higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

28 November 2023

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1 D
1.2 D
1.3 A
1.4 C
1.5 D

(5 × 1) **[5]**

QUESTION 2

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

(10 × 1) **[10]**

QUESTION 3

3.1 J
3.2 C
3.3 D
3.4 F
3.5 G
3.6 H
3.7 A
3.8 B
3.9 I
3.10 E

(10 × 1) **[10]**

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QUESTION 4

4.1 Coverings
4.2 Stay
4.3 Mattress protector
4.4 Counter service
4.5 Multi-purpose
4.6 Rubber gloves
4.7 Hot and cold cups
4.8 Rotisserie
4.9 New arrivals
4.10 Scourers

(10 × 1) **[10]**

TOTAL SECTION A: 35

SECTION B

QUESTION 5

5.1 5.1.1
- Cracked or chipped crockery must be reported to the supervisor (for stock control).
- Wrap crockery in newspaper and discard in a dustbin outside.
- Record the crockery items that were discarded. (Any 2 × 1)

5.1.2
- Do not use equipment if you realise something is faulty.
- Report to the maintenance department immediately.
- Find an alternative option to supply guests with hot water.
- Inform the municipality about the water issue immediately.

(Any 2 × 1)

5.1.3 Check the nature of the problem and take action as follows:
- Apologise to the customers.
- Report to your manager/supervisor.
- Inform the kitchen staff and ask them to check the following: cleaning detergents being used, temperature of the water used for washing, condition of the dishwasher.
- Replace any dirty service items immediately.
- Inform all restaurant staff and check on the all service items in the waiters' station, as well as those items laid on tables not being used as yet.
- All service items need to be checked for spots, stains or/and damage after being washed. These items need to be dried and stored properly to ensure a high standard of service.

(Any 2 × 1)
(3 × 2) (6)

5.2
- Rinse all glasses and glassware before placing them into the dishwasher.
- Clean and sanitise all service ware/glassware.
- Use the correct cleaning detergent(s).
- All staff members working in the glass store should know the procedures and should follow the rules in this area.
- Organise the storeroom so that it has an efficient workflow.
- Shelves should be installed to make the best possible use of the space.
- The same type of glassware must be stored together on a clearly marked shelf.
- All stock is to be counted regularly and recorded on a stock sheet.
- Procedures for handling, discarding and recording damaged glassware should be clearly stated in the organisational procedures.
- Regular checks should be done on all glassware to ensure that everything is clean. (Any 5 × 1) (5)

5.3 5.3.1
- Restocking may be necessary during or after busy periods, but it is usually done daily after the machine is cleaned. ✓✓
- Complete the necessary documents used in your workplace for restocking a vending machine, e.g. requisitions for requesting additional stock and stock record forms to note the quantity of each item left in the machine.
- Always follow manufacturer's instructions regarding the quantities that need to be restocked.
- Check the pressure gauge.
- Ensure all doors are closed properly.
- Do not use expired stock, return it to the store and record it on the stock sheet.
- Make sure all stock is stored at the correct temperature.

(Any 5 × 2) (10)

5.3.2
- Stock is rotated according to the 'first in, first out' principle in order to ensure that product quality is maintained by using older stock before new stock.
- The FIFO principle applies to all foodstuffs and beverages.
- New deliveries are always stored behind older items to ensure that the older items are used first.
- Pull the older items to the front of shelves so that new deliveries can be packed behind them.
- Issue older stock items before newer deliveries.
- It is also a good idea to check expiry dates again while you are preparing the requisitions. (Any 5 × 1) (5)

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5.4
- Heating and air conditioning
  It must be set at a temperature that is comfortable for customers.
- Lighting
  The atmosphere should be welcoming, not gloomy or drab.
- Music
  Music equipment should be checked so that it is operating properly.
- Deactivate environmental controls
  It is very important to turn off the drinks service room's environmental control at the end of the day. (4 × 2) (8)

