higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

19 November 2024

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

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

(10 × 1) **[10]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

3.1 2 to 3 ✓
3.2 3 ✓
3.3 Set menu ✓
3.4 Danger zone ✓
3.5 Organisational chart/organogram ✓
3.6 Foreign ✓
3.7 Token/voucher ✓
3.8 Refund ✓
3.9 Cover letter ✓
3.10 Enquiry ✓

(10 × 1) **[10]**

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QUESTION 4

4.1 F ✓
4.2 L ✓
4.3 G ✓
4.4 E ✓
4.5 I ✓
4.6 C ✓
4.7 K ✓
4.8 A ✓
4.9 J ✓
4.10 H ✓

(10 × 1) **[10]**

TOTAL SECTION A: [40]

SECTION B

QUESTION 5

5.1 5.1.1 a) The rack of lamb is not suitable✓ for a coffee shop as it will take too long✓ to prepare and is an expensive item✓
A coffee shop should offer light meals✓ that will not take long to prepare. ✓

b) The colour balance is off/not good ✓
All the items are brown/beige✓ except the beetroot
More colour should be added✓ to the menu e.g. a green vegetable or colourful salad (2 × 2) (4)

5.1.2 The Jewish guest(s), who eat according to kosher rules, will not be able to eat the chicken✓ as the meat and dairy are mixed✓ which is not allowed
OR
There must be a three-hour lapse between consumption of meat and dairy, which means consuming the ice-cream served as part of the dessert✓ will also be problematic .✓

The Muslim guest(s) requiring halal food would not be able to eat the banana dessert✓ as it contains alcohol✓but they will be able to eat the ice cream ✓ (2 × 2) (4)

5.1.3 A menu is a list of dishes✓ available✓ to a customer. (1)

5.2 5.2.1

UNIT	INGREDIENTS	UNIT COST	CALCULATION	TOTAL
5 kg	Chicken breast fillets	R59,99/kg	5 kg/1 kg × R59,99 ✓	R299,95 ✓
½ doz.	Eggs	R49,00/18	6/18 × R49,00 ✓	R16,33 ✓
2 kg	Panko breadcrumbs	R79,99/kg	2 kg/1 kg × R79,99 ✓	R159,98✓
1,160 kg	Parmesan cheese	R300,00/kg	1160 g/1000 g × R300,00 ✓ or 1,16/1×R300	R348,00 ✓
200 ml	Italian seasoning	R32,00/250 ml	200 ml/250ml × R32,00 ✓	R25,60 ✓

(5 × 2) (10)

5.2.2 R299,95 + R16,33 + R159,98 + R348,00 + R25,60 ✓ = R849,86✓ (2)

5.2.3 R849,86/ 50✓ = R17,00 ✓ (2)

5.3 The six major groups of nutrients are carbohydrates, proteins, fats, vitamins, minerals, and water. If a student does not include each of these in sufficient amounts, the following issues may arise:

- Carbohydrates: Lack of energy, fatigue, and difficulty concentrating.
- Proteins: Muscle loss, weakened immune system, and slower recovery from injuries.
- Fats: Poor brain function, hormone imbalances, and deficiency in fat-soluble vitamins (A, D, E, K).
- Vitamins: Various health issues depending on the specific vitamin deficiency, such as scurvy (vitamin C), rickets (vitamin D), and night blindness (vitamin A).
- Minerals: Weak bones (calcium deficiency), anemia (iron deficiency), and impaired immune function (zinc deficiency).
- Water: Dehydration, reduced physical and cognitive performance, and potential kidney problems.

Note: Nutrient + example of issue = 1 mark (6 × 1) (6)

5.4 5.4.1
- The guests may become ill with food poisoning. ✓
- The guest may taste that the food is off and complain.✓

Any other relevant answer (2)

5.4.2
- The guests may tell other guests about the food poisoning.✓
- The business can lose revenue✓
- The business could be sued/have legal action against it by guest(s)

Any other relevant answer (2)

5.4.3
- Thabo could be disciplined for his actions.✓
- Thabo could lose his job.✓

Any other relevant answer (2)

5.5
- Store in the refrigerator if they had been washed✓
- If unwashed with cuticles intact, they can be stored at room temperature. ✓
- Store with the pointed side down ✓
- Store away from sharp or pungent smelling foods✓ like garlic and rosemary
- Use FIFO principle✓ when choosing the next ones to use
- Keep in original egg boxes to prevent breakage (5)

