higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

23 November 2023

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B	
	1.1.2	B	
	1.1.3	A	
	1.1.4	D	
	1.1.5	A	
	1.1.6	C	
	1.1.7	C	
	1.1.8	D	
	1.1.9	C	
	1.1.10	B	
			(10 × 1) (10)
1.2	1.2.1	False	
	1.2.2	True	
	1.2.3	False	
	1.2.4	False	
	1.2.5	True	
	1.2.6	True	
	1.2.7	False	
	1.2.8	True	
	1.2.9	True	
	1.2.10	True	
	1.2.11	False	
	1.2.12	True	
	1.2.13	True	
	1.2.14	False	
	1.2.15	True	
			(15 × 1) (15)
1.3	1.3.1	C	
	1.3.2	G	
	1.3.3	F	
	1.3.4	A	
	1.3.5	E	
			(5 × 1) (5)
1.4	1.4.1	Transaction	
	1.4.2	Job application	
	1.4.3	Healthy	
	1.4.4	Supervisor	
	1.4.5	Questions	
	1.4.6	Delivery	
	1.4.7	Pink	
	1.4.8	Job description	
	1.4.9	Letters	
	1.4.10	Business	
			(10 × 1) (10)
			[40]

TOTAL SECTION A: 40

SECTION B

QUESTION 2

2.1 No,✓ the menu does not have a big variety of cocktail snack items✓ and 200 g beef fillet served with garlic mash and sweet carrots is neither a cocktail portion nor a cocktail item.✓ Beef, fish snacks are repeated on the menu.✓
The only options for the vegetarians are the fish snacks.

The savoury snacks all contain meat. They should have more pastries with vegetable items or a raw vegetable (crudité) platter with dips for freshness and colour. (Any relevant answer) (Any 4 × 1) (4)

2.2 Yes,✓ the catering was not what Mr Kerns requested✓ and the vegetarian clients were not catered for.✓
However, Mr Kerns cannot request a 100% refund as some of the food items were correct.✓ (4)

2.3
2.3.1 B
2.3.2 C
2.3.3 A
2.3.4 F
2.3.5 E
2.3.6 D
2.3.7 G

(7 × 1) (7)

2.4 2.4.1 **BACON AND MUSHROOM VOL-AU-VENT Serves 12**

INGREDIENT	CALCULATIONS	COST
Today's pastry	300 g ÷ 400 g × R19,99✓	R14,99✓
Bacon	250 g ÷ 200 g × R39,99✓	R49,99✓
Mushrooms	200 g ÷ 250 g × R29,50✓	R23,60✓
Milk	0.25 ℓ ÷ 1 ℓ × R15,99✓ 250 mℓ ÷ 1000 mℓ × R15,99✓	R4✓
Eggs	1 ÷ 18 × R49,50✓	R2,75✓
TOTAL		R95,33✓✓

(12)

2.4.2 R95,33 ÷ 12 = R7,94✓
Selling price = $\frac{\text{Food cost}}{(100-\text{GP\%})}$ × 100✓
R7,94✓
$\frac{\text{R7,94}}{(100 - 60 = 40)}$ × 100 = R19,85✓✓ (5)

2.5 No.✓ The selling price of the vol-au-vent is only R19,85.✓ If you add all nine snack items, the total cost equals R382,35;✓ so R600 is completely unreasonable. (3)

2.6
- Jews/Kosher
- Muslim/Halaal
- Rastafarian (Any 2 × 1) (2)

2.7
- Meat
- Fish
- Poultry
- Protein (Any ONE) (1)

2.8
- Chicken sosaties
- Smoked snoek pâté on mini pitas
- 200g beef fillet served with garlic mash and sweet carrots
- Smoked salmon bruschetta
- Beef and cheese pancake pockets
- Bacon and mushroom vol-au-vent (Any 3 × 1) (3)

2.9
- They are normally prepared before the time of service.
- They are often displayed for extended periods, and often not stored at the right temperature.
- They are normally displayed uncovered. (Any 2 × 1) (2)

2.10 Overnight, place the fillet in the refrigerator in a container/tray,✓ covered,✓ at a temperature of 5 °C✓ and on the bottom shelf, so the blood does not drip onto other food in the refrigerator.✓ (Any 3 × 1) (3)

2.11 It seems that the frozen beef fillet has defrosted✓ and frozen again because of a fault✓ with the supplier's deep freezer or the constant loadshedding the country is experiencing.✓ It seems that the beef fillet packaging broke sometime during freezing and the meat was exposed to extreme freezing conditions, resulting in what is known as freezer burn.✓ (4)

