higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

# HOSPITALITY SERVICES
## NQF LEVEL 4

(11011034)

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

**This question paper consists of 11 pages.**

471Q1N2422

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# DEPARTMENT OF HIGHER EDUCATION AND TRAINING
# REPUBLIC OF SOUTH AFRICA

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

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**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

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 Duck can be best paired with which wine?

A Old red wine
B Old white wine
C Young red wine
D Young white wine

1.2 … does not form part of the main spirit group when preparing cocktails.

A Gin
B Tequila
C Vodka
D Rum

1.3 This course follows the fish course in silver service.

A Hors d'oeuvres
B Soup
C Dessert
D Entrée

1.4 Product knowledge does not include …

A weight of product.
B customers' requirements.
C the brand name.
D the size of the product.

1.5 One of the requirements of a cleaning programme is …

A marketing of the hotel.
B the area to be cleaned in the hotel.
C security of the hotel.
D opening times of the hotel.

1.6 Minutes are taken … the meeting.

A before
B during
C after
D yearly after

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1.7 Milk that is opened and being used is stored in this area.

A Freezer
B Fridge
C Dry store
D Chefs station

1.8 Venison is normally paired with a …

A fruity white wine.
B rose wine.
C heavy red wine.
D sparkling wine.

1.9 Which ONE is not taken into account when choosing a garnish for a cocktail?

A Flavour of the cocktail
B Price of the cocktail
C Concept of the cocktail
D Colour of the cocktail

1.10 The following is seen as good customer service:

A Greeting customers at the door
B Running out of stock
C Keeping customers waiting
D Not paying attention to what the customer is saying

(10 × 1) **[10]**

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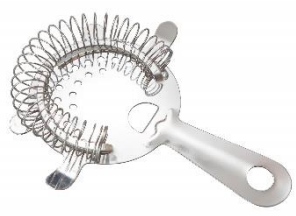
## QUESTION 2

Choose the name of the equipment and glassware from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–K) next to the question number (2.1–2.10) in the ANSWER BOOK.

| COLUMN A | COLUMN B |
|---|---|
| 2.1  | A muddler |
| 2.2  | B cloche |
| 2.3  | C decanter |
| 2.4  | D ice bucket and tong |
| 2.5  | E Hawthorne strainer |
| 2.6  | F tureen |
| | G sauce boat |
| | H sherry glass |
| | I waiter's friend |
| | J salver |
| | K shaker |

| | | |
|---|---|---|
| 2.7 |  | |
| 2.8 |  | |
| 2.9 |  | |
| 2.10 |  | |

(10 × 1) **[10]**

**QUESTION 3**

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 The manager must always observe staff when they are communicating with customers to maintain standards.

3.2 An IOD form is completed when a staff member injures themselves while working.

3.3 Post-mortem meetings are held to determine a success or failure of a function or project.

3.4 One can leave boxes in a receiving area when dealing with the next delivery.

3.5 Merlot is a white grape variety that is used to make white wine.

3.6 Placing a cocktail in front of a customer on a coaster can improve service.

3.7 Hotplates must be switched off at the end of silver service.

3.8 Fridges must be cleaned regularly to ensure they work properly.

3.9 A cleaning programme cannot be changed once it is completed.

3.10 Arriving late to a meeting is acceptable if one has sent a prior notice.

(10 × 1) **[10]**

**QUESTION 4**

Give ONE term for each of the following descriptions by writing it next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 A document for the chef to complete in order to request goods to be issued from the storeroom.

4.2 Shiraz is served in this type of glass.

4.3 A method used in cocktails when one alcohol is floated on top of another.

4.4 Dividing food equally during silver service amongst guests at the guests' table.

4.5 A document that must be completed when equipment is broken and have to be fixed.

4.6 A classification of a cleaning agent that removes dirt, grease and debris from a surface.

4.7 A person that leads a meeting.

4.8 The time to wait between when the stock has been ordered and when the stock arrives.

4.9 Cocktails that are alcohol free.

4.10 Sparkling wine is served in this type of glass.

(10 × 1) **[10]**

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## QUESTION 5

Define each of the following words or terms.

5.1 Silver service

5.2 Sundries

5.3 Sanitizer

5.4 Minutes of a meeting

5.5 Product specification

(5 × 2) **[10]**

**TOTAL SECTION A: 50**

## SECTION B

## QUESTION 6

6.1 To produce wine, grape juice is turned into alcohol through a process called fermentation, which is the third stage in the wine-making process.

