higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

20 November 2024

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	D		
	1.1.3	A		
	1.1.4	C		
	1.1.5	A		
	1.1.6	B		
	1.1.7	C		
	1.1.8	C		
	1.1.9	B		
	1.1.10	C		
			(10 × 1)	(10)
1.2	1.2.1	Management		
	1.2.2	Forming		
	1.2.3	Rooms		
	1.2.4	Time		
	1.2.5	Perishable/high-risk		
			(5 × 1)	(5)
1.3	1.3.1	E		
	1.3.2	D		
	1.3.3	B		
	1.3.4	G		
	1.3.5	A		
			(5 × 1)	(5)
1.4	1.4.1	True		
	1.4.2	True		
	1.4.3	True		
	1.4.4	False		
	1.4.5	False		
	1.4.6	False		
	1.4.7	False		
	1.4.8	True		
	1.4.9	True		
	1.4.10	False		
			(5 × 1)	(5)
				[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

2.1 2.1.1

- Cleaning carpets and rugs
- Removing pet hair
- Cleaning upholstery
- Dusting surfaces
- Removing cobwebs
- Cleaning curtains
- Cleaning car interiors
- Cleaning air vents (Any 2 × 1) (2)

2.1.2

- To prolong the working life of the equipment
- To prevent damage to equipment
- Ensure that the equipment is cleaned directly after use, so that it is ready for immediate use when needed again.
- To detect any possible damage or breakdowns at an early stage for preventative maintenance
- To keep the store tidy and ensure easy access to each item when needed (Any 3 × 1) (3)

2.2 2.2.1

- Switch off the equipment/connection immediately without putting yourself in danger.
- Know the emergency numbers and where they are displayed.
- Know who the first-aider is. / Take Nelly to see the first-aider.
- Notify your supervisor immediately.
- Do not leave the person/Nelly alone.
- The supervisor, housekeeper or first-aider must call for professional help immediately.
- Do not apply first-aid treatment if you are not qualified to do so.
- Listen to the person/Nelly's heartbeat and see whether they are breathing/Nelly is breathing.
- Be firm and positive and reassure the person/Nelly.
- Lay the person/Nelly down in a supine position (the individual is lying on their back, with their face and abdomen facing upwards) with their legs raised about 25 cm.
- Cover the victim/Nelly with a blanket to keep them warm and comfortable.
- Complete an accident report after the incident. (Any 6 × 1) (6)

2.2.2

- Touching bare live wires at a switch, plug or electrical cord.
- Grabbing with the fingers around a three-pin electrical plug.
- Touching the pins when the wall plug is not switched off.
- Handling appliances that are not properly earthed and so are 'live'.
- Handling appliances with wet hands or standing in water on the floor while handling electrical equipment.
- Not properly trained in handling the equipment correctly.

(Any 3 × 1) (3)

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2.3 2.3.1
- Splints
- Cracks (Any 1 × 1) (1)

2.3.2
- Cracks
- Chips (Any 1 × 1) (1)

2.3.3
- Loose handles
- Rust
- Scratches on the surface
- Dents (Any 2 × 1) (2)

2.4
- The lid and handle must be washed with warm water and a suitable detergent.
- The outer/lower container must be emptied of water and washed with warm water and a suitable detergent.
- The inner/upper container must be emptied of water and washed with warm water and a suitable detergent.
- The chafing fuel/gel burners must be wiped with a warm, clean cloth.
- All the parts of the bain-marie must be dried immediately.
- All the parts of the bain-marie must be polished immediately after being washed and dried, with a soft, clean cloth. (Any 3 × 1) (3)

2.5 2.5.1
- Tissue paper soiled with food
- Dairy waste (2)

2.5.2
- Egg shells
- Vegetable and fruit peels
- Chicken/fish bones
- Cooked leftovers (4)

2.5.3 Tea bags/coffee grinds (1)

2.6
- Egg shells
- Vegetable and fruit peels
- Rotten fruit and vegetables
- Tea bags/coffee grind (4)

2.7 Cooked food leftovers (1)

2.8 Could be sold to a pig farm (1)

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2.9
- Report to the supervisor.
- Follow the company procedures to collect and sort the waste from the various departments.
- Contact the refuse removal company to establish the problem and when they will do the collection.
- If the delay is too long and too much refuse will accumulate, contact an alternative waste collection company to collect the waste.
- If there is a truck/bakkie available, arrange for the rubbish to be removed to the local dump site.
- As a last resort, arrange for a municipal 'skip' container into which all the waste can be placed for collection by the municipality later. (6)

[40]

QUESTION 3

3.1
- No
- Yes (Any 1 × 1) (1)

3.2
- Poor hygiene practices
- One could get sick.
- Cats are allowed in the food preparation areas. (Any 1 × 1) (1)

3.3
- Selling food and cooking in an area that is unhygienic and where cats also sleep.
- Cow heads are stripped of meat in the open, attracting hundreds of flies.
- Skin and fat are often dropped on the floor.
- Blood runs onto the floor as well.
- Skulls often pile up outside the establishment.
- The floor is hosed off into the street, creating smelly, stinking puddles.
- A smell of rotten meat and blood
- No cold chain is observed. (Any 6 × 1) (6)