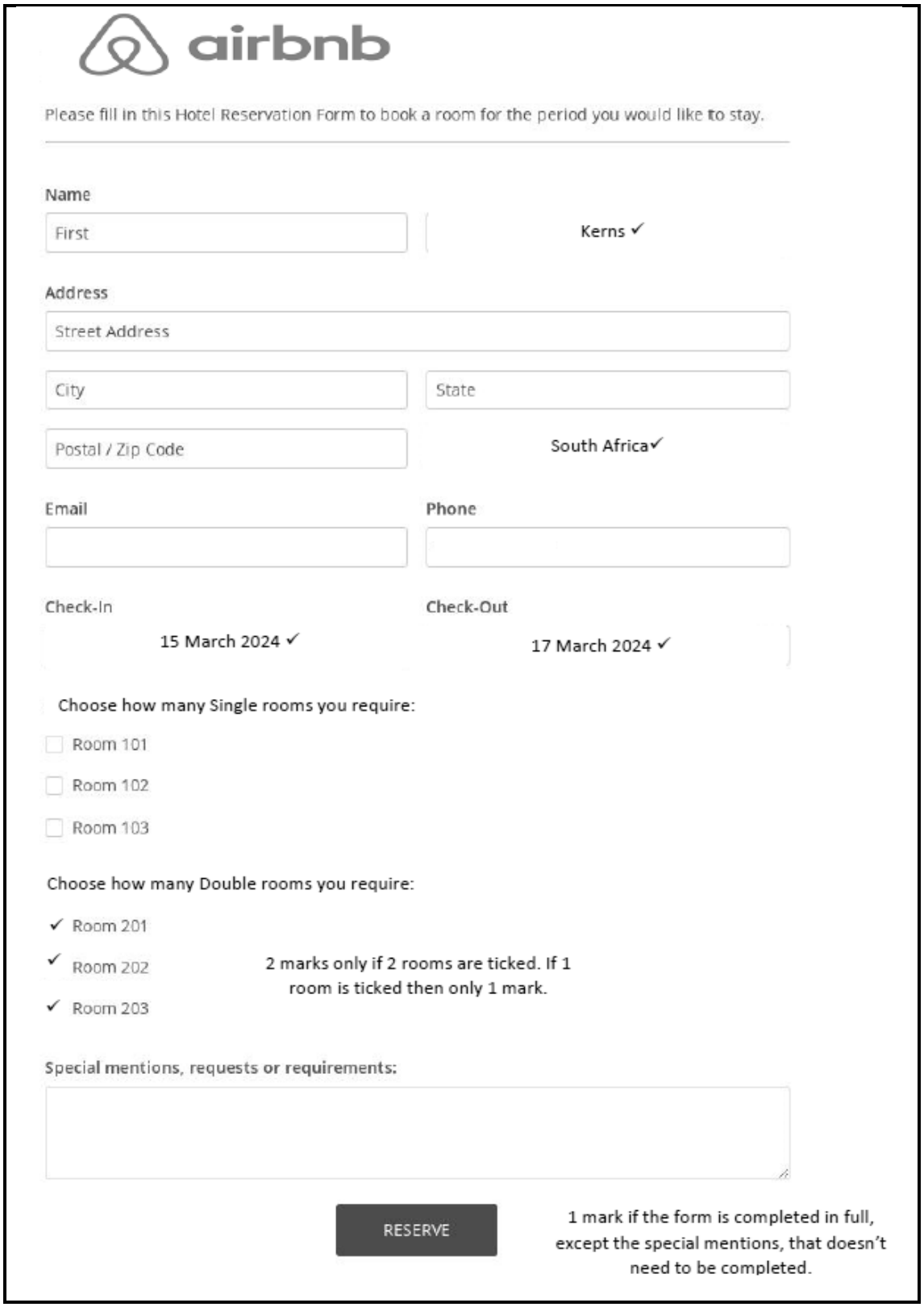
2.12
- Before moving a load of furniture, plan and check your path for obstacles and hazards.
- Size up the load or furniture that needs to be lifted.
- Lift the furniture with knees bent and backs straight.
- Ask for assistance if the furniture is too heavy or big to carry.
- If possible, use a trolley to move items. (5)

[55]

QUESTION 3

3.1	3.1.1	Indirect,✓ because Airbnb will make the booking✓ with another hotel on your behalf.✓	(3)
	3.1.2	Online / internet booking	(1)
	3.1.3	• He will not feel self-conscious. • The person who's taking the booking will clearly understand him. • There will be no spelling mistakes.	(3)
	3.1.4	• Saves time • More accurate information sharing • Quick response time • Easy to process payments	(4)
	3.1.5	Yes	(1)

3.2



(TWO marks only if 2 rooms are ticked. If 1 room only is ticked, then ONE mark)
(ONE mark if the form is completed in full, except the special mentions, that do not need to be completed.) (6)

3.3
- He will need to contact the Airbnb contact centre✓ either by phone or email.✓
- He will give a detailed explanation of the error✓ to the person and provide the correct information.✓ (2 × 2) (4)