5.6
- Thabo should have first tested the weight✓ of the load
- If it was too heavy, he should have asked for help✓
- If he could pick it up himself, he should have
  - gotten as close to the load✓ as possible
  - bent his knees slightly✓ as he grabbed hold of the load✓ and picked it up
- He should have then loaded it onto a trolley.✓
- When he lowered the load, he should have bent his knees✓ and kept his back straight.✓ (5)

[45]

QUESTION 6

6.1 6.1.1

THE BOARDWALK HOTEL

BOOKING FORM



2nd Avenue
Summerstrand
Gqeberha
6019
Eastern Cape
South Africa

☎ +27 (0) 41 374 9050

☎ +27 (0) 21 794 9050

☎ +27 (0) 10 446 8045

☎ +27 (0) 31 941 5945

Email:res@south-african-hotels.com

Name:	Godfrey ✓		Van Wyk ✓	
Email address:				
Address:				
Arrival date: 21 November✓				
Departure date: 22 November✓				
Number of guests: 2✓				
Number of children: 0✓				
Accommodation preference:	Room only		Bed and breakfast	X ✓
Payment method:	Cash		Credit card	X ✓
Other requests:				

(Any 7 × 1) (7)

6.1.2 a) Guests:

Guest can become frustrated and angry✓ and may post bad reviews of the establishment on social media.✓
Guest could go as far as suing the establishment.✓

b) Hospitality establishment staff:

Guests may never return ✓ and more effort and money will be needed to generate new guests resulting in less money being spent on training. ✓
The staff from the different departments may feel discouraged if the wrong information about guests' needs are being communicated to them and it can lead to poor morale and frustration.✓
Revenue/income will decrease and the hotel might not be able to pay staff.✓

Any other relevant answer (2 × 2) (4)

6.1.3 Sibabalwe should have :

- made contact with Godfrey to confirm✓ that he was still coming.
- listed or flag✓ Godfrey's reservation as unconfirmed and to be followed up ✓
- recorded Godfrey's deposit on his guest file. ✓

(Any 3 × 1) (3)

6.1.4

- Accounts department/finance must be informed so that an account for the van Wyk's can be prepared and
- The agreed on rate can be charged for the room.
- Housekeeping department to make up/prepare the room.
- Restaurant as they will be joining for Sara's lunch
- Reservation agent to add to list of reservations (4)

6.2 6.2.1

Step	Setting up a Pay Point	Cashing up a Pay Point
1. Preparation	Ensure all necessary equipment and supplies are available (cash drawer, receipts, stationery).	Gather required materials for cashing up (money bags, reconciliation sheets).
2. Starting Equipment	Turn on the cash register or point-of-sale (POS) system.	Ensure the cash register or POS system is turned off or logged out.
3. Initial Cash Count	Count and verify the initial float (starting cash) and place it in the cash drawer.	Remove the cash drawer and take it to a secure area for counting.
4. Record Float	Record the initial float amount in the log book or POS system.	Count all cash, checks, and vouchers in the drawer.
5. Set Up Workstation	Ensure the workstation is clean and organised for transactions.	Compare the counted amounts with the POS system or sales records.
6. Open for Business	Open the pay point for transactions with customers.	Record discrepancies and reconcile differences.
7. Throughout Shift	Perform transactions, ensuring accurate cash handling and customer service.	Securely package cash and prepare it for bank deposit.
8. Monitoring	Regularly check the cash levels and replenish change if necessary.	Update the cash log with end-of-day totals and any discrepancies.
9. End of Day	Prepare for cashing up by organising and securing the pay point.	Securely store cash, checks, and vouchers for deposit or collection.
10. Security	Follow security procedures for handling cash and transactions.	Follow security procedures for transporting cash to the safe or bank.
11. Reporting	Report any issues with the setup to the supervisor.	Report any discrepancies or issues to the supervisor.

