higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

20 November 2024

This marking guideline consists of 13 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	D		
	1.1.3	B		
	1.1.4	A		
	1.1.5	B		
	1.1.6	D		
	1.1.7	C		
	1.1.8	C		
	1.1.9	A		
	1.1.10	A		
	1.1.11	C		
	1.1.12	B		
	1.1.13	B		
	1.1.14	A		
	1.1.15	C		
			(15 × 1)	(15)
1.2	1.2.1	C		
	1.2.2	D		
	1.2.3	A		
	1.2.4	E		
	1.2.5	B		
			(5 × 1)	(5)
1.3	1.3.1	C		
	1.3.2	D		
	1.3.3	B/F		
	1.3.4	E		
	1.3.5	A		
			(5 × 1)	(5)
1.4	1.4.1	Partnership		
	1.4.2	Employee		
	1.4.3	Audit		
	1.4.4	Financial assistance/funding		
	1.4.5	Personal contact		
	1.4.6	Prohibition sign		
	1.4.7	Evacuation drill		
	1.4.8	Unauthorised entry		
	1.4.9	Fire blanket		
	1.4.10	First aid		
			(10 × 1)	(10)

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1.5
1.5.1 True
1.5.2 True
1.5.3 False
1.5.4 False
1.5.5 True
1.5.6 False
1.5.7 False
1.5.8 True
1.5.9 False
1.5.10 False

(10 × 1) (10)

1.6
2 - Study a cooking course
5 - Do market research
3 - Compile a business plan
4 - Register the business
1 - Apply for funding (5 × 1) (5)

[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1

STRENGTHS✓	**WEAKNESSES✓**
Fast learner✓ Work experience ✓ Good in calculating and ordering of ingredients✓ Experience in basic preparation and cooking✓ (Any 2 × 1)	Not computer literate✓ No physical stock take experience✓ Poor quality checking of ingredients✓ No managerial experience✓ (Any 2 × 1)
OPPORTUNITIES✓	**THREATS✓**
Storeroom manager retires soon✓ Time✓ to undergo training Take computer lessons to improve computer literacy.✓ Work with a manager to gain managerial experience.✓ Take part in a management course.✓ Assist in physical stock take.✓ Work in the receiving area to improve on quality check skills.✓ (Any 2 × 1)	Poor public transport✓ Low salary✓ Not getting the job✓ due to lack of e.g computer skills (Any 2 × 1)

(8)

2.2
- Creating a Personal Development Plan /Personal Improvement Plan. ✓
- This detailed plan will outline the steps he needs to take✓ to achieve his career goals. ✓
- This plan should include timelines✓, resources needed, workshops, certifications, mentorship and milestones to track progress. ✓
- Timothy should continuously monitor✓ his progress towards his career goals and evaluate✓ whether adjustments✓ to his action plan are necessary. ✓
- Regular self-assessment and feedback✓ from mentors or supervisors can help him stay on track. (Any 3 × 1) (3)

2.3

SKILL	OUTCOME EXPECTED	TRAINING NEEDS	MODE OF DELIVERY	TIME	OPPORTUNITY	SUPPORT PERSON
Learn basic computer / digital skills✓ (1)	Learn basic computer skills: be able to do basic things on a computer✓ e.g. compile a document✓, basic spreadsheet✓ and send an email ✓ (1)	• How to send an email✓ using MS Office • How to draw up a Spreadsheet on Excell✓ for ordering ingredients or keep track of stock • How to compile a document✓ in MS Word (1)	Online training program✓ Home study✓ Part-time classes in the evening or over weekends ✓ (1)	Within 3 months ✓ (1)	Managerial role✓ (1)	Manager Trainer✓ (1)

(7)

2.4 **Positive feedback**

Timothy,
- you are competent in the preparation and cooking of food
- you are a fast worker
- you can always be relied upon to finish tasks in a timely manner
- you excel in the calculation and ordering of ingredients

Negative feedback:

Timothy,
- you will have to work on your punctuality and be on time for work.
- you have no computer skills and you will need that in the role as a store manager
- you have no experience of doing stock-take but we can send you on a course to learn how to do it (Any 5 × 1) (5)

