higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

15 November 2022 (Y-paper)
13:00–15:30

This question paper consists of 12 pages.

319Q1N2215

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TIME: 2½ HOURS
MARKS: 150

INSTRUCTIONS AND INFORMATION

1. Answer all the questions.
2. Read all the questions carefully.
3. Number the answers according to the numbering system used in this question paper.
4. Start each section on a new page.
5. Use only a black or a blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Food-service workers must wash themselves thoroughly at least …

A once a week.
B once a day.
C every two hours.
D 10 times a month.

1.1.2 Stay away from work if you have …

A diarrhoea.
B HIV/AIDS.
C a headache.
D a cold.

1.1.3 In a food-preparation area it is advisable to …

A wear a clean uniform.
B come dressed in chef clothes.
C wear normal jewellery
D wear comfortable, open shoes.

1.1.4 Which ONE of the following is permitted in a food-preparation area?

A Body piercing
B Perfume
C Wedding bands
D Make-up

1.1.5 Food handlers must wash their hands …

A once a day.
B three times a day.
C frequently.
D when told to do so.

1.1.6 A chef's hat is worn to …

A indicate the head chef.
B prevent hair from falling into food.
C keep the head cool.
D keep sweat from dripping on food.

1.1.7 Self-catering accommodation allows guests to …

A order room service.
B be assisted by a waiter.
C cook for themselves.
D serve themselves in a restaurant.

1.1.8 A … will assist tourists throughout a tour.

A tour organiser
B tour guide
C tour operator
D travel agent

1.1.9 Being a … is not a career within the hospitality, travel, and tourism sector.

A retail assistant
B tour guide
C room attendant
D porter

1.1.10 Type of accommodation that provides a large range of services to guests.

A Self-catering
B Camping
C Hotel
D Bed and breakfast

(10 × 1) (10)

1.2. Indicate whether the following statements represent a TEAM or a GROUP by writing only 'Team' or 'Group' next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 The leader makes all the decisions.

1.2.2 Leadership becomes a shared activity.

1.2.3 All members agree or reach consensus.

1.2.4 Hospitality, travel, and tourism operations function best in this format.

1.2.5 The management of an institution dictates and makes decisions.

(5 × 1) (5)

1.3 Choose an item from COLUMN B that matches an example in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	High-risk food ☆	A	meat pies
1.3.2	Placing frozen food item in a refrigerator overnight	B	cooked macaroni
1.3.3	Safe internal temperature of cooked foods	C	freezing
1.3.4	Bacteria found on raw chicken	D	potato peels
1.3.5	High listeria-risk food	E	75 °C
		F	Staphylococcus
		G	100 °C ☆
		H	thawing
		I	unpasteurised raw milk and dairy products
		J	salmonella

(5 × 1) (5)

1.4 Choose the storage requirement from COLUMN B that matches the piece of cleaning equipment in COLUMN A. Write only the letter (A–F) next to the question number (1.4.1 - 1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Broom	A	empty and clean before storing
1.4.2	Vacuum cleaner	B	wash and hang out to dry before storing
1.4.3	Chemicals ☆	C	close properly before storage
1.4.4	Mop	D	clean and hang with the bristles up to dry
1.4.5	Cleaning sponge	E	clean, dry and store on trolley ☆
		F	wash and put on a drying rack

(5 × 1) (5)

1.5 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.



1.5.1 The biggest contributor of food contamination during food preparation.

1.5.2 The type of kitchen waste that can be used as a fertiliser for a garden.

1.5.3 When new products are made from broken glass.

1.5.4 Empty containers that once held chemicals.

1.5.5 The team that is responsible for servicing guest bedrooms.



(5 × 1) (5)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 The Covid-19 pandemic had a huge impact on the lives of all South Africans. Different levels of lockdown were introduced during the pandemic and international and national borders were closed for some time to control the spread of the virus. ☆

2.1.1 Describe the negative effect that the Covid-19 pandemic had on the hospitality industry in South Africa. (4)

2.1.2 During Lockdown level 3 there were many strict protocols that everyone had to follow to prevent the spread of the Covid-19 virus. One of these was regular hand washing.

Describe THREE other protocols and how each helped to prevent the spread of the virus. (3 × 2) (6)

2.1.3 Is the hospitality industry in South Africa back to normal now that we are not in lockdown anymore? Provide a reason for your answer. ☆ (2)

2.2 All the L4 NCV students who attend FET colleges in KZN, have been invited to attend an Entrepreneurship and Career EXPO that will take place over three days at the Durban Convention Centre.

2.2.1 The catering team as well as other teams from the centre will be involved in the EXPO.

Name THREE of the other teams that will be involved and what their roles will be. (3 × 2) (6)

2.2.2 The purpose of the catering team is to provide food at the EXPO. List THREE of the responsibilities of the catering team. ☆ (3)

2.2.3 There are many factors that can affect the productivity of the catering team in a positive or negative way over the three days of the EXPO. Describe THREE negative and THREE positive factors that can affect the productivity of the catering team. (2 × 3) (6)

2.2.4 At the end of the conference the executive chef wants to review the effectiveness of the catering team over the three days. Provide him with THREE possible questions that he can ask during the review. (3)

2.3 After learning about teamwork in class, a group of L4 Hospitality students of Majuba TVET College decided to team together to start a study group.

