higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY SERVICES
## NQF LEVEL 4

## 22 November 2024

**This marking guideline consists of 14 pages.**

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## SECTION A

### QUESTION 1

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

(10 × 1) **[10]**

### QUESTION 2

2.1 H
2.2 K
2.3 J
2.4 I
2.5 A
2.6 B
2.7 D
2.8 E
2.9 F
2.10 C

(10 × 1) **[10]**

### QUESTION 3

3.1 True
3.2 True
3.3 True
3.4 False
3.5 False
3.6 True
3.7 True
3.8 True
3.9 False
3.10 True

(10 × 1) **[10]**

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## QUESTION 4

4.1 Requisition form
4.2 Red wine glass
4.3 Building/layering
4.4 Portioning
4.5 Maintenance form/job card
4.6 Detergent
4.7 Chairman/chairperson
4.8 Lead time
4.9 Non-alcoholic/mocktail
4.10 Champagne glass/champagne flute/champagne saucer

(10 × 1) **[10]**

## QUESTION 5

5.1 A formal style of service✓, where the waiter serves the customer from flats or platters✓ next to the table onto the customer's plate✓ using only different service utensils/cutlery✓. (Any 2 × 1)

5.2 The snacks that are placed on the bar✓ for the customers to enjoy while having drinks✓, e.g. peanuts.

5.3 Chemical containing detergent and disinfectant.✓ Kills germs and cleans surfaces and areas of grease and grime.✓

5.4 Evidence or record✓ of what was being discussed in a meeting.✓

5.5 A document✓ one needs to know about the product✓ such as product name, size, grade, price. ✓ (Any 2 × 1)

(5 × 2) **[10]**

**TOTAL SECTION A: 50**

## SECTION B

## QUESTION 6

6.1 6.1.1
- Harvesting of grapes
- Initial processing of the grape juice
- Filtering and fining
- Aging
- Blending the wine
- Bottling (6)

6.1.2
- The variety
- The weather during growing season
- The soil
- The time of harvest
- The way the vines were pruned (Any ONE) (1)

6.2 6.2.1 Yes (1)

6.2.2 The establishment does have a liquor licence so they may sell alcohol. (1)

6.2.3
- Trade within the determined legal hours.
- Obtain a permit for extended hours of trading.
- Comply with the age-restriction laws.
- Maintain health and hygiene standards.
- Adhere to the standard of intoxication limits. (Any 3 × 1) (3)

6.2.4
- The liquor licence can be taken away.
- The company can be fined.
- The company can be shut down.
- Lawsuits can be brought against the company.
- The owner or person selling the alcohol may be imprisoned.

(Any 4 × 1) (4)

6.2.5
- It stops the establishment from serving less or more than the designated amount. Which is 25 ml per tot.
- It enables staff and customers to have an accurate guide to the amount of alcohol that has been consumed.
- It is against the law not to serve customers the correct measurement.
- Illegal measuring of alcohol can result in the establishment being fined.
- The establishment will lose profit if too much alcohol is served compared to what the cocktail recipe suggests/Standard measures are used to determine the cost of the cocktail and the profit that can be made from it. (Any 2 × 1) (2)

6.2.6
- Customers' dissatisfaction.
- Long waiting times.
- Establishment losing money.
- Customers not returning to the establishment.
- Negative reputation of the establishment. (Any ONE) (1)

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6.3
- The first bowl and underplate are held like a dinner plate.
- The next bowl and underplate are placed on the platform created by your fingers and forearm.
- Place the spoon from the first bowl into the second bowl.
- Place the second bowl with the spoons into the first bowl.
- The underplate from the second bowl stays on your forearm.
- Continue around the table until you have finished. (Any 5 × 1) (5)

6.4 6.4.1 Formal meeting (1)

6.4.2
- Someone who has important information for the meeting.
- The people who are affected by the outcome or information shared in the meeting.
- The people who can make decisions if needed. (3)

6.4.3
- Title of meeting
- Date
- Venue
- Time of the meeting
- Welcome/open meeting
- Directions to the venue
- Objections to topics on the agenda
- Agenda items
- Presenter's name for each agenda item
- Duration for each agenda item
- A list of participants (Any 4 × 1) (4)

6.4.4 The housekeeping manager can communicate with his/her staff members by:

<u>Speaking</u>
- Clearly explaining the cleaning programme and tasks to his/her staff members.
- Using simple language and repeat key points to ensure understanding. (Any ONE)

