higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

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

This question paper consists of 10 pages.

481Q1N2217

Copyright reserved

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 blue or black pen.
6. Write neatly and legibly.

Copyright reserved

SECTION A

QUESTION 1

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 A service staff member should wear closed, flat shoes at all times in …

A counter service establishments.
B kitchens.
C reception areas.
D All of the above

1.2 The following condiments can be used in a take-away establishment:

A salt and pepper
B Aromat and vinegar
C sugar and sweeteners
D All of the above

1.3 A … is used to scrub stubborn dirty or stained surfaces and to remove mildew.

A cloth
B mop
C sponge
D Vim

1.4 An example of a component made from metal, in a hotel bedroom, is a …

A sponge.
B lamp.
C curtain.
D bedside table.

1.5 A/An … is a device used to manually connect a group of telephones from one to another or to transfer an outside connection.

A direct line
B external incoming telephone call
C internal incoming telephone call
D switchboard

Copyright reserved

1.6 … are used to destroy harmful bacteria that can remain on equipment and cause food contamination and cross-contamination.

A Disinfectants
B Hard-floor cleaning agents
C General-purpose cleaners
D Sanitisers

1.7 A small, high reading desk for the speaker to put documents on while delivering a speech is called a …

A lectern.
B podium.
C stage.
D screen.

1.8 The following drinks may appear on a drinks list.

A beer.
B wine.
C spirits.
D All of the above

1.9 An unexpected operational situation may include:

A Broken equipment
B Shift workers not reporting for duty
C Functional equipment
D Shift workers reporting for duty on time

1.10 A metal dish with a heating unit (flame or electric) used to keep food warm during counter service is called a …

A Chafing dish.
B Bains Marie.
C Hot plate.
D Salamander.

(10 × 1) **[10]**

Copyright reserved

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.10) in the ANSWER BOOK.

2.1 Ashtrays should be changed regularly, before they are full.

2.2 It is recommended that an unstable chair should be used as this may not cause any accident to guests or staff.

2.3 Refuse and food waste should be disposed of carefully.

2.4 It is not advisable to have a list of emergency telephone numbers that are easily available, for example pinned near the telephone and on the office notice board.

2.5 Linen may become lost or stolen if it is not stored correctly or the area is not tidy.

2.6 All accidents or injuries do not have to be reported immediately to the supervisor on duty.

2.7 When cleaning floors, safety signs must be used to advise guests and other employees that the floor may be wet and slippery. This may result in an accident.

2.8 Chalkboards can be used to promote items on special.

2.9 When making beds, linen should not be checked daily for any stains and tears.

2.10 A hazard is anything that could possibly cause damage, harm or injury to people.

(10 × 1) **[10]**

Copyright reserved

QUESTION 3

Identify the following workstations below that can be found in a hotel. Write only the name of the workstation next to the question number (3.1–3.5) in the ANSWER BOOK.

3.1



3.2



3.3



3.4



3.5



(5 × 2) **[10]**

QUESTION 4

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 A linen item used to cover pillows that is made from the same fabric as the bed sheets or duvet covers.

4.2 This item is usually made from quality fabric to suit the colour scheme of a hotel bedroom.

4.3 ... is normally used under the blanket or bedspread.

4.4 A linen item that is placed on top of the mattress cover and is mostly used in cots and on beds for small children and babies.

4.5 An … is placed underneath the mattress to cover the base of the bed.

4.6 A … sheet that normally fits securely over the mattress on a bed.

4.7 In this type of counter service, the customer collects a tray from the beginning of the service counter and moves along the counter selecting the food that he /she prefers.

4.8 Free-standing food counters create a system that is known as a … .

4.9 A … is a self-service system.

4.10 In this counter service style, customers are charged for the amount of food they have dished up.

(10 × 1) **[10]**

QUESTION 5

Briefly explain the following terms:

5.1 Cutlery

5.2 Crockery

5.3 Cruet set

5.4 Service tray

5.5 Milk frother

(5 × 2) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 6

6.1 Choose a description from COLUMN B that matches a/an word/item in COLUMN A. Write only the letter (A–E) next to the question number (6.1.1–6.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
6.1.1	Tally sheet	A	An important item to notify customers when work is in progress and to warn them of possible dangers
6.1.2	Hotel lobby	B	Equipment on which supplies can be stored and transported as needed
6.1.3	Hazard sign	C	An item useful in preventing drips and leaks when pouring beverages from a drinks machine
6.1.4	Service trolley	D	A document used for the monitoring and movement of linen between departments in a hotel
6.1.5	Drip tray	E	The main entrance to a hotel where guests are checked in upon arrival

(5 × 1) (5)

6.2 Explain in FOUR steps how waitrons, in a restaurant, should change dirty ashtrays from a customer's table. (4 × 1) (4)

6.3 List FIVE steps to take when preparing and restocking a coffee machine. (5 × 1) (5)

6.4 Describe the procedure that should be followed when preparing a coffee machine and service items for serving customers in a restaurant. (10 × 1) (10)

6.5 Having a vocal presence means that you speak clearly and your voice commands respectful attention.

List FIVE ways in which vocal presence can be displayed. (5 × 2) (10)

6.6 Distinguish 10 things to keep in mind when taking a message and writing details down in a booklet. (10 × 1) (10)

Copyright reserved

6.7 How would you deal with each of the following unexpected situations?

6.7.1 A customer slips on a wet floor

6.7.2 Insufficient supply of linen

6.7.3 Power failure

(3 × 2) (6)
[50]

QUESTION 7

7.1 Discuss the procedure to follow when waste items need to be handled, in order to prevent unhygienic practices in a counter service area. (3 × 2) (6)

7.2 Identify FOUR ways in which condiments can be stored in a restaurant after service. (4 × 2) (8)

7.3 Which methods can be used when polishing cutlery? (4 × 2) (8)

7.4 State FOUR ways to interact with customers in a professional, friendly and effective manner. (4 × 2) (8)

7.5 You are required to draw up a function sheet for a wedding function, for 50 people.

Produce a list of FIVE important items that should be on your function sheet, to ensure the smooth running of your function. (5 × 2) (10)

7.6 Differentiate between *table d'hôte* and an *à la carte menu*.

List FIVE characteristics for each menu and tabulate your answer in the ANSWER BOOK. (5 × 2) (10)
[50]

TOTAL SECTION B: 110
GRAND TOTAL: 150

Copyright reserved