higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

21 November 2024

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	B		
	1.1.4	A		
	1.1.5	B		
	1.1.6	C		
	1.1.7	D		
	1.1.8	A		
	1.1.9	C		
	1.1.10	D		
			(10 × 1)	(10)

2.1	2.1.1	True		
	2.1.2	True		
	2.1.3	False		
	2.1.4	False		
	2.1.5	False		
	2.1.6	True		
	2.1.7	False		
	2.1.8	True		
	2.1.9	True		
	2.1.10	False		
			(10 × 1)	(10)

1.3	1.3.1	Pathogenic bacteria		
	1.3.2	Beer		
	1.3.3	Disinfectant		
	1.3.4	Spirits		
	1.3.5	Waiters		
	1.3.6	Sick/ill		
	1.3.7	Supervisor		
	1.3.8	Wine		
	1.3.9	Bartender		
	1.3.10	Order		
	1.3.11	Lighting		
	1.3.12	Ventilation		
	1.3.13	Mould and (1.3.14) mildew		
	1.3.15	Humid		
			(15 × 1)	(15)
				[35]

TOTAL SECTION A: 35

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SECTION B

QUESTION 2

2.1
- Serviettes
- Take-away food container
- Take-away food packaging
- Straws
- Seasoning
- Sugar and sweeteners
- Prepared sauces and dressings
- Drink items
- Food items (Any 6 × 1) (6)

2.2
- It guards against leaking and keeps and hold its shape when holding a take-out meal.
- It keeps hot food hot and cold food cold, while you hold the package comfortably.
- It is an excellent low-cost and sanitary choice for food service packaging.
- It offers the combination of strength, lightness and durability. (Any 2 × 1) (2)

2.3
- Stop what you are doing immediately.
- Call for help from one of your co-workers.
- Try not to move if you have lost feeling in one of your body parts.
- Avoid moving the person without specialist help.
- Contact your supervisor or first aid officer immediately.
- Explain clearly what happened and your injuries are.
- An incident form has to be completed.
- If necessary, your supervisor will call an ambulance to transfer you to the hospital.

(Any 5 × 1) (5)

2.4
- A warm smile
- Make eye contact
- Attend to the customer promptly
- Show interest to the customer
- Show respect to the customer
- Make the customer feeling relaxed and comfortable
- Serve customers in a professional manner

(Any 5 × 1) (5)

2.5
- Do not put heavy items on top of slighter ones.
- Put boxed product at the base of the carry bag.
- Place pies or pastries on top of the boxed products.
- Place cold dessert or salad containers in a separate bag.
- Place fries in a bag at the top with a napkin to one side.
- One serviette per cooked product is placed in the bag.
- Keep the base of the bag flat so that it will remain firm. (Any 5 × 1) (5)

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2.6
- In order to promote drinks.
- So that you can sell drinks that makes more money for the establishment.
- Sell the special offer of the day.
- So that you can get more tips. (4)

2.7
2.7.1 150–185ml (2/3 full)
2.7.2 140 ml (½ full)
2.7.3 Beer glass must be full and have 2 cm of foam/head
2.7.4 Tot measure of 25 ml
2.7.5 75 ml or less of alcohol

(5 × 1) **[32]**

QUESTION 3

3.1 3.1.1 Used for drinking and serving✓ such as wine glasses and water jugs.✓

3.1.2 Used for serving drinks ✓and carrying glasses and dishes at the table.✓

3.1.3 Used to carry small items like tea spoons, cake forks✓ and drinking straws to the table, and when adjusting the cover.✓

(3 × 2) (6)

3.2 Carry a drink in its can to the table.✓ The glass the drink will be poured into may have ice and an alcoholic drink such as a tot of brandy in it already.✓ Pour Coke into the glass carefully so that it will not bubble up too much.✓ If there is still Coke in the can, the can is left on the table with the label facing the customer.✓ The customer may then pour more Coke if she wants.✓ (5)

3.3
- Tea pot
- Milk jug
- Cup and saucer
- Tea spoon
- Tea strainer
- Sugar bowl (Any 5 × 1) (5)

3.4 Use one hand to carry a tray.✓ You will use the other hand to take drinks from a tray.✓ Cup your finger slightly,✓ palm up and balance tray on the base of your thumb✓ and slightly bent fingers.✓ (5)

3.5
- In order to see that the stock meet the required standard.
- To see that the packaging is not damaged and there are no signs of pest infestation in the packaging.
- To see that the quality is what the establishment required.
- To check that the food and supplies are not expired.
- To see that the supplies delivered comply with specifications in the purchase agreement/specification. (Any 5 × 1) (5)

3.6
- Clean the windows, floors and walls and ceilings.
- Open windows regularly to let fresh air in.
- Store the supplies neatly.
- The lights must be working properly and must be bright enough.
- Floors must be dry and free from anything that could make someone slip or trip. (Any 4 × 1) (4)

3.7
- Follow the manufacturer's instructions.
- Store chemical away from heat and sunlight and away from food items.
- Never use empty bottles that contained for example vinegar and use new content in food.
- All chemicals should be clearly labelled.
- Chemicals should never be mixed.
- The chart should guide what to use for specific cleaning and how materials should be diluted, if applicable.
- Always wear the correct safety gear when working with chemicals.