2.5 2.5.1 It will make his goals:

- Specific: Complete his part-time storeroom management course which will be conducted once a week. ✓
- Measurable: Monitoring his success through automated results and feedback from his assessments. ✓
- Attainable: By attending his classes one day a week and studying he will succeed. ✓
- Realistic: By attending his classes one day a week, studying as required, monitoring his success through automated results and feedback from his assessments throughout the two years he will be able to complete his course while maintaining his lifestyle. ✓
- Timeframe: Two years✓

Note: marks are NOT awarded if student only mentioned what each of the letters in SMART mean. (5)

2.5.2 ABC method (1)

2.5.3 The ABC method:

- encourages Timothy to clearly define his objectives✓ or goals.
- helps him to prioritise activities✓ that directly contribute to the achievement ✓of the goals
- reminds him to regularly assess his progress✓ and identify areas where he can improve.✓
- helps him to maintain focus✓ on what needs to be done to advance his development.✓
- holds Timothy accountable for his development by consistently evaluating ✓his progress and adjusting his actions accordingly.✓
- helps Timothy maintain a results-oriented mindset,✓ focusing on tangible outcomes✓ and achieve milestones that mark his advancement.✓ (Any 6 × 1)

(6)

2.6

- Fixed costs remain constant✓ regardless of business activity, such as rent, utilities, insurance premiums, and salaries for permanent employees.✓
- Variable costs fluctuate✓ based on production levels or sales volume, such as raw materials, inventory, commissions, and marketing expenses.✓
- Start-up costs refer to the expenses incurred by a new business during its initial phase of establishment and operation. ✓.These costs are incurred before the business begins generating revenue✓ and are essential for getting the business off the ground. Examples include capital, marketing and advertising✓costs (Any 3 × 2) (6)

2.7 Small business owners and businesses:

- often operate with limited resources✓, manpower/staff✓, and access to capital✓.
- often compete in markets with larger, established competitors✓. This means the competitor may have more resources, brand recognition/awareness, and presence✓.
- are vulnerable to economic changes, and market changes✓.
- need to adapt to changing market conditions✓, managing stock levels✓, and predicting consumer behaviour. ✓
- often face the challenge of balancing✓their professional responsibilities with personal commitments and well-being.
- Entrepreneurship involves risk-taking, ✓ including financial risks, operational risks, and market risks✓.
- Long hours, high stress levels, and the pressure to succeed can take a toll on mental and physical health ✓ if not managed effectively.
- Any other relevant answer (Any 4 × 1) (4)

[45]

QUESTION 3

3.1 3.1.1

- Information on business programs
- Provides advice and assistance to business owners
- Information on financing a business (2 × 1) (2)

3.1.2

- Staff matters
- Health and safety guidelines (2 × 1) (2)

3.1.3 Tax information (1)

3.2 Timothy could be:

- wasting his time.
- losing money due to incorrect information such as costing stock at incorrect or outdated prices causing his costing to be out.
- applying online for licences/permits that are fraudulent or outdated.
- wasting time messaging or contacting companies that no longer exist.

The business can fail early on.
Timothy can lose everything.
He will not have any income (Any other relevant answer) (5 × 1) (5)

3.3 3.3.1 Sole proprietor **or** partnership (1)

3.3.2 Sole Proprietor: She wants to start her own business✓ by selling fast food and could hire her friend to help her with the cooking✓.

OR

Partnership: She has a friend studying Hospitality✓ so she might include/ask her friend to partner ✓with her in the business. (1)

3.3.3 Sisanda can look at:

- food trends on social media or within her communities
- competitor's fast-food businesses
- the National Small Business Chamber (NSBC) for ideas
- the Restaurant Association of South Africa (RASA) website as RASA represents the interests of the restaurant industry in South Africa.
- She can attend trade shows
- Any other relevant answer (2 × 1) (2)

3.3.4

- She can look at competitors' fast-food businesses: It will help to stay up to date on the prices of products✓ and the trending products that are being sold by the businesses✓ and the setup these businesses use for maximum efficiency✓.
- Look at food trends on social media: By doing this she will be exposed to both local and international markets✓. She can see what's trending and popular✓ within her chosen target market.
- She can look at the National Small Business Chamber (NSBC): The NSBC is dedicated to supporting the growth of small and medium enterprises (SMEs) in South Africa✓.
- She can look at the Restaurant Association of South Africa (RASA): They provide members with access to industry-specific information✓, training programs✓, legal advice✓, and networking opportunities✓.
- She can attend trade shows to view what other small businesses are offering✓ and network with the owners ✓of these business to get advice or guidance✓.