3.4
- Practise good personal hygiene.
- Wear clean, protective clothing.
- Maintain hygienic food-handling practices.
- There should be effective supervision of the health of employees and appropriate action must be taken.
- Clean work areas thoroughly.
- Use appropriate cleaning materials to prevent food poisoning bacteria from spreading. (Any 4 × 1) (4)

3.5
- The establishments will be shut down.
- The establishments will be fined.
- The establishments will receive a bad reputation.
- The establishments may be sued by the public.
- The establishments could cause people to become sick.
- The establishments could lose their licence to sell or prepare food.
- The establishments will lose customers. (Any 6 × 1) (6)

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3.6
- The meat should be stripped from the carcass in a hygienic kitchen.
- Pests should be controlled with the use of traps or other apparatus.
- Food waste must be put in allocated bins.
- Food waste must be discarded hygienically and safely.
- Blood and other spills must be cleaned up immediately.
- Kitchen surfaces must be cleaned with the appropriate cleaning material.
- Food must be stored correctly. (Any 6 × 1) (6)

3.7
- Sanibins
- Refuse chutes
- Electrical garbage disposers
- Incinerators
- Compactor machine (5)

3.8
- To prevent foul smell/odours
- To prevent attracting flies and pests
- For the prevention of environmental concerns to others in the area
- To reduce the risk of spreading germs and diseases (Any 3 × 1) (3)

3.9 3.9.1
- Bath or shower at least once daily.
- Wash hair regularly.
- If wearing perfume, do it discreetly.
- Wear clean uniforms and aprons for every work shift.
- Keep hair tied back and covered.
- Do not wear rings or other jewellery.
- Keep moustaches and beards trimmed and clean.
- Footwear should be clean and safe. (Any 4 × 1) (4)

3.9.2
- Cuts are a breeding ground for bacteria.
- Blood from cuts could be transferred to the food.
- Open cuts could harm other staff.
- To prevent the contamination of food, utensils or equipment.
- Cuts could become infected. (Any 4 × 1) (4)

[40]

QUESTION 4

4.1
- Holiday
- Travelling
- Island
- Adventure
- Party
- Sleepover
- Spending money
- Relaxing
- Swimming (Any 3 × 1) (3)

4.2 4.2.1 Hotel (1)

4.2.2 Map (1)

4.2.3
- Aeroplane
- Suitcase
- Flight ticket
- Compass (Any 1 × 1) (1)

4.2.4
- Flipflops
- Sailboat
- Life ring buoy (Any 1 × 1) (1)

4.2.5
- Photos
- Camera (Any 1 × 1) (1)

4.2.6 Hotel (1)

4.2.7 Popsicle (1)

4.2.8
- Palm tree
- Lollipop tree (Any 1 × 1) (1)

4.3
- Crime
- Xenophobia
- Inadequate resources
- Limited involvement
- Language barriers
- Negative attitudes
- Poor service levels (Any 1 × 1) (1)

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4.4
- Cross-functional:✓ Teams who can multi-task✓
- Self-managed:✓ Teams who work independently✓
- Work teams:✓ Teams doing a specific job✓
- Advice teams:✓ Teams called in to advise✓
- Virtual teams: Created on the internet
- Quality circle: Groups of 10 or fewer workers or students who meet with their supervisor to enhance their performance
- Study groups: Teams work together to provide educational benefits to all involved.
- Training forums: Groups that utilise experts and instructors from diverse areas for teaching and learning
- Production line teams: People working together on a production line to create a specific item
- Project teams: Apply specialised knowledge for creative problem-solving.
- Action teams: Collection of highly coordinated specialists who exhibit peak performance on demand
- Kitchen team: Teams working together to prepare of food
- Restaurant teams: Serving guests food and beverages and setting up restaurant
- Front-of-house teams: Answer phones, receive guests and make bookings.
- Housekeeping teams: Clean rooms.
- Management teams: Delegate staff, supervise, and control.
- Problem-solving teams: Teams called in to solve specific problems

(Any 4 × 2) (8)

4.5
- Teams who cannot overcome weak strategies and poor business practices
- Hostile environment for teams
- Teams who are not committed
- Limited experimentation with teams
- Vague or conflicting team assignments
- Inadequate team skills training
- Poor staffing of teams
- Lack of trust

(Any 6 × 6) (6)

4.6
- Teams often have to work harder to get tasks done.
- Teams often have to work longer to get tasks done.
- Teams have to think outside the box when there is no electricity to ensure that tasks are completed.
- Many teams fail to reach their targets.
- Team members can become lazy.
- Loadshedding increases the amount of stress to get tasks done in time.
- The company might need to implement budget cuts and could start introducing short-time.
- Team members could start to battle financially if they have to work short-time.

(Any 6 × 1) (6)

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4.7

TEAM	GROUP
• More permanent • Is accountable for the achievement of defined areas of performance • Has a defined leader • A group of people working • Interdependent (Any relevant 4 × 1)	• Likely to be temporary • Likely not to have managerial objectives • Likely to have no clear accountability for its performance • Often no clear leader • Not necessarily a team (Any relevant 4 × 1)

(8)
[40]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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