<u>Pictures or diagrams</u>
- Show staff members the tasks and cleaning programme through live demonstrations.
- Use visual aids such as colour-coded charts, symbols, or pictures to represent different tasks and times.
- Create a large wall chart with pictures representing different cleaning tasks. (Any ONE)

**Note: Markers can mark the candidate's answers as correct if they explain ONE point from each communication method.**

(Any 2 × 1) (2)

6.4.5
- To ensure customer satisfaction.
- Staff morale will be maintained as there will be effective planning of tasks and allocation of people to tasks.
- Cost-effectiveness is ensured by saving on establishment costs and encouraging repeat business.
- Health and hygiene standards will be maintained.
- To comply with legislation by ensuring a healthy and organised work environment. (Any 4 × 1) (4)

6.5
- Ask the customer if they know the ingredients in the cocktail/Ask the customer for the recipe.
- Always have a recipe book behind the bar which you can use/Research the recipe of the cocktail using the Internet.
- Ask a mixologist or another barperson that has experience.
- Apologise to the customer and recommend a similar one. (4)

6.6
- To prevent the equipment from breaking.
- To avoid an accident or injury from happening.
- For compliance with the law.
- To ensure the well-being of guests and staff.
- To prevent/avoid contamination of any food or service.
- Avoid operational setbacks. (Any 2 × 1) (2)

6.7 <u>Perishable goods</u>:
- Freshness
- Condition of packaging
- Correct temperature
- Quantity
- The specifications
- The price
- Sell-by dates/Use-by dates.
- Any refills
- Signs of pest infestation (Any ONE quality check)

<u>Non-perishable goods</u>:
- Condition of packaging
- Quantity
- The specifications
- The price
- Any sign of pest infestation
- Blown, swollen or rusted cans
- Sell-by dates/Use-by dates (Any ONE quality check)

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Non-food stuffs/Hazardous/Dangerous:

- Condition of packaging
- Quantity
- The specifications
- The price
- Any sign of pest infestation
- The condition of the goods
- Sell-by dates/Use-by dates (Any ONE quality check)

**Note: When marking this answer, provide ONE correct tick for the type of goods and ONE for the quality check.**

(3 × 2) (6)
**[50]**

## QUESTION 7

7.1

- Check that the invoice reference number matches the order form.
- Check price and quantities.
- Check the order form with the invoice.
- Check the invoice and order form with the actual stock.
- Mark or tick each item on the invoice as it is checked.
- Do quality checks on each item.
- Open the boxes and inspect each item.
- If all is correct, sign the invoice and keep a copy for filing.
- When you are satisfied that the delivery is correct, stamp on copy of the delivery note✓ and send this with the goods to the owner✓. Then stamp the second copy of the delivery note and the invoice and attach them to the purchase order.✓ Send to the creditors clerk or the person responsible for payment.✓
- Any shortages or items not ordered should be indicated on the delivery note.
- If any discrepancies are found, a credit form should be filled out.
- Unaccepted stock should be sent back to supplier for a refund or replacement. (Any 10 × 1) (10)

7.2

- Keep staff informed of the service objectives of the establishment.
- Motivate staff to transform organisational goals into personal goals.
- Surveys can be done on successful people.
- Let staff members write their and the company's goals down and remind them of these often.
- Recognise and reward individual and team success.
- Monitor individual and team performance and provide feedback, negative or positive.
- Implement the agreed recognition and reward processes consistently and publicly.
- Determine if there are any obstacles and remove them where possible.
- Remind staff members of performance standards and counsel them where standards are not met. (Any 6 × 1) (6)

7.3
- The price of the cocktail.
- The ingredients used to make the cocktail.
- The relative strength of the alcohol in the cocktail.
- The look of the cocktail. A display card or menu with pictures can help with this.
- The non-alcoholic/mocktail alternative that is available. (Any 3 × 1) (3)

7.4 7.4.1
- Ensure alternative power supply available.
- Use a generator.
- Make use of candles or oil lamps to provide light.
- Change the operating hours if possible. (Any 3 × 1)

7.4.2
- Inform the manager of the situation.
- Request staff to help out.
- Call temporary workers to help out.
- Managers can jump in and help out. (Any 3 × 1)

(2 × 3) (6)

7.5 Voting:
- Whatever the greatest number of people choose to do can be implemented, even if a few people do not agree.
- Many people are involved in this process.
- The group of members is very diverse.
- It is important that a decision is made and not delayed.
- The issue can be discussed thoroughly before members cast their vote.
- The discussions consider a wide range of options and do not limit what people can vote on. (Any 1 + Any 3 × 1)

Consensus:
- Happens when everyone agrees on something.
- Responsible team members should use their power only to achieve the best results for the group and not for themselves.
- A common and remarkable result in giving individuals veto power is that they seldom use it.
- Veto power – means certain party has the right to stop a decision form being made or refuse permission for a decision to be made.

