higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

17 NOVEMBER 2022

This marking guideline consists of 7 pages.

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SECTION A

QUESTION 1

1.1 D
1.2 D
1.3 C
1.4 B
1.5 D
1.6 A
1.7 A
1.8 D
1.9 A/B
1.10 A

(10 × 1) **[10]**

QUESTION 2

2.1 True
2.2 False
2.3 True
2.4 False
2.5 True
2.6 False
2.7 True
2.8 True
2.9 False
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 Tea station
3.2 Mise en place/Waiter's station
3.3 POS (Point of sales station)
3.4 Waiter's station/Mise en place
3.5 Housekeeping trolley/Service trolley

(5 × 2) **[10]**

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QUESTION 4

4.1 Pillowcase
4.2 Bedspread
4.3 Top sheet/Flat sheet
4.4 Waterproof sheet
4.5 Bed frill/Night frill/Valance
4.6 Bottom sheet/Fitted sheet
4.7 Cafeteria style
4.8 Free-flow system
4.9 Carousel system/Buffet
4.10 Scaling of dishes

(10 × 1) **[10]**

QUESTION 5

5.1 Cutlery – items such as knives, forks, and spoons used for eating or serving of food.✓✓

5.2 Crockery – breakable items like plates, teacups, saucers, sugar bowls.✓✓

5.3 Cruet set – a small container, or set of containers, for salt, pepper, or mustard which is used at meals and are placed in the centre of a guest's table in a restaurant/take-away.✓✓

5.4 Service tray – A service tray is a shallow platform designed for the carrying of items (e.g., glassware/beverages).✓✓

5.5 Milk frother – Is a heat-resistant, stainless steel and/or glass container for making milk froth that can be added to coffee before serving.✓✓

(5 × 2) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 6

6.1
6.1.1 D
6.1.2 E
6.1.3 A
6.1.4 B
6.1.5 C

(5 × 1) (5)

6.2
- Carry clean ashtrays to the table on a tray.
- Cover any used ashtray from the table and place them on a tray before carrying them to the scullery.
- Make sure that used ashtrays are completely covered before removing them from the table to ensure that no ash floats onto the table or crockery.
- Place a clean ashtray on the table.
- Use a second ashtray to cover the first when clearing it from the table.

(4 × 1) (4)

6.3
- Always follow manufacturer's instructions regarding the quantities that need to be restocked.
- Take care to put the correct ingredient in each canister. Tea and coffee often require different whiteners.
- Check the pressure gauge of CO cylinders.
- After post-mix and fresh-brew machines have been restocked, do test to check quality and temperature of drinks.
- Ensure all doors are closed properly.
- Do not use expired stock, return it to the store.
- Requisition forms (order forms) must be handed in to the storeroom.

(Any 5 × 1) (5)

6.4
- Obtain the correct cleaning materials and detergents.✓✓
- Remove all removable parts. (Rinse and clean them.)✓✓
- Wash and clear out drip tray.✓✓
- Use a soft cloth to wipe down the outside of the machine.✓✓
- Do not use steel wool as this may damage (scratch) the exterior of the machine.✓✓
- Report broken/missing items to your supervisor.
- Ensure that you have sufficient clean utensils and cups before service starts.
- A dry lint-free cloth should be used to dry the machine and cups properly.
- Ensure you have sufficient stock available to avoid customer dissatisfaction or any delay in service. (Any 5 × 2) (10)

6.5 Vocal presence is determined by:

- The clarity of the voice.✓✓
- The confidence and sincerity in greeting.✓✓
- The confidence in the way of conveying the message, and the organised way in which information is presented.✓✓
- A positive attitude which is displayed by a friendly and courteous manner✓✓
- Concern for the needs of the person contacted by phone✓✓
- The willingness to be helpful. (Any 5 × 2) (10)

6.6

- Obtain the callers' name and contact number.
- Record a brief reason for calling.
- Use the correct message pad to record the message given.
- Before ending he call, give a brief summary of the message to confirm the person has understood.
- Confirm the recipient's details with the caller as this will ensure that you deliver the message to the correct recipient.
- End the call politely.
- Replace the receiver gently. (10 × 1) (10)

6.7 6.7.1 A customer slips on a wet floor – report the accident to the supervisor or first aid officer immediately, or call the switchboard operator, who will call for assistance.✓✓

6.7.2 Insufficient supply of linen – ensure that all linen has been counted upon return.✓✓
Ensure that you have sufficient amounts for the number of customers.