What could the purpose of such a study group be? ☆ (5)

[35]

QUESTION 3

3.1 One of the preventative actions to follow during the Covid-19 pandemic was regular handwashing. What equipment is needed to clean or wash one's hands thoroughly when one is going to handle food? (3)

3.2 When plating food for the customer, which FIVE practices and procedures should be followed to ensure that micro-organisms are not transferred to the customer?



(5)

3.3 Explain the procedure to follow when reporting illness while on duty. (2)

3.4 There are some micro-organisms that are useful in the production of food. Provide SIX examples of positive roles that micro-organisms can play in food production (6)

3.5 Micro-organisms require certain conditions to grow and reproduce. Discuss each of the following conditions:

3.5.1 Availability of water/moisture

3.5.2 Warmth

3.5.3 Presence of air

3.5.4 pH level value (4 × 2) (8)

3.6

Cape Town voted the world's top tourist city … again

Over 39 000 Telegraph readers have confirmed, for the seventh time, that Cape Town is the best city to visit. This is yet another feather in our cap.

Cape Town trumped Vancouver in second spot and Kyoto, Japan in third place. Accolades like these do not simply fall out of the sky. The fact that thousands of travellers have voted Cape Town as the best city to visit is as a result of the hard work delivered by the City's Place Marketing team and our destination marketing partner, Cape Town Tourism.
Our city has so much to offer for everyone, no matter what you are looking for. We have diverse cultural and heritage experiences that give us the opportunity to take a new immersive approach to cultural tourism, giving tourists even more to explore.

By focusing on creating more community-based offerings, while promoting the already impressive sites and attractions Cape Town has to offer, I intend to make tourism a game-changer for our city.

[Source: *Cape Town voted the world's top tourist city … again – Cape Town - POLITICS | Politicsweb*

3.6.1 Which TWO sectors of the hospitality, travel and tourism industries could have played the biggest role in Cape Town winning this award? (2)

3.6.2 Which World Heritage Sites can be found in Cape Town? (2)

3.6.3 Describe TWO community-based offerings that could be created to draw even more tourists to Cape Town or other destinations in South Africa. (2)

[30]

QUESTION 4

4.1 The general manager of a small hotel wants the kitchen staff to start recycling at the hotel as well as in their community. Discuss FOUR of the benefits of recycling that he can use to persuade the staff to buy into the concept. . (4)

4.2 An electric garbage disposer as well as a composting system can be used to dispose of food waste. Compare these two waste disposal methods by redrawing and completing the table below in your ANSWERBOOK.

		Electric Garbage Disposer	**Composting**	
4.2.1	Operation (how it works)	• •	• •	(4)
4.2.2	Advantages	• •	• •	(4)
4.2.3	Disadvantages	•	•	(2)

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4.3 Study the pictures of three types of bins below and answer the questions that follow:



A



B



C

4.3.1 Which of the bins pictured above will be the most suitable for use in an industrial kitchen? (1)

4.3.2 Provide a detailed motivation for the answer provided in 4.3.1. (4)

4.4 Some waste is too dangerous to dispose of with other waste.

4.4.1 Name TWO examples of waste that can be found in a guest room in a hotel that should be disposed of very carefully (2)

4.4.2 Describe how to dispose of the waste mentioned in 4.4.1. (4)

[25]

QUESTION 5

5.1 The chef sent Leo to the storeroom to collect all the utensils that will be needed to prepare the following recipe. List FOUR of the cutting tools that he should collect. (4)

HEARTY MINESTONE SOUP (serves 6)

INGREDIENTS

30 ml olive oil
2 onions, chopped
2 rashers bacon, cubed
280 g sweet potato, cubed
3 carrots, sliced
250 g pumpkin, cubed
400 g cabbage, shredded
280 g yellow squash, sliced
220 g green beans, chopped
800 g tomatoes, skinned
1,5 L chicken stock
5 ml dried Italian herbs
5 ml dried oregano
80 g macaroni
300 g butter beans (tinned)
Parmesan, grated to serve

METHOD:

1. Heat the oil and cook the onion and bacon for 3-4 minutes over moderate heat, or until the onion is just brown.
2. Reduce the heat slightly and add the potato and sweet potato. Stir and cook for 1-2 minutes.
3. Add the carrot and pumpkin and cook for a further 1-2 minutes, stirring continuously.
4. Add the cabbage, squash, green beans, tomato, stock and herbs.
5. Increase the heat and bring to the boil.
6. Reduce the heat, put the lid on and simmer gently for 1 hour.
7. Add the macaroni and butter beans and cook for a further 10 – 12 minutes or until the pasta is tender.
8. Season to taste and serve with Parmesan.

5.2 One should be extra careful when working with cutting tools. Describe how Leo should clean the cutting tools used in the preparation of the recipe above. (4)

5.3 The chef wants to get rid of all the cast iron pans in the kitchen as most of them have started to rust and is no longer hygienic and safe to use. Explain to the chef how a cast iron pan should be cleaned to prevent it from rusting again. (4)

5.4 When fetching the utensils for the recipe, Leo saw that the door to the cleaning materials store was open and that a 5l plastic container of dish-washing liquid had fallen over and was spilling all over the floor. What should he do in such a situation? (4)

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5.5 If cleaning materials and equipment are not stored correctly in a hospitality establishment, what could the possible effect be on:



5.5.1 the establishment? (4)

5.5.2 the housekeeping staff? (4)

5.6 To keep the cleaning equipment storeroom tidy and easily accessible, some precautionary measures can be taken.

Describe SIX of these measures. (6)
[30]



TOTAL SECTION B: 120
GRAND TOTAL: 150

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