(Any 1 + Any 3 × 1)

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Straw polling:

- In a meeting, the facilitator can ask delegates to participate in a straw poll by raising their hands.
- The results of the straw poll provide a quick snapshot of the group's preferences or opinions without committing to a final decision.
- This method helps identify areas of agreement and disagreement, guiding further discussion and refinement of proposals.
- Is particularly useful when there are multiple options to consider, as it helps narrow down choices and focus the conversation on the most favoured options.

(Any 1 + Any 3 × 1)

**Note: When marking this answer, provide ONE correct tick for the type of decision (maximum 2 marks) reached and THREE correct ticks for the explanation of each of the two decisions.** (8)

7.6 Serving roasts:

- Large piece of meat cooked by roasting, then sliced and served as appropriate individual portions.
- Cover is joint knife and fork and joint plate.
- Roast can be carved beforehand and presented to the guest on a serving platter or it can be brought to the table on a carving trolley.
- Cover the palm of your hand with a service cloth to protect your hand from the heat.
- Place the serving spoon and fork on the underflat next to the service dish.
- Position service dish overlapping the joint plate.
- Serve from the left-hand side of the customer.
- Place the meat on the joint plate at 6 o'clock. (Any 3 × 1)

Serving savoury rice and vegetables:

- General rule is that savoury rice is served before vegetables.
- The dish should be placed on an underflat that is covered with a napkin to keep it from slipping.
- Use separate spoon and service fork for each.
- Place a service cloth on the palm of your left hand. This makes it easier to rotate the dish when serving.
- Remember to overlap the dish with the plate to avoid spillage.
- Serve savoury rice at the top right position.
- Serve caramelised carrots and cream spinach at the top left position.

(Any 2 × 1)

Serving beef gravy:

- Presented in a sauce boat on a doily on an underplate with a sauce ladle.
- Ask the customer if they would like sauce and ladle over.
- If not, place the sauce boat on the left-hand side of the place setting above the knife. (Any ONE) (6)

7.7
- To make sure they have enough stock on hand.
- To ensure that the ingredients are of a good quality.
- To make sure that no wastage occurs/So that the ingredients does not expire.
- To ensure customer satisfaction.
- To make it easier to locate items when needed.
- To make counting easier. (Any 4 × 1) (4)

7.8 7.8.1
- What country or region the wine is from.
- The name✓ and type of wine.✓
- The vintage of the wine.
- What it tastes like/The characteristics of the taste of the wine.
- What food the wine is best served with.
- What temperature the wine should be served at.
- Which glasses should be used.
- Which wines are new on the market✓ and in demand.✓
- The alcohol content of the wine.
- The price of the wine.
- The grape variety or varieties used in the wine. (Any 4 × 1) (4)

7.8.2
- To make sure the wine is at its best quality.
- To ensure customer satisfaction.
- To bring out the flavour of the wine.
- To lift the natural aromas of the wine. (Any 3 × 1) (3)

**[50]**

**QUESTION 8**

8.1 8.1.1
- Fold a clean waiter's cloth and position it so that covers the palm of your left hand and wrist.
- Place the bottle of Chardonnay in your left hand, label facing forward and with the bottle resting against your fingers.
- Stand on the host's right-hand side.
- Say the name, type and year of the Chardonnay to ensure that it is the correct wine.
- Get the approval of the host that the Chardonnay is the one he/she has ordered.
- Let the host feel the temperature of the wine.
- Pour a taste for the host to approve the Chardonnay.

**Note: If the candidate refers to red wine in their answer, the marker should mark it as incorrect.**

(Any 3 × 1) (3)

8.1.2
- Serve wine from the right-hand side of the guest.
- Fill the white wine glass two thirds for white wine.
- Twist the bottle once you have poured the white wine to avoid drops on the table.
- Never allow the neck of the bottle to touch the glass.
- Make sure there is enough wine for each guest.
- There are five glasses per bottle, if there are six people, pour a little less into each glass so that everyone has a drink.
- Start with lady on the host's right✓, moving anti-clockwise✓ around the table, serve ladies, gentlemen and then host last✓.
- When everyone is served place bottle in the ice bucket.