(Any 2 × 5) (10)

6.2.2 Sibabalwe should:

- keep the till drawer closed at all times.✓
- not leave any cash outside the till drawer.✓
- not allow any unauthorised persons into her work area/behind the counter.✓
- make it a habit to double-check all transactions.✓
- only allow the manager to remove cash from the cash drawer if he/she counts and signs for it in front of the her.✓
- always check and sign a receipt✓ when receiving cash from a manager or cash-up officer to ensure that the float is correct
- Check bank notes✓ received from customers for authenticity
- Any other relevant answer (6)

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6.2.3
- Recheck the cash that was counted.✓
- Recheck the float.✓
- Recheck pay-outs and refunds offered.✓
- Check that none of the pre-listed dockets have been recorded in the incorrect column.✓
- Report the shortage to the manager.✓
- If a discrepancy still exists, this should be investigated the following day.✓
- If the company policy states that Sibabalwe must refund/pay for the shortfall, she will have to do so.✓

(Any 5 × 1) (5)

6.3 Be polite✓ when dealing with customers.
Listen✓ to the customer.
Empathise✓and ensure feedback.✓
Ask questions✓ so that a correct understanding of the query is obtained✓and display a good attitude✓
Smile sincerely✓
Show interest✓ in the request
Never say no upfront✓always try to make an effort✓
Go the extra mile✓ (Any 8 × 1) (8)

6.4 6.4.1 No✓ (1)

6.4.2 No - He should have complained to the waiter✓ or manager at breakfast already✓ not at check-out only✓ (3)

6.4.3
- Guest's name✓
- Guest's address✓
- Date of incident✓
- Refund value✓
- Issued by✓
- Signature of issuer✓
- Credit note/ voucher number✓ (7)

6.4.4 The guest might:
- be upset.✓
- never return to the hotel/stay at the hotel again.✓
- Continue remembering the negative experience about the service.✓
- inform others (friends and family) about his bad experience.✓
- Complain or leave a bad review on social media ✓

The hotel could:
- lose potential guests✓
- could lose money/revenue.✓ (Any 2 × 1) (2)

[60]

QUESTION 7

7.1.1 **CURRICULUM VITAE✓**

PERSONAL DETAILS: ✓

- Name✓
- Address✓
- Identity number✓
- Contact details✓
- Marital status✓
- Gender✓
- Driver's licence✓
- Language ability✓
- Criminal offences✓

EDUCATIONAL QUALIFICATIONS: ✓

- Secondary education✓
- Higher education✓

EMPLOYMENT HISTORY: ✓

List of jobs (present to past)✓ (Any 11 × 1) (11)

7.1.2
- Minimum of three years' experience at a 5 star hotel or similar experience in a reservation role
- Hospitality management diploma
- Computer literate
- Knowledge of MS Outlook
- Knowledge of MS Word
- Knowledge of MS Excel
- Working knowledge of Opera property management system (Any 5 × 1) (5)

7.1.3
- Do research about the organisation and the prospective position
- Choose your outfit the night before and go to bed early.
- Dress professionally, clothing can make a good impression of what type of employee you could be.
- Arrive early – at least 10 minutes before the interview.
- Be patient when waiting for the interview, negativity can be detected and could jeopardise possible employment.
- Speak to people that have perhaps been in similar positions and conduct basic interview research. From the conversations possible questions could be formed for the interview.
- Answers to these questions can then be prepared.

(Any 7 × 1) (7)

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7.2 How Sam could handle it:

- Immediate Intervention: He could ask Loretta and Sisipho to step away from the guests and move to a private area to discuss the matter.
- Ensure Well-being: Sam should first check on Sisipho to ensure she is physically and emotionally okay after the incident.
- Separate Discussions: Sam should speak to Loretta and Sisipho separately to understand what led to the conflict.
- Mediation and Resolution: Once he has a clear understanding of the situation, Sam should bring Loretta and Sisipho together for a mediated discussion.
- Aim for a win-win solution
- Document the Incident: Sam should document the incident in detail (6)

7.3 Conflict is the disagreement of ideas and opinions✓ between at least two people. (1)

7.4

CHECKLIST FOR USING TIME EFFICIENTLY	TICK ✓
• Set objectives✓	
• Know how you spend your time✓	
• Set priorities✓	
• Do one major thing at a time✓	
• Schedule your work✓	
• Delegate✓	
• Separate the urgent from the important✓	
• Determine the future impact✓	
• Decide what to give up✓	
• Learn to say “no”✓	
• Use the 1,2,3 system (do not accept A, B, C system as it is mentioned in the question paper).✓	

(Any 5 × 1) (5)
[35]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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