higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

15 November 2022

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B✓		
	1.1.2	A✓		
	1.1.3	A✓		
	1.1.4	C✓		
	1.1.5	C✓		
	1.1.6	B✓		
	1.1.7	C✓		
	1.1.8	B✓		
	1.1.9	A✓		
	1.1.10	C✓		
			(10 × 1)	(10)
1.2	1.2.1	Group✓		
	1.2.2	Team✓		
	1.2.3	Team✓		
	1.2.4	Team✓		
	1.2.5	Group✓		
			(5 × 1)	(5)
1.3	1.3.1	A✓		
	1.3.2	H✓		
	1.3.3	E✓		
	1.3.4	J✓		
	1.3.5	I✓		
			(5 × 1)	(5)
1.4	1.4.1	D✓		
	1.4.2	A✓		
	1.4.3	C✓		
	1.4.4	B✓		
	1.4.5	F✓		
			(5 × 1)	(5)
1.5	1.5.1	food handlers/kitchen staff		
	1.5.2	food waste/food scraps/leftover food		
	1.5.3	recycling		
	1.5.4	hazardous waste		
	1.5.5	housekeeping		
			(5 × 1)	(5)
				[30]

TOTAL SECTION A: 30

QUESTION 2

2.1 2.1.1

- Businesses suffered loss of income✓
- Travel was restricted nationally and internationally and therefore less tourists visited✓ and spent money
- The limited number of clients allowed on the premises resulted in low turnover✓ that limited profits✓
- Businesses were unable to repay debts✓ and some were forced to shut down✓
- Staff members lost their jobs or were retrenched✓ when businesses had to close
- Suppliers that were dependent on businesses to buy from them, also experienced financial problems as they were not paid✓
- Any other relevant answer (4)

2.1.2

- Always wear a face mask✓ that covers the mouth and nose to prevent sputum droplets from spreading/spraying ✓via the nose and mouth. The virus is found in sputum droplets✓
- Maintain a proper social distance of at least 1 m✓ in shops and when socialising with other people etc. as droplets of contaminated sputum could be airborne ✓
- Limit social events ✓associated with close contact✓e.g., at funerals, parties etc that could be seen as super-spreaders
- Use your elbow to greet other people✓as a handshake, hug or kiss could transfer✓ the virus
- Any other relevant answer that speaks about the individual

(Any 3 × 2) (6)

2.1.3 Yes✓

- No lockdown levels or regulations are prescribed and enforced anymore✓
- Restaurants and other hospitality establishments are back to their normal hours✓ of business
- No more restrictions on numbers✓ of people for weddings, parties etc.
- Local and international travel is open again✓

or

No✓

- Many businesses closed permanently✓ as they cannot afford to open again
- Many employees lost their jobs as businesses closed and have not found alternative employment ✓yet
- Some people are still scared of going✓ out or being in places where there are lots of people or being inside a building✓ e.g. restaurants, theaters etc

(Any ONE with a relevant motivation) (2)

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2.2.1
- Decorating team✓ will set up the venue with décor items ✓ like flowers/bunting/lights etc.
- Media/Marketing team✓ will promote the event✓ in printed and social media✓
- Administration team✓ for doing printing, phoning, copying✓
- Booking team✓ for exhibitors to book a space✓
- Financial team✓ that deals with payments✓ for space or stall for exhibitors
- Exhibition team✓ will build the stalls/ provide electricity✓ to stall holders etc
- Communication/IT team ✓ will ensure internet/ WIFI , speakers, ✓ etc.
- Any other relevant team✓ with a description of their role✓ (3 × 2) (6)

2.2.2
- Planning and preparing a menu
- Ensuring that food is available for visitors and/or exhibitors
- Ensuring that food is prepared under strict/high standards of hygiene
- Ensuring that the correct quantity of food is prepared
- Ensuring that dining areas/food courts/buffets etc are prepared and set up
- Serving guests
- Clearing and cleaning areas involved in food preparation and serving (3)

2.2.3 Positive factors
- Good planning✓ leads to good coordination✓ between members of the team
- All necessary resources ✓available enable smooth running✓ of service
- Good teamwork where members help each other✓
- Clear objectives and time frames✓ will ensure that what needs to happen will happen✓ on time
- Planned number of guests✓ visit the EXCO

(Any relevant 3)