**Note: If the candidate refers to red wine in their answer, the marker should mark it as incorrect.**

(Any 4 × 1) (4)

8.2 8.2.1
- Identity document/Smart identity card/Identity book
- Passport
- Driver's licence
- Birth certificate (Any 3 × 1) (3)

8.2.2
- Check the person on the ID is the one in front of you.
- Pay close attention to the match between physical features.
- Check the photo section for bumps.
- Check the date of birth – ask person to provide the date of birth.
- Only green ID book, ID card, passport or driver's license is acceptable. (5)

8.2.3
- Call manager and explain the situation.
- Politely and firmly ask offenders to stop the behaviour.
- Ask the offender to leave.
- Call security to remove the offender.
- Call the police and lay a criminal charge.
- Blacklist the offender. (6)

8.3
- Greet customers immediately as they enter.
- Listen to the customer.
- Smile and be friendly.
- Do not let the customer wait for too long.
- Use name of the customer if you know it.
- Treat all customers with respect and the same. (Any 5 × 1) (5)

8.4 8.4.1 Regular inspections:

- Regular inspections are performed on a daily or multiple times per day basis, depending on the level of usage and the standards set by the hotel
- To ensure that cleanliness and maintenance standards are continuously upheld.
- The housekeeping manager uses a checklist to evaluate various aspects of the public toilets.
- The manager checks for adherence to cleanliness and hygiene standards, ensuring that all areas are sanitised, and there are no signs of dirt, waste, or odours.
- Regular inspections allow the manager to take a proactive approach to maintaining high standards, rather than waiting for guest complaints or issues to arise.

**OR**

Ongoing inspections:

- Unlike scheduled inspections, ongoing inspections involve the housekeeping manager or designated staff regularly checking the public toilets throughout the day.
- This ensures that any emerging issues are immediately noticed and dealt with.

(Any ONE type of inspection + Any 2 for the explanation of the inspection) (3)

8.4.2

- Rotate stock using FIFO to prevent expiration and ensure that cleaning staff do not use old tile cleaner.
- Check for leakages.
- Sealed chemicals should remain in storage area.
- All chemicals in the storage area should be clearly labelled so staff can see what chemicals they are using.
- Only authorised persons may handle the chemicals.
- Personnel responsible for distributing must know the properties of the chemical so that they know what chemicals to provide to staff to clean the tiles.
- Open chemicals should be poured into a specific dispensing equipment.
- The dispensing equipment should be laid out strategically to suit the task.
- Ensure that the suppliers of cleaning agents provide training for staff.
- Make sure staff is competent to use chemicals.

(Any 5 × 1) (5)

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8.5 8.5.1

- Keep conversation focused on the topic.
- Feel free to ask for only constructive and non-repetitive comments.
- Tactfully end discussion if they are getting nowhere or becoming destructive or unproductive.
- Inform attendees that a time limit has been set for the discussion of each topic and therefore one must stick to the time for that topic.
- The chairperson must clearly state the purpose of the meeting at the start. (Any 2 × 1)

8.5.2

- Allocate time to each topic and stick to it.
- Appoint a timekeeper to keep speakers on track.
- Remind attendees of the time available.
- Make sure speakers know in advance how much time they will have to speak.
- If it appears that the issue will take more time than scheduled, schedule a time for another meeting to reach a conclusion.

(Any 2 × 1)

8.5.3

- Appoint someone that is qualified to take minutes.
- Make sure the draft minutes are distributed as soon as possible to be checked for attendees' input.
- Use the agenda to help draw up the minutes. (Any 2 × 1)

8.5.4

- Have an agenda.
- Stick to the agenda by referring to it.
- Make sure everyone knows what the objective of the meeting is.
- The agenda topics must not be too broad.

(Any 2 × 1)
(4 × 2) (8)

8.6

- Before beginning the stocktaking process, it's important to have a clear plan and schedule.
- Notify relevant staff members about the stocktaking activity and ensure that sufficient resources such as inventory sheets, pens, and counting tools are available.
- No stock is issued from the storeroom during stocktaking to ensure accurate stocktaking.
- Should be completed on the same day that they started, depending on the size of the storeroom.
- Only authorised staff should be responsible for the counting and recording of stock.
- In most establishments, two or more people are required to count stock in any one area.
- Items in all departments should be accounted for.
- Damaged items must be recorded.
- Items sent for repair must be recorded.
- Stock must be recorded on the correct documentation.
- Stock that are out of date or of poor quality must be recorded under wastage.

(Any 8 × 1) (8)
**[50]**

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

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