10)

6.2 List SEVEN additional items that can also be found in the guest bedroom (7)

6.3 Mention FIVE reasons why it is important to providing suitable notices and warnings signs for work in progress. (5)

6.4 Unexpected operational situations can occur at any time during the service. Provide the correct procedure for the following:

6.4.1 Staffing shortages

6.4.2 Power failures

6.4.3 Blocked toilets and drains

6.4.4 Shortage of customer supplies

(4 × 4) (16)
[38]

QUESTION 7

7.1 Emergency situations are situations where there is danger and where people/property are at risk, be it physical or emotional. How should a receptionist respond to the following?

7.1.1 Bomb threat (4)

7.1.2 Abusive caller (4)

7.2 Refreshing a function room is important during functions.

7.2.1 Why is the above statement important? (4)

7.2.2 Explain the procedure for refreshing a function room. (10)

7.3 Give FIVE reasons for keeping a storage area clean, tidy and free from refuse. (5)

7.4 General procedures for taking orders and serving drinks:

7.4.1 Describe how to lay a tray or trolley for room service. (5)

7.4.2 How should leftover drinks and food be disposed of that is on a tray or trolley used for room service? (5)

7.5 Linen storeroom procedures must always be followed.

Briefly explain how to secure the linen room from unauthorised access. (5)
[42]

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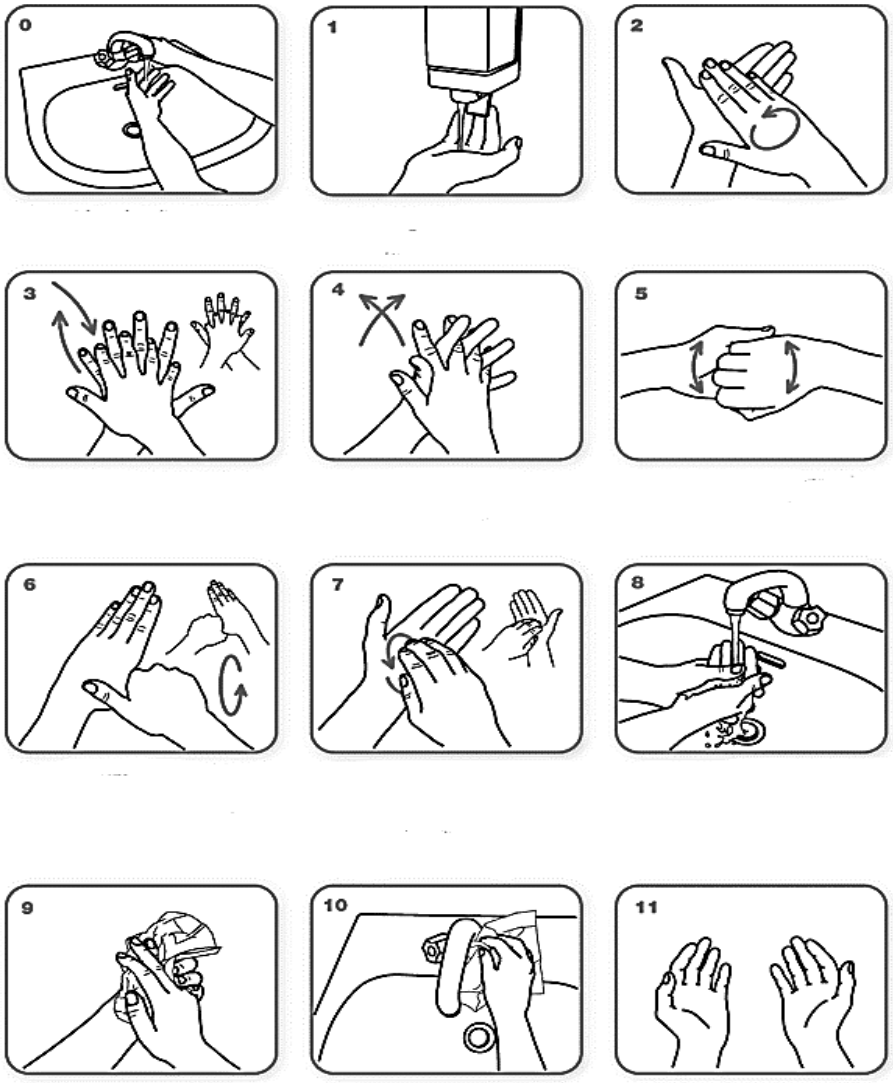
QUESTION 8

8.1 Personal hygiene principles and basic hygiene risks are very important. Identify the correct procedure for washing hands.



(11)

8.2 Drinks must always be served and stored at the correct temperature. Write down the correct temperature of the following:

8.2.1 Cognacs and calvados are generally served at?

8.2.2 Liqueurs like Grand Mariner are served at?

8.2.3 Cream liqueurs such as Kahlua and Crème de Cacao served at?

8.2.4 Fruit liqueurs and cherry brandies are served at?

8.2.5 Other spirits are served at?

(5 × 1) (5)

8.3 List FOUR ways of how good displays promote sales. (4)

[20]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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