higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

24 November 2023

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	C		
	1.1.3	A		
	1.1.4	A		
	1.1.5	C		
	1.1.6	A		
	1.1.7	C		
	1.1.8	B		
	1.1.9	B		
	1.1.10	C		
			(10 × 1)	(10)
1.2	1.2.1	False		
	1.2.2	False		
	1.2.3	True		
	1.2.4	False		
	1.2.5	True		
	1.2.6	True		
	1.2.7	False		
	1.2.8	True		
	1.2.9	False		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	G		
	1.3.2	D		
	1.3.3	H		
	1.3.4	A		
	1.3.5	F		
	1.3.6	C		
	1.3.7	K		
	1.3.8	J		
	1.3.9	B		
	1.3.10	E		
			(10 × 1)	(10)
				[30]

TOTAL SECTION A: 30

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SECTION B

QUESTION 2

2.1
- Poor attitude from staff towards guests
- Rude staff
- Dishonest staff and theft
- Incompetence of staff
- Bad first impressions of staff to guests (Any 3 × 1) (3)

2.2
- Plans menus
- Organises and supervises in the kitchen
- Budgets for the food supplies
- Purchases new apparatus and equipment
- Train subordinates
- Orders ingredients needed to prepare dishes (Any 3 × 1) (3)

2.3
- Job opportunity
- Economic development and income generation
- Enlargement of services rendered (3)

2.4 2.4.1
- The bin of the vacuum cleaner must be emptied and filter bag cleaned.
- Wrap the electrical cord around the machine as illustrated in the manual to prevent damage.
- Store in a secure dry storeroom.

2.4.2
- Must be cleaned before being stored with bristles up.
- Must be hanged on designated hooks in a dry place.

2.4.3
- Must be washed and cleaned before storage.
- Store on hooks with head up to avoid damage.
- Store in a well-ventilated area to prevent formation of mould and mildew. (Any 2 × 1)

(3 × 2) (6)

2.5
- This may prevent accidents
- To prevent injuries to oneself and fellow staff members
- To prevent contamination and spread of bacteria or germs
- Daily work routine will improve
- Stock-taking will be made easier
- Maintenance will be completed more efficiently (Any 3 × 1) (3)

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2.6
- Store pots and pans upside down on racks or shelves.
- When using hooks, ensure that they are strong so that pots cannot fall down and be damaged.
- Do not leave plastic utensils in a hot place.
- Chopping boards are best stored with space in between boards in a rack so that air can circulate freely.
- Care must be taken when stacking glass or ceramic items.
- The surfaces of all shelving and storage areas must be clean. (Any 3 × 1) (3)

2.7
- Soak in hot detergent water.
- Clean with a brush.
- Limit the use of pot scourers and metal/steel wool as they may damage the surface.
- Rinse and air dry. (Any 3 × 1) (3)

2.8
- Report the incident to the duty manager/supervisor.
- A trained first aid representative must be informed to administer first aid.
- Document/record the injury on the duty incident log. (3)

2.9
- Turn away from people.
- Always cover your mouth or nose with your hand.
- Never cough or sneeze over food.
- Always wash your hands after you have sneezed or coughed. (Any 3 × 1) (3)

[30]

QUESTION 3

3.1
- Cardboard boxes
- Clear cooldrink bottles
- Margarine tubs
- Ice cream containers
- Mayonnaise bottles
- Steel aluminium beverage cans
- Food jars
- Plastic bags (Any 6 × 1) (6)

3.2 3.2.1
- Leftover sauces, liquid and oiliness in pans
- Waste from preparation, cooking and serving of food
- Items like vegetable peels etc. are acceptable

(Any 2 × 1)

3.2.2
- Sanitary waste
- Soiled nappies
- Sanitary dressing (Any 2 × 1)

3.2.3
- Chemicals
- Cleaning products
- Flammable and combustible materials
- Insecticides (Any 2 × 1)

(3 × 2) (6)

3.3 3.3.1
- Must be disposed of separately as they contain bacteria which cause food poisoning.
- Can be put into garbage disposal.
- Moist edible garbage can be collected separately in a plastic bag and given to pig farmers or making compost. (Any 2 × 1)

3.3.2
- Ensure that they are completely dead before putting in a rubbish bin to avoid a fire hazard.
- Ash must be cooled down completely.
- Use a steel bin with tight fitting lid only reserved for this type of waste. (Any 2 × 1)

3.3.3
- Aerosol containers must be kept away from heat/flames because the gas in them can expanding when heated and may cause an explosion.
- The bins must be put in a cool place away from sun.
- Cannot be incinerated.
- Never prick or piece as it may explode.
- Wear protective clothing when handling them. (Any 2 × 1)

3.3.4
- Wear PPE and follow the given cleaning instructions.
- Some chemicals can be put down the drainage system.
- Place in a colour-coded or clearly marked containers to be collected by external company. (Any 2 × 1)

(4 × 2) (8)

3.4
- The interior should be cleaned.
- Rinse daily with clean water and detergent.
- Spray with chemical disinfectant.
- Allow bin to dry before putting in its original position.
- Handles and lids must be kept clean to prevent cross-contamination.