6.7.3 Power failure – Unplug all electrical equipment immediately.✓✓
Leave the area only if it is secured and try to find other members and supervisor to await instructions of what to do.

(3 × 2) (6)

[50]

QUESTION 7

7.1 All waste must be put in clearly marked containers.

- Place all waste into appropriate containers, e.g., there should be separate containers for food waste, glass items, liquid waste and paper items.✓✓
- Full waste containers are to be emptied immediately.✓✓
- There should be separate bins for food and other rubbish.
- Both can be recycled.✓✓
- Waste containers must be emptied in the allocated place, e.g., a pulper, that is, a floor-mounted garbage and waste disposal machine with a vertical cylinder, grinder plate and knives.
- Never dispose of hot oil or fat in a rubbish bin.
- Rubbish bins must be cleaned daily and lined with a bin liner.

(Any 3 × 2) (6)

7.2

- Trays and trolleys will be required to collect these items.✓✓
- Assemble similar items together for checking and cleaning.✓✓
- Remove any damaged or stained items.✓✓
- Damaged items are unsightly to a customer and are also bacteria carriers.✓✓
- Condiments and accompaniments should be stored either in dry store or refrigeration.
- Condiments and accompaniments should be stored in sealed containers to ensure freshness.
- Condiments should be stored in clean containers to avoid hygiene risks.
- Store cutlery in suitable containers/drawers in waiter's station to prevent damage. (Any 4 × 2) (8)

7.3

- Use a dry cloth to dry all items properly. (No fingerprints should be visible.)✓✓
- A burnishing machine can be used to clean and shine silver as well as stainless steel.✓✓
- Use a lint-free cloth to dry/polish all items.✓✓
- Stack washed items on a dry rack to drip-dry.✓✓ (Any 4 × 2) (8)

7.4

- Always smile and greet the guest, saying 'Good morning/afternoon/evening, Sir/Madam.✓✓
- Stop doing whatever you are doing while the guest is speaking to you.✓✓
- If you don't understand what the guest is saying, say 'Pardon'.✓✓
- Always try your best to keep the guest happy and comfortable,✓✓
- Do not open guest rooms for guest unless you have verified the guest's name and correct room number.
- Always respond to guest queries in a professional manner.
- Assist customers efficiently and effectively.
- Listen attentively.
- Speak clearly.
- Do not interrupt a customer.
- Provide appropriate feedback when necessary. (Any 4 × 2) (8)

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7.5 Function: Wedding (given information)

Date/Saturday, 18 March 2022✓	
Time of function/Start and end time✓	
Guests' names and surnames✓	
Name of the organiser✓	
Contact details✓	
Number of covers/pax✓	
Price per head✓	
	Table plan/Layout✓
	Theme/Colour scheme✓
MENU (Any)✓	
Total Cost/Billing✓	Any extra information✓ - Hiring of equipment

(Any 10 × 1) (10)

7.6

Table d'Hôte Menu	À la Carte menu
This is a menu type, usually with a set number of courses, all for a set price.	Is a menu type having a wide variety of courses that are individually priced
Food is kept in fully prepared form and can be served immediately.	Food is kept in a semi-prepared form and takes time to serve.
Menu is collectively priced, and the customer must pay for the full menu, whether he consumes a certain dish or not.	Food items are individually served, and guests pay for what they order.
There is limited or no choice. The menu is comparatively small.	There is a vast choice. The menu is elaborate.
Silver for the whole menu is laid in advance as the menu is known in advance.	Silver is laid according to the dishes ordered.

(5 × 2) (10)
[50]

TOTAL SECTION B: 110
GRAND TOTAL: 150

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