NOTE: TWO sources from 3.3.3 and their relevance (2 × 3) (6)

3.4 3.4.1 (a) Muslims:

1. Caramel Cheesecake topped with Flambe Berry Crumble✓
   - they cannot consume alcohol✓ as it goes against Islamic dietary laws, known as halal✓.

OR

2. Beef Curry, Coriander Roti and Sambal✓
   - The menu does not state whether the meat is halal✓. Muslims will only consume halal meat as it has been slaughtered according to halal standards. ✓

NOTE: 1 mark for food item + 2 marks for correct motivation (3)

(b) Hindus:

Beef Curry, Coriander Roti and Sambal✓

- They generally avoid consuming beef✓ due to religious and cultural beliefs. ✓ Beef is considered sacred in Hinduism, as Hindus worship cows as manifestations of the divine/gods✓.

NOTE: 1 mark for food item + 2 marks for correct motivation (3)

(c) Jews:

1. Creamy Mussels served on Challah Bread✓
   - they adhere to dietary laws known as kosher, mussels are shellfish✓, and according to the Torah, all shellfish are considered non-kosher✓.
   - There is dairy in the mussels✓ which cannot be consumed within 1 hour before or after eating meat (Beef curry) ✓.

OR

2. Caramel Cheesecake topped with a Flambe Berry Crumble✓
   - There is dairy in the cheese cake ✓which cannot be consumed within 1 hour before or after eating meat (Beef curry) ✓.

NOTE: 1 mark for food item + 2 marks for correct motivation (3)

(d) Diabetics:

1. Creamy Mussels served on Challah Bread✓
   - The Challah bread is a type of bread typically made with white flour, which is high in carbohydrates✓. For diabetics, consuming too much carbohydrate at once can lead to a rapid increase in blood sugar levels✓.
   - The creamy sauce likely contains dairy products, which may add additional fat and calories✓.

OR

2. Caramel Cheesecake topped with a Flambe Berry Crumble
   - Cheesecake is typically made with cream cheese and sugar✓, both of which contribute to its high carbohydrate content✓. Caramel adds additional sugar✓.
   - The crumble likely contains flour, sugar, and possibly butter✓, contributing more carbohydrates and fats✓ which will elevate a diabetic's blood sugar.

NOTE: 1 mark for food item + 2 marks for correct motivation (3)

3.4.2
- Challah bread
- Roti
- Cheesecake (Any 2 × 1) (2)

3.5

MENU

Starter
Creamy Mussels✓
served with Gluten Free Bread✓ **OR** Rye Bread✓

Main
Beef Curry✓
Gluten Free Roti ✓ **OR** Cauliflower Flatbreads ✓ **OR** Banting Wrap✓
Sambal

Dessert
Crust-less✓ Caramel Cheesecake✓ topped with a Flambe Berry Compote

Coffee or Tea

(6)

3.6

3.6.1	200 g/2500 g x R46,00✓ **or** 0,2/2,5 x R46,00✓	R3,68✓
3.6.2	50 mℓ/1000 mℓ x R19,90✓ **or** 0.05 ℓ/1 ℓ x R19,90✓	R1,00✓
3.6.3	25 g/500 g x R24,50✓	R1,23✓
3.6.4	20 g/1 000 g x R22,50✓	R0,45✓
3.6.5	30 g/50 g x R18,99✓	R11,39✓
3.6.6	250 g/500 g x R79,00✓	R39,50✓

(6 × 2) (12)

3.7 3.7.1 Factor method = 75 ÷ 12 = 6,25✓ (1)

3.7.2 6,25 × 2 = 12,5 kg✓

Note: only award mark if the number is correct and kg is added (1)