(Any 4 × 1) (4)

3.5 3.5.1
- Wear appropriate protective clothing to deal with spillage.
- Remove excess spillage with broom, mop or by picking up pieces.
- Clean the area properly with correct cleaning material and chemicals.
- Place warning signs around the cleaned area to warn others of the wet area. (Any 3 × 1)

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3.5.2
- Immediately report the incident to the supervisor.
- Establish the degree of injury.
- Never move a person with a fractured bone injury.
- Contact the paramedics in case of a serious injury while a trained person applies first aid.
- Comfort the injured person.
- Take the person to the nearest hospital.
- Compile a written report of the incident as soon as possible and hand it to the management. (Any 3 × 1)

(2 × 3) (6)

[30]

QUESTION 4

4.1 A team is a formal group made up of independent individuals who are responsible for the attainment of a goal. (2)

4.2 4.2.1
- Critical change and resolution, commitment to teamwork, agree on purpose, structure and leadership.
- The team emerge with an agreed method of operation.

4.2.2
- Team members grow more confident, different opinions on how team should operate.
- Trial and error, group indecision as to who is leading and what its purpose is.

(2 × 2) (4)

4.3 4.3.1
- This is a quality control team. Comprises a group of workers who do the same work, who meet regularly to identify, analyse and solve work related problems.
- A group of ten or fewer workers or students meet with their supervisor to improve their performance.

4.3.2 A team that sees to it that raw materials are transformed to a product, depending on the type of work or service supposed to be rendered, a group or team that do the actual job of manufacturing.

4.3.3
- A group of people who meet to study a particular subject and then report their findings or recommendations.
- Teams whose goal is to work together for the educational benefit of all concerned.

(3 × 2) (6)

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4.4
- Members contribute ideas and solutions.
- Recognise and respect differences in others.
- Value the ideas and contribution of others.
- Listen and share information.
- Ask questions and get clarification.
- Participate fully and keep your commitments.
- Be flexible and respect the partnership created by a team.
- Have fun and care about the team and outcomes. (Any 6 × 1) (6)

4.5 4.5.1
- Impossible/unrealistic task given
- No or limited workspace
- Lack of resources
- Bad weather conditions
- Outdated equipment (Any 3 × 1) (3)

4.5.2
- Team too big or small (2)
- Personality/racial/cultural clashes
- Lack of skills and competencies to do the job
- Lack of commitment on the task at hand (Any 2 × 1)

4.5.3
- Policies and procedures not clearly defined
- No/inadequate support from management
- No leader/authority from management
- No overtime paid for extra work (Any 3 × 1) (3)

4.6
- Team tries to do too much too soon.
- Conflict over differences in personal work styles.
- Too much emphasis on results, not enough on team processes and group dynamics.
- Unanticipated obstacles cause team to give up.
- Resistance to doing things differently.
- Poor interpersonal skills.
- Poor interpersonal chemistry.
- Lack of trust. (Any 4 × 1) (4)

[30]

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QUESTION 5

5.1
- Hazard
- Analysis
- Critical
- Control
- Point (5)

5.2 Bacteria (1)

5.3
- Practice high standards of personal hygiene.
- Eat cooked food immediately or within an hour after preparation.
- Use separate storage area for raw foods.
- Different types of food should be stored in different containers and shelves in the refrigerator.
- Cover or seal cooked foods during storing.
- Frozen food to be thawed should be placed in the refrigerator and allowed to defrost slowly.
- Never refreeze food that has been defrosted.
- Waste food must be properly disposed of.
- Reheat cooked food thoroughly and only once.
- Wash salad vegetables and fruits thoroughly before cooking or serving.

(Any 6 × 1) (6)

5.4
- Inhibiting microbial growth means that the growth and reproduction of micro-organisms is retarded or slowed down✓✓ whereas
- Killing micro-organisms means that the micro-organisms are not alive anymore and the growth is completely stopped.✓✓ (2 × 2) (4)

5.5
- The right kind of food
- Suitable temperatures
- Adequate moisture
- Time (4)

5.6
- Use separate colour-coded chopping boards for preparing raw meat, poultry, seafood and for fresh produce such as salads, fruits and vegetables.
- Have a designated area to store food separately.
- Wash cloths and dish towels regularly on the hot cycle or soak in a diluted solution of bleach.
- Wash hands between tasks.
- Wipe down and disinfect surfaces and utensils regularly using sanitiser, detergent or diluted solution of bleach.
- Never use a marinade that already been used on raw meat for cooked food, unless it has been boiled thoroughly.
- Do not mix raw and cooked food.
- Always use clean plates and utensils to serve food. (Any 4 x 1) (4)

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5.7
- Water should be as hot as you can bear.
- Use an ant-bacterial soap.
- Wet hands and arms and lather hands arms up to the elbows.
- Interlace the fingers, rub up and down.
- Use a clean nailbrush to remove dirt from under the nails and any substances that offer resistance.
- Wash hands for at least 20 seconds.
- Rinse thoroughly under hot running water.
- Dry hands using a paper towel or hot air dryer.
- Never dry hands using an apron or dish cloth. (Any 6 × 1) (6)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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