(Any 5 × 1) (5)

3.8
- Occupied
- Complimentary
- Stay Over
- Out of Order
- Dirty
- Cleaning in Progress
- On-Change
- Late Check-Out
- Do Not Disturb (Any 3 × 1) (3)

[37]

QUESTION 4

4.1
- Mops
- Brooms
- Cloths
- Dustpans
- Brushes
- Sponges
- Dusters (Any 5 × 1) (5)

4.2
- Tea
- Coffee
- Milk powder
- Sugar
- Biscuits
- Chocolate (Any 5 × 1) (5)

4.3 A housekeeping trolley is a trolley used by housekeeper to transport housekeeping equipment,✓ such as guest supplies and cleaning materials.✓ The trolley usually has two shelves.✓ The top shelf carries the guest supplies✓ and the bottom shelf small cleaning equipment and agents.✓ A bag hangs on either side.✓The one bag holds clean linen and the other dirty or used items.

(Any 5 × 1) (5)

4.4
- So that customers can feel safe and their belongings will be kept secured while they are in the establishment.
- Help to prevent loss or theft of establishment property.
- Housekeeping items are expensive to replace, and result in negative variances in the budget. (Any 3 × 1) (3)

4.5 4.5.1
- Never leave chemicals near guest's tooth brush.
- Never leave chemicals where children can reach them.
- Spilt chemicals should not be kept near food. (Any 2 × 1)

4.5.2
- Sheets, pillowcases and towels must not be mouldy.
- Blankets and duvet must be aired and shaken out.

4.5.3
- Beds and chairs must not have loose parts.
- Furniture must not be broken and have sharp edges.
- Mirrors and pictures must be secured to the wall so they don't fall.
- The hair dryer must not have loose wires. (Any 2 × 1)

4.5.4
- Ensure all equipment operated properly and is securely placed.
- Regularly check if any equipment needs repairs or needs to be replaced.
- Maintain an updated first aid kit.
- Properly illuminate prep and service areas.
- Ground electrical equipment and secure outlets.
- Use slip-resistant flooring materials in areas prone to spills.
- Regularly train staff on safety protocols and emergency procedures.
- Keep supplies neatly organized to prevent tripping hazards.
- Conduct routine safety inspections to identify risks.

(Any 4 × 2) (8)

4.6 4.6.1 Type of counter service where food is displayed on the food counter✓ and the customers help themselves.✓

4.6.2 The food is displayed on the conveyer belt.✓ Customers then choose food and drink items from the moving conveyer belt and place them on their tray.✓

(2 × 2) (4)

4.7
- Not to work around food when sick.
- Keep their bodies clean.
- Wear clean uniforms and hair nets.
- Wear gloves when working with food.
- Wash hands well after visiting the toilet.
- Do not smoke near food, and wash your hands after smoking. (Any 5 × 1) (5)

4.8
- Ask customers to follow you to their table.
- Walk briskly ahead of the customer so that you arrive at the table first.
- Pull out one of the chairs for the lady.
- Stand to the right of the customer and pick the napkin up with your right hand.
- Shake the napkin gently.
- Place it on the customer's lap.
- Move around the table opening napkins, ending with the host's napkin. (7)

4.9 As soon as they are seated they feel more comfortable.
The standing customers should not block the entrance of the restaurant.
They will feel that they are in the hands of good, professional staff.
Good word of mouth will ensure that they come back. (4)
[46]

QUESTION 5

5.1 5.1.1 If it is often drunk by your customers, you will need a large number in your stock.

5.1.2 Drinks that are used quickly should not be bought in bulk.

5.1.3 If refrigerator or other temperature control cannot keep the entire stock cool, then less stock must be ordered.

5.1.4 If space is not enough, orders of popular drinks will have to be made more often.

5.1.5 If the stock cannot be looked after, then less stock must be ordered.

5.1.6 Stock need to be ordered according to the season, e.g. sparkling wine is more popular in New Year.

5.1.7 If delivery costs of a certain drinks are very high it might be worthwhile ordering more than necessary to avoid extra delivery expenses.

(7 × 1) (7)

5.2 Linen must be stored neatly on shelves and in cool, dry storage area.✓✓ (2)

5.3
- To ensure that the health and safety of staff and customers are not compromised by the build-up of overflowing bins and refuse.
- To ensure that it is collected and removed frequently, especially during peak trading times.
- These help to reduce bad smells and pest infestation. (Any 2 × 1) (2)

5.4
- The supplier's name, address and contact number.
- The delivery form number.
- The date and time of delivery.
- The name of the item being supplied.
- The size and amount. (Any 2 × 1) (2)

5.5
- Scones
- Biscuits
- Sandwich
- Pastries
- Cakes (5)

5.6
- Temperature
- Humidity
- Ventilation
- Lighting (4)

5.7 5.7.1
- Try to supply these extras, according to your area of responsibility and procedures of the hotel.
- Be as helpful as possible.
- Record all extra items provided to guests.
- If the request falls within the responsibility of the housekeeping department, you should direct the inquiry to your supervisor or housekeeper. (Any 2 × 1) (2)

5.7.2
- Wipe up immediately.
- Report the incident to your supervisor and write it in the incident book.
- Check and see the causes of spillages. (Any 2 × 1) (2)

5.7.3
- Check to see if it is switched on.
- Check the thermostat to see if it is set at the correct temperature.
- When there is an unusual noise, switch off the air conditioner.
- Check to see if there is something stuck in the vent.
- Report to the maintenance department. (Any 4 × 1) (4)

[30]

TOTAL SECTION B: 145
GRAND TOTAL: 180