higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

22 November 2024

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1 D
1.2 B
1.3 C
1.4 A
1.5 D
1.6 B
1.7 C
1.8 A
1.9 B
1.10 A

(10 × 1) **[10]**

QUESTION 2

2.1 True
2.2 True
2.3 True
2.4 True
2.5 True
2.6 True
2.7 False
2.8 False
2.9 True
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 D
3.2 C
3.3 B
3.4 A
3.5 F
3.6 E
3.7 J
3.8 H
3.9 I
3.10 G

(10 × 1) **[10]**

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QUESTION 4

4.1 Mattress cover
4.2 Bed frill
4.3 Waterproof sheet
4.4 Bottom sheet
4.5 Top sheet
4.6 Pillowcase

(6 × 1) **[6]**

QUESTION 5

5.1 Salad case
5.2 Bain Marie
5.3 Serving dishes
5.4 Cold-drink fridge
5.5 Juice dispenser
5.6 Service tongs
5.7 Take-away packaging
5.8 Espresso machine
5.9 In-cup machine
5.10 Optic measure
5.11 Wine glass
5.12 Hurricane glass
5.13 Highball glass/Collins glass
5.14 Beer mug

(14 × 1) **[14]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 6

6.1
- Face mask✓ – prevent inhaling of fumes from chemicals. ✓
- Long-sleeved overcoat✓ – protects arms , body and clothes from chemicals.✓
- Plastic disposable apron✓ – protects uniform and body from dirty water and stains.✓
- Disposable plastic gloves✓ – protect hands going from toilets and bathrooms to other places.✓
- Shoes✓ – shoes must have enclosed toes and non-slip soles to protect feet in case of accidents✓ (5 × 2) (10)

6.2
- Quest stationary folder
- Brochures
- Promotional material
- Laundry request and price list
- Telephone directories
- Reading materials
- Door cards
- Massage pads
- Laundry bags
- Matches
- Shoe cleaning cloth
- Tissues and other products (Any 7 × 1) (7)

6.3
- Safety is always of paramount importance in any hospitality venue.
- It is a legal requirement that we conform to the Occupational Health and Safety regulations.
- Ensure that the hazard warning signs are clear and readable and that they conform to Health and Safety Regulations.
- Place the hazard signs in the following order when you begin with your cleaning preparation:
    - One sign at the beginning of your cleaning area.
    - One sign at the end of your cleaning area.
    - Place a sign at any entrance area to your cleaning area (e.g. if you are cleaning a passage and there is a doorway entering into the passage).
- All guests need to feel safe when they are staying in your hotel. (Any 5 × 1) (5)

6.4 6.4.1 Ensure that you have alternative✓ power supply available,✓ e.g. a power generator,✓ gas bottles and equipment, candles, etc.✓

6.4.2 Bring in staff from other areas✓ or trainees to assist you.✓
Hire staff from agencies, which supply emergency staff.✓
Guest complaints – Be polite and stay calm.✓

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6.4.3
- Use appropriate reporting procedures according to your establishment.
- Toilets should be checked as soon as you enter a guest bedroom to begin cleaning.
- Flush the toilet when you first enter the room, and again after cleaning, to ensure that it is flushing properly.
- Always check that the water drains quickly.
- Water that does not flow quickly down drains or outlets will indicate a problem. Unpleasant smells in a bathroom may also indicate a problem with water drainage.
- If the room needs to be cordoned off for maintenance work, make a note of this on your reports, and continue to clean the other rooms.
- Always check that maintenance faults have been attended to.

(Any 4 × 1)

6.4.4
- Always check that you have sufficient supplies before you begin cleaning rooms.
- Report missing or insufficient items according to your procedures.
- Requisitions and / or issues of extra supplies must be recorded for control purposes.
- Replenish supplies quickly and efficiently, to avoid inconveniencing quests.

(4 × 4) (16)
[38]

QUESTION 7

7.1 7.1.1
- It is important to remain calm and listen carefully.✓
- The following guidelines are suggested by the police:✓
  - Immediately alert someone else if possible so that the management can be informed, but do not put down the handset or cut off the caller.✓
  - Obtain for the record as much information as possible, for example:
    - Date✓
    - Time
    - Foreign accent, speech impediment
    - Caller's gender
    - Voice description (4)

7.1.2
- You have the right to demand reasonable language.
- Always be assertive.
- When people are persistent or difficult and attempt to force you into a position of doing something inappropriate, keep to your point.
- End the call if the caller does not respond to your instructions. (4)

7.2 7.2.1

- Customers pay a lot of money for the service.
- Customer satisfaction
- To make the room smell nice and look neat and tidy
- To help with customers' productivity (4)

7.2.2

- Refresh function room only when customer is not in the room.
- Customers should not be disturbed by your actions.
- Empty out the dustbin.
- Ashtrays should be emptied and cleaned.
- Glasses should be replenished.
- Stationary should be replenished.
- All food items should be replenished.
- All drinks items should be replenished.
- Straighten all chairs and tables.
- Open windows or put on air-conditioning. (10)

7.3

- Storeroom must have lockable doors.
- Only authorised staff should have access to the storeroom.
- Keys to the storeroom should be kept by an accountable person such as the supervisor or housekeeper and signed in and out according to procedures.
- There must be good ventilation.
- Rubbish must not be allowed to build up in storeroom; clean daily.
- Empty boxes, old newspaper etc, are ideal breeding places for pests and should be removed from the storeroom.
- Items must not be stored on the ground.
- Clean shelves and floors regularly.
- Always store items in the correct place as specified by organisational procedures. (Any 5 × 1) (5)

7.4 7.4.1

- Make sure that you have the completed order for room service.
- Check that trolley or tray is in working order and not damaged.
- Collect all crockery, cutlery and condiments for the room service order.
- Place a tablecloth (for a trolley) or linen cloth (for a tray) before placing the items on.
- Place all items on tray / trolley, making sure that all food and drinks are covered. (5)

7.4.2

- All food waste should be discarded in a bin with a bin liner.
- If recycling is done, food waste should be placed in the container; be careful of bones.
- All plastic such as straws or wrappers should be discarded in a bin with a bin liner.
- Liquid should be discarded down a drain designated for this.
- Use a separated drain for fatty stuff as this could block the drain. (5)

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7.5
- Access to linen storage area is only given to authorised staff.
- Keep the linen storage areas locked when they are not in use.
- Use tally sheets to keep track of the quantity of clean linen taken from the storeroom and the quantity of dirty linen returned to the laundry.
- It is usually the room attendant's responsibility to keep an accurate tally of linen used.
- The linen may be damaged or soiled by people passing through.
- There will be no control over stock. (Any 5 × 1) (5)

[42]

QUESTION 8

8.1



(11)

8.2 8.2.1 23 ºC
8.2.2 18 ºC
8.2.3 15 ºC
8.2.4 11 ºC
8.2.5 5 ºC

(5 × 1) (5)

8.3
- Attractive displays encourage customers to purchase food and drink items.
- Food containers and display materials can enhance the presentation of food and drink.
- Baskets can be used to hold bread rolls.
- Displays of fruits may be used to hold bread rolls.
- Contrasting colours add visual appeal to foods.
- Vary the shapes and textures of food items placed next to one another.
- Remember when displaying food not to do the following:
    - Mix cooked and uncooked foods.
    - Display food in containers that cannot be cleaned properly.

(Any 4 × 1) (4)
[20]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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