6.1.1 List the other SIX stages of the wine-making process. Do NOT list fermentation as a stage. (6)

6.1.2 Identify ONE factor that can influence the grape quality. (1)

6.2 Sam, a mixologist who has only been making cocktails for a week, has been receiving complaints from customers about the cocktails being too strong and the service being slow. The establishment has had their liquor licence for five years.

6.2.1 Is the establishment where Sam works allowed to sell cocktails? (1)

6.2.2 Explain the reason for your answer in QUESTION 6.2.1. (1)

6.2.3 Explain the legal requirements that an establishment serving alcohol must adhere to for the operation of licenced premises. (3)

6.2.4 What would the consequences be for not following the above-mentioned legal requirements as explained in QUESTION 6.2.3? (4)

6.2.5 Explain to Sam why measuring of alcohol is so important when making cocktails. (2)

6.2.6 What is the impact on customer services of working too slow while making cocktails? (1)

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6.3 Discuss the correct way to clear the soup course during silver service. (5)

6.4 The housekeeping manager would like to call a meeting to discuss the changes to the cleaning programme before the upcoming busy season in the hotel.

6.4.1 Which type of meeting would this be? (1)

6.4.2 How would it be decided who attends the specific meeting? (3)

6.4.3 Identify FOUR relevant pieces of information that must be placed on an agenda which will be handed out before the meeting. (4)

6.4.4 There is a high illiteracy rate amongst the staff.

Explain how the housekeeping manager would communicate the cleaning programme to his/her staff members? (2)

6.4.5 Explain the importance of a cleaning programme to the staff attending the meeting to ensure that the hotel is kept clean during the busy season. (4)

6.5 A customer requests an unknown cocktail in the restaurant.

Explain how the barperson should handle this situation effectively. (4)

6.6 Why should equipment be maintained safely and hygienically? (2)

6.7 List THREE types of goods received in a hotel and provide ONE quality check required for each listed. (3 × 2) (6)

**[50]**

## QUESTION 7

7.1 A guesthouse orders goods to be delivered by a supplier. The delivery person arrives and unloads all the goods.

Explain the receiving procedure the chef would have to follow in the above-mentioned scenario. (10)

7.2 Identify SIX ways to motivate staff to increase sales. (6)

7.3 Which information does a customer want to know when a mixologist is promoting cocktails? (3)

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7.4 As a restaurant owner, one has to deal with a lot of different situations, like loadshedding and staff not arriving for work.

Explain how to handle these situations under the following headings:

7.4.1 Power failure

7.4.2 Staffing

(2 × 3) (6)

7.5 Name and explain TWO ways in which delegates can reach a decision in a meeting? (2 + 6) (8)

7.6 Provide the correct procedure to silver serve each of the following for a main course:

Roast leg of beef
Savoury rice
Caramelised carrots
Creamed spinach
Beef gravy (6)

7.7 Why should a barperson follow the FIFO principle? (4)

7.8 7.8.1 What information must a sommelier provide to a customer when promoting wine? (4)

7.8.2 White wine is best served chilled.

What is the importance of serving wine at the correct temperature? (3)
**[50]**

**QUESTION 8**

8.1 A host orders a bottle of chardonnay.

Provide the correct procedure for wine service under the following headings:

8.1.1 Presenting the chardonnay for tasting (3)

8.1.2 Pouring the chardonnay for guests (4)

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8.2 During cocktail service a barperson asked one of the customers for identification. The customer became upset and started shouting at the barperson causing other customers to become uncomfortable and scared.

8.2.1 Which legal identification could the customer have provided? (3)

8.2.2 Explain what the barperson would be checking when receiving the identification from the customer? (5)

8.2.3 How should the barperson handle the situation of the offensive customer? (6)

8.3 Recommend FIVE guidelines a restaurant manager might emphasise to waiters for effectively communicating with customers in a polite and friendly manner. (5)

8.4 While conducting an inspection of cleaning public toilets, the housekeeping manager found that the cleaning staff were using too much tile cleaner, which made the tiles very slippery and could cause a customer to slip and fall.

8.4.1 Name and explain the type of inspection that the housekeeping manager will perform on the cleaning of the public toilets. (1 + 2) (3)

8.4.2 Recommend FIVE guidelines to minimise hazards from happening through the misuse of chemicals by the housekeeping staff. (5)

8.5 Suggest TWO solutions to each of the following problems that occur in a meeting, so that the meeting is more effective.

8.5.1 Deviation from the topic

8.5.2 Exceeding the time limits

8.5.3 Inaccurate minutes

8.5.4 Unfocused meetings

(4 × 2) (8)

8.6 How is stocktaking done in a hotel storeroom? (8)

**[50]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

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