3.8

Vegetarian diets	**Examples of animal protein that is included in the diet**
Lacto-vegetarian✓	milk and dairy products✓
Lacto-ovo vegetarian✓	milk and eggs✓
Ovo vegetarian✓	eggs✓
Pesca-vegetarian✓ or pescatarian	fish and seafood✓, eggs✓ and dairy✓

(Any 4 × 2) (8)

3.9
- Packaging must maintain the temperature and freshness of the food✓. For example, insulated containers or boxes with ventilation may be needed for hot foods to prevent condensation that can make food soggy✓ and to meet Food Safety and Quality requirements.
- Packaging size can affect portion sizes offered on the menu. Containers that are too large may encourage over portioning✓ , while containers that are too small might not be sufficient for certain dishes making them look unprofessional.
- Packaging should be easy to assemble, stack, and transport to streamline operations✓ and reduce costs✓. This is especially important during peak times when quick turnaround✓ of takeaway orders is essential. ✓
- Any other relevant answer (3)

[65]

QUESTION 4

4.1 4.1.1
- It is important to treat wounds immediately to prevent infection.✓
- A qualified first-aider✓ should perform the treatment
- Treatment Includes:
  a) Keeping the victim calm✓
  b) Informing the supervisor✓
  c) Informing emergency services if the burn is severe✓
  d) Flushing the area with cool running water✓
  e) Following the manufacturer's instructions and treatment tips✓
  f) Respectfully removing any clothing that is contaminated with the chemical✓
  g) Be careful not to get any of the spillage on yourself✓
- Staff need to be treated by law✓ and to prevent any lawsuits.✓
- Any other relevant answer (Any 5 × 1) (5)

4.1.2
- Nazeer was new and received no training✓ prior to fetching the chemical. If an accident happens because an employee lacked adequate training ✓or instruction, the manager may be held accountable for negligence✓ in training programs. Managers are responsible for ensuring that employees receive proper training✓ for their tasks.
- The person who used the chemical last, did not screw on the cap correctly✓ If an accident occurs due to the absence or inadequacy of safety procedures✓, the manager could be deemed at fault for failing to prioritize safety✓as managers are responsible for implementing and enforcing ✓safety protocols in the workplace.✓
- There could have been unauthorized access✓ to the store

- Managers are expected to identify and address✓ hazardous conditions in the workplace. If they neglect to address known hazards or fail to take appropriate action✓ to mitigate risks, they can be considered responsible for accidents that occur as a result.✓
- If an accident happens due to lack of supervision✓ or failure to intervene when unsafe behaviours are observed✓, the manager may be deemed negligent.✓Managers are tasked with supervising employees to ensure they work safely and follow established procedures.✓
- Managers are responsible for allocating and ensuring safety clothing is worn for maintaining a safe work environment. If accidents occur due to insufficient resources such as safety equipment, they may be held accountable for their failure to adequately support safety efforts.
- Managers play a crucial role in shaping organisational culture. If a culture of complacency or disregard for safety✓ exists within the workplace, it can be attributed to ineffective leadership and management practices.
- It's important to recognise that accidents can result from a combination of factors beyond the manager's control, such as employee actions or external circumstances, but managers ultimately bear the responsibility✓ for creating and maintaining a safe work environment. (Any 6 × 1) (6)

4.1.3

- Legal responsibilities: The manager could have better understanding of the legal framework and obligations related to health and safety in the workplace. ✓ This includes knowledge of relevant legislation, such as occupational health and safety laws, regulations, and codes of practice that apply to the hospitality industry. ✓
- Risk assessment and management: The manager could learn how to conduct thorough risk assessments to identify hazards in the housekeeping department✓. This involves recognizing potential risks associated with cleaning chemicals✓, equipment✓, and tasks like lifting heavy objects✓.
- Safe work practices training: The manager will learn about educating staff on safe work practices is critical✓. This includes proper techniques for lifting heavy items✓, using cleaning chemicals safely✓, preventing slips✓, trips✓, and falls✓. The manager should ensure that staff are trained and adhere to these practices consistently✓.
- Emergency procedures: Managers should be familiar with emergency procedures, such as fire drills✓, evacuation routes✓, and first aid protocols✓. The housekeeping manager should ensure that all staff are trained in these procedures✓ and that emergency equipment (such as fire extinguishers and emergency exits) is maintained and accessible✓.