Negative factors
- Planning to host an event without proper infrastructure✓
- Not enough budget✓ allocated for the event
- Lack of trust and communication ✓between team members
- Interference of management✓ in the plan
- Insufficient time frame✓ to get work done
- Unclear objectives✓ of the event and the role of the catering team
- Conflict or misunderstandings✓ between team members
- Suppliers not delivering✓ the quality or quantity that were ordered
- Load-shedding✓
- Team members who fall ill✓or have personal problems and cannot be at work
- Guest numbers exceed planned numbers✓ (Any relevant 3)

(2 × 3) (6)

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2.2.4
- Was the menu suitable for the event?
- Was the time allocated for planning enough and used well?
- Were the team members cooperating and working as a team?
- Was the food prepared and served under strict hygiene principles?
- Was the food enough?
- What percentage of food was wasted?
- Were there dishes that people did not like/eat?
- Was food served on time?
- Did all the equipment work?
- Any injuries or unexpected situations?
- Did the menu meet all dietary requirements?
- Did all staff come to work?
- Any other relevant answer with a question mark and in the past tense (3)

2.3 To:
- gain a better understanding of the subject
- achieve better/ improve marks
- learn from peers
- learn faster
- increase confidence by having to talk in front of others
- build communication skills
- learn how to work in a team/ gain team experience
- get new perspectives on topic
- fill gaps in own notes
- prevent procrastination/slacking off as groups meet regularly
- Any other relevant answer (5)

[35]

QUESTION 3

3.1
- Soap dispenser with liquid soap operated by hand, knee or foot
- Hands free tap for water
- Nail brush to brush dirt from under nails
- Spray bottle with disinfectant/sanitiser
- Paper towel or air-drier to dry hands (3)

3.2
- Use a clean plate with no cracks or chips
- Do not touch clean plate with bare hand
- Wear disposable gloves to handle food items **or**
- Wash hands thoroughly before handling food
- Use utensils/ equipment to add food, garnishing, sauces etc to plate rather than hands
- Wear hairnet or chef's hat to prevent hair from falling into food
- Do not wear jewellery as micro-organisms can be transferred from jewellery to the items on the plate
- Any other suitable answer to do with plating (5)

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3.3
- If at work, report illness to the supervisor who will decide if person should go home
- If at home, inform supervisor about illness so that he/she can plan to fill the gap on that day
- Provide a doctor certificate after two days of being absent from work or when the illness included a Monday or Friday
- Complete a sick leave form as soon as person is back at work. (2)

3.4
- Bacteria are useful for manufacturing fermented food✓ products such as pickles, achar and kimchi
- Bacteria are used to make cultured milk✓ and yoghurt✓ and a variety of cheeses✓
- Yeast is useful for gas production during the manufacturing of beer, wine, and cider✓
- Yeast is used in the baking✓ of bread, doughnuts, vetkoek etc
- Mould is useful for the manufacturing of certain types of cheese✓ such as camembert, brie and blue cheese. (6)

3.5 3.5.1 Micro-organisms rely on water✓ to take food in, digest, move, reproduce, and get rid of waste. Without water none of those things can happen so the organism will die✓

3.5.2 Micro-organisms are sensitive to temperature✓ and each has an optimal growth temperature✓ - too hot and it dies✓ and too cold and it will become dormant✓ or die

3.5.3 Some micro-organisms need air to burn nutrients✓ for energy Others can live without air✓

3.5.4 The pH of the surroundings✓ of the micro-organism should be the same✓ as the pH of the organism itself✓ . Too high or too low pH will cause the death✓ of the micro-organism. (4 x 2) (8)

3.6 3.6.1 Hospitality✓ and Travel✓ (2)

3.6.2 Table Mountain National Park✓ . Kirstenbosch✓ Robben Island✓ (2)

3.6.3
- Accommodation provided in communities e.g. traditional huts or dwellings
- Classes/workshops to learn the craft from that community e.g., beading, woodcarving, basket weaving
- Places to eat in the community that serves the traditional food of that community e.g samp and beans, steamed bread, curries, vetkoek, roti's etc
- Tavern/shebeen where one can cook food and see or learn traditional dances
- Cooking classes to learn how to cook traditional dishes or make traditional beer
- Any other relevant example (2)

[30]

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QUESTION 4

4.1
- Less pressure on natural resources e.g. wood and water used for making paper can be saved or less will be needed if paper items can be recycled
- Energy and raw materials can be saved as items can be re-used and do not have to be manufactured again e.g., glass bottles
- Cost can be saved as less waste need to be collected by waste removal companies
- New industries and jobs can be created e.g., sorting of waste, using waste to make new items etc.
- Pollution of air caused by plants/factories that produce plastic or non-recyclable materials can be reduced
- Any other suitable example (4)