3.4

CANCELLATION FORM
Date of original booking:✓ Guest's name:✓ Date:✓ Name of person cancelling:✓ Name of reservation clerk:✓

(5)

3.5 3.5.1

PREPARATION OF PAYMENT POINTS	SECURITY OF PAYMENT POINTS
• The computer will not work, so a manual payment point will need to be set up. • All stationery will need to made be available because the clerk will need to write everything out. • For manual payments, make sure sales drafts are available for the manual card machine in case of loadshedding. • Manual receipts will need to be available so there can be a record of payments made. • Manual payments will need to be done. (Any appropriate answer) (Any 3 × 1)	• The cameras will not be working. • The lighting will not be bright enough, so theft could be a problem. • Finger recognition software will not work. • More cash will need to be available on site because most clients will need to pay in cash; this might make the company a target. (Any appropriate answer) (Any 3 × 1)

(3 + 3) (6)

3.5.2
- Purchase a generator.
- Use speed points that have batteries and can be charged overnight.
- Use solar system for electricity.
- Buy rechargeable lights to ensure there is sufficient lighting.
- Have manual locks on the doors for the payment area.

(Any 4 × 1) (4)

3.5.3
- The bill will be written out and given to the client.
- The client will give either a card or cash to pay.
- If the speed points don't work, a manual card payment will need to be done.
- Change will be given if cash is used.
- A receipt will be written out and given to the client. (5)

3.5.4
- Be as polite as possible to the client because they will be already annoyed, and being rude will make them even more unhappy because of load shedding.
- Listen carefully to their complaints and show interest in why they are unhappy. It will probably concern the delay in service due to load shedding.
- Empathise with the client about the situation and ensure them that you are doing everything possible.
- Smile and be friendly with the client, no matter how they react.
- Never say “no” upfront; always make the effort to accommodate the client, whether it's food requirements or service needs, even with the load shedding.
- Put in as much effort as possible to make the client happy.

OR

- Explain the problem to the customer and make sure you use the customer's name.
- The customer must be able to trust you. Be confident, stand
- straight, and make sure you look neat and tidy.
- Listen to the customer's problem. Maintain eye contact with the customer while they talk.
- Apologise for the customer's problem, even though it may not be your or your organisation’s fault.
- Always behave in a professional manner, even if you disagree with the decision of the manager or the policy of the organisation.
- Write down the customer's complaints and submit them to the manager. (Any relevant answer) (Any 4 × 1) (8)

[50]

QUESTION 4

41 4.1.1 A serious disagreement or argument. (1)

4.1.2

CAUSES OF CONFLICT	EXAMPLES
Conflict over resources	• When two people want the same thing but there is not enough to satisfy both. • Inconsistency between required resources. • Lack of resources and pressure it creates. (Any applicable example)
Conflict over psychological needs	• People who feel that they are not being heard or feel unliked or disrespected in the workplace. • Different personality traits • Stress and anxiety. • Perceptions that social support is lacking within the workplace environment. (Any applicable example)
Conflict involving values	• Person with high moral values works with someone whose values differ. For instance, one person would swear in front of a lady and think nothing of it. • Differences in values, attitudes, perceptions or beliefs. (Any applicable example)

(Any 3 × 2) (6)

4.1.3 Because there will not be any negative misundera\standings,✓ the message will be presented positively,✓ and clarity can be given immediately, which will stop resentment.✓ (Any applicable answer) (3)

4.1.4 Organogram (1)

4.1.5 The cleaner's manager (1)

4.1.6
- Staff would fight, which would disrupt the workflow and work environment.✓
- By constantly working in an environment of conflict, one slowly develops feelings of resentment✓ and bitterness.✓ This causes negative feelings to escalate. Over time, if they are not resolved, it inevitably leads to a significantly increased level of stress.

(Any applicable answer) (Any 3 × 1) (3)

4.2 4.2.1 Social media (1)

4.2.2
- Email
- Social media reply to pages
- Phone call
- WhatsApp

(Any applicable answer) (Any 3 × 1) (3)

4.2.3 Cover page/Covering letter (1)

4.3 4.3.1 EMPLOYMENT HISTORY✓

Job title:✓
Date employed:✓
Name, address and telephone number of employer:✓
Type of industry:✓
Post type:✓

Duties:✓

Salary:✓

Reason for leaving:✓ (Any 8 × 1) (8)

4.3.2 It helps the selector or HR representative see what your previous work experience is.✓ It helps them to see what duties you have performed and for how long you performed those duties.✓ They can also identify what salary they can offer you.✓ They can see why you left your previous jobs; this can also help identify any possible problems with your performance.✓ All this information will be checked by HR when doing a reference call to the company.

(Any 4 × 1) (4)

4.4 Formally.✓ He wants to look his best and takes pride in his appearance.✓ This will leave a good impression on the interviewer.✓ (3)

[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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