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- Personal Protective Equipment (PPE): The manager could learn about the importance of PPE✓ and ensuring its availability and proper use ✓. She could learn how to communicate this amongst staff✓. This includes gloves, eye protection, hearing protection, and any specialised clothing or equipment required for handling hazardous materials or performing specific tasks✓.
- Communication and training: The manager could learn about effective communication to staff regarding health and safety matters✓. This includes regular safety meetings✓, providing clear instructions and guidelines✓, and fostering a culture of safety awareness and reporting✓ hazards promptly.

Note: Award 1 mark per key point and 1 mark per explanation (6 × 2) (12)

4.2 4.2.1

- Errors in recording transactions✓: Mistakes in recording stock movements such as receipts, issues, transfers, or returns✓ can lead to discrepancies✓.
- Theft✓: Unauthorised removal of cleaning chemicals by employees or external parties can cause stock to go missing✓. This could range from intentional theft✓ to unauthorised usage for personal or other purposes✓.
- Misplacement or poor organisation✓: Poor organisation within the storeroom can lead to items being misplaced or stored in incorrect locations✓. This can result in items not being accounted for during stocktaking. ✓
- Inaccurate initial stock levels✓: If the initial stock levels recorded in the computerised system were incorrect, stock levels may not accurately reflect the actual inventory on hand✓.
- Poor inventory/stock control practices✓: Inadequate inventory control practices such as lack of regular stock-takes✓, inadequate supervision of stock movements✓, or insufficient training of staff responsible for managing inventory ✓ can contribute to discrepancies✓.
- Damage or spoilage✓: Cleaning chemicals may become damaged or spoiled due to improper storage conditions✓.
- Computerised system issues✓: Technical issues or glitches in the computerised inventory management system, such as software errors✓, data corruption✓, or synchronisation issues✓ between different systems, could result in discrepancies.
- Shrinkage due to usage✓: Normal shrinkage due to legitimate usage of cleaning chemicals✓ for cleaning operations may not always be accurately recorded or accounted for✓ in the system.
- External factors: External factors such as natural disasters✓, fire✓, or other emergencies✓ could lead to loss or damage of inventory that may not be immediately apparent✓. (Any 4 × 2) (8)

4.2.2
- One should keep the storeroom locked✓ at all times
- Only allow authorised✓ personnel entry
- A supervisor or authorised person should be responsible for the key✓ of the storeroom
- Record should be kept✓ on who enters the storeroom and staff can sign the key in and out✓
- There should be CCTV cameras✓ pointing at the storeroom doors and inside the storeroom.
- Storeroom doors should use passwords or access cards✓.
- Any other relevant answer (Any 3 × 1) (3)

4.2.3 **Impact on the Company:**
- Missing stock leads to financial losses for the company✓ and potentially increasing costs if replacements need to be purchased✓.
- It can disrupt operations✓. For example, in a housekeeping context, missing cleaning chemicals could delay cleaning schedules or compromise cleanliness standards✓.
- Inaccurate inventory could be recorded which can lead to inefficiencies in procurement✓, production✓, or service delivery✓.
- Persistent issues with missing stock can damage the company's reputation✓. It suggests poor management practices, which can erode trust with customers, suppliers, and investors✓.
- In industries with regulatory requirements, missing stock could lead to compliance violations✓ or audit failures✓, resulting in fines or legal consequences✓.

Impact on the Client:
- For clients missing stock can cause delays✓. Operational schedules, production timelines could be delayed✓, which leads to customer dissatisfaction✓.
- Missing stock may lead to substitutions or compromises in product or service quality✓. This can affect the client's experience and perception of the company's reliability✓.
- Clients may be disappointed or frustrated✓ if their expectations are not met due to missing stock✓. This could result in lost business, negative reviews, or reduced loyalty. ✓
- Clients may perceive missing stock as a sign of poor management or unreliability✓. This can impact their willingness to continue doing business with the company or recommend it to others✓.
- Any other relevant answer (6 × 1) (6)

[40]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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