4.2

		Electric Garbage Disposer	**Composting**	
4.2.1	Explain how each work	Installed with cold water supply Connected to wastewater drain Food scraps and vegetable peels are added to it and it will grind it into a fine substance that can be washed away with the water (Any TWO)	Organic waste decomposes naturally under oxygen-rich conditions. Raw food waste placed into a perforated container so that excess water can run out **or** A dedicated part in a garden can be used for food waste that is then left to decompose and turn into fertiliser (any TWO)	(4)
4.2.2	Advantages	Quick/fast Easy / Convenient No collection or storage of smelly waste (Any relevant TWO)	Free fertiliser for vegetable or herb garden Less waste to be collected Ecological advantages (Any relevant TWO)	(4)
4.2.3	Disadvantages	Uses a lot of water Expensive to install Requires maintenance as it blocks easily (any relevant ONE)	Attract pests e.g., mice Smelly Composting containers are expensive Labour intensive (any relevant ONE)	(2)
				(10)

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4.3 4.3.1 B (1)

4.3.2
- It is big enough to hold a lot of food waste
- It has wheels so that it can easily be moved around and to outside refuse area
- It has a lid so that it can be closed and keep smells in
- It is closed on the sides so that the waste will not spill
- It can take kitchen waste and not only paper
- It is strong/durable
- It looks waterproof
- Any other suitable answer (4)

4.4 4.4.1
- Sanitary waste (Nappies, pads, and wound dressings)
- Needles and razors (can have blood on it)
- Pressurized containers (aerosol cans) (2)

4.4.2
- Sanitary waste (Nappies, pads, and wound dressings)
  - Seal in liner or bag before placing it in the bin
  - Separate collection needed (not municipal)
  - Incinerating/burning is the best practice
- Needles and razors (can have blood on it)
  - Wrap in paper
  - Seal in bag/liner before disposing
  - Arrange for separate collection of items to be incinerated
- Pressurized containers (aerosol cans)
  - Keep away from heat and flames
  - Read label for disposal guidelines
  - Do not prick or puncture

(any 4 examples) (4)

[25]

QUESTION 5

5.1
- Chef's knife
- Paring or small kitchen knife
- Grater
- Can-opener (4)

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5.2
- Handle kitchen knives carefully by their handles
- Do not throw into a sink of water with soap as the blade can cut when you feel around for it in the water.
- Wash them one by one and rack them with handles up
- Use hot, soapy water
- Rinse with clear water.
- Air-dry or pat dry carefully with clean paper towels to prevent rust from forming on the blades
- Wash the grater in hot soapy water and wipe the grater in the direction of the blades (the opposite of grating) to prevent cuts
- Can-opener should soak in hot soapy water to soften any stuck-on food.
- Wipe clean, then rinse and thoroughly dry the can opener and wheels.

(any 4) (4)

5.3
- Wipe with a clean cloth or kitchen paper to remove most of food debris.
- Use salt as an abrasive to clean.
- Wash in hot water with detergent.
- Dry thoroughly to avoid rusting.
- Wipe the clean pan with bit of oil and a paper cloth to prevent rust forming (4)

5.4
- Place a wet floor sign next to the spillage
- Report it to the manager
- Wear rubber gloves to pick up the container and when cleaning up the spill
- Cover the spill with paper/paper towel/ newspaper
- Gather soaked paper and place in plastic liner
- Read the manufacturer's instructions on the bottle to see what the best way is to dispose of the soaked paper and bottle safely

(4)

5.5 5.5.1
- Over expenditure due to stock or equipment that must be replaced or re-ordered
- Equipment or cleaning materials not available to use when needed
- Staff can sue the establishment for injury on duty if they get hurt using the wrong cleaning materials or broken/wrong equipment
- Establishment not being as clean as it should be can lead to complaints from customers
- Bad word of mouth, company can lose money
- Any other suitable answer (4)

5.5.2
- Staff can hurt themselves if there are spills or faulty equipment
- Staff can use incorrect materials and cause damage
- Staff can be held responsible for loss of equipment or materials
- Staff cannot do their jobs properly
- Can get bad reputation and be fired/lose job (4)

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5.6
- Items such as brooms and mops should be hung from hooks.
- There should be sufficient lighting.
- Items must not be placed on the floor but rather on shelves or trolleys.
- Storeroom shelves must always be clean with no wet or sticky patches
- Items and chemicals should be clearly labelled.
- Items should be stored in an organised manner.
- The floor should be dry with no spills or stickiness
- Any other suitable answer (6)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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