5.5
- If you are unable to assist, call the first aider on the hotel premises to assist.
- First switch off the current and remove the patient from contact with it. Great care must be taken not to shock oneself while in contact with a patient not yet removed from the source of the shock.
- Loosen the clothes and ensure that there is plenty of fresh air. Open the patient's mouth and pull the tongue forward.
- If the patient is not breathing, perform artificial respiration at once.
- Call the doctor immediately and always treat the patient for shock and burns if necessary.
- Record the incident in an incident book.
- Inform the supervisor on duty. (Any 2 × 2) (4)

5.6
- It refers to various types of spices or sauces that are typically added to food after its preparation. While every condiment adds something a little different to a meal, all condiments (e.g. sauces) are used with the intent of enhancing the flavour of a cooked meal.
- Customers can help themselves to condiments (e.g. sauces) free of charge. (2)

[40]

QUESTION 6

6.1
- Replenish all dishes/food in containers regularly to ensure freshness/hygiene/cleanliness.
- Prevent finger marks on food containers.
- Attractive food displays will encourage customers to visit the establishment.
- Regular checking up of food temperatures will ensure better customer service.
- Food must be displayed in such a way that customers are able to reach all food items easily.
- All doors of electrical equipment used for display of food items, must be kept closed to ensure the correct temperature.
- Stock fridges and dispensers before service.
- Check the sell-by dates to prevent the loss of stock.
- Cover all food to prevent deterioration of food, or loss of temperature.
- Use equipment with a 'sneeze guard' to prevent the spread of bacteria. (Any 3 × 2) (6)

6.2 Everything should be clean and in its place in the customer service area before service starts for the following reasons:
- You will not waste time during service by cleaning and moving furniture around.
- Customers will not be disturbed or made feel uncomfortable by frantic rushing around to find things.
- All furniture should be clean and undamaged.
- Tables and chairs that are damaged or not steady, may not be used and should be reported to the supervisor.
- Check upholstery fabric or vinyl on chairs.
- Bar stool swivels and glides should be oiled and working properly.
- Small cuts should be patched up before they become larger.
- Remove furniture that require immediate attention or can present a safety hazard. (Any 5 × 1) (5)

6.3
- Stop talking when someone is talking.
- Do not interrupt the caller.
- Be attentive, avoid daydreaming and try to block out distractions.
- Paraphrase/repeat the message accurately to confirm it.
- A listener can use paraphrasing to make a helpful response.
- Paraphrasing is useful to find out how a caller feels and to allow the caller to feel free and express their concerns. (Any 3 × 2) (6)

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6.4 6.4.1

- Ensure that every surface, fixture or object in the room is clean, bright, spotless, and sanitary.
- Wear protective gloves.
- Place all guest belongings and toiletries on the sink/vanity area to avoid breakage or loss.
- Spray toilet cleaner into the bowl of the toilet to soak stains.
- Remove hair from the drain and overflow of the bath and washbasin with a tissue.
- Spray all-purpose detergent onto the tiles, taps, grout, soap dishes, fixtures, rails etc.
- Wipe all surfaces with the correct damp cloth or sponge.
- Scrub stubborn stains and grouting with a sponge or brush using an abrasive cleaner.
- Spray the inside of the bath with all-purpose detergent.

(Any 3 × 1)

6.4.2

- Assemble the required cleaning equipment and cleaning materials.
- Remove all rubbish from the area.
- Place it in the rubbish bag on the trolley.
- Polish all wooden surfaces with furniture polish.
- Dust all glass or mirror surfaces/panels.
- Mop floors. (Any 3 × 1)

6.4.3

- Lifts should be cleaned first thing in the morning, to avoid inconveniencing guests and should be maintained throughout the day.
- Pick up any rubbish and place it in your rubbish bag.
- Check all the surfaces to ensure that no marks remain and no residue is left from the polish.
- Clean and polish the glass and frames of pictures. (Any 3 × 1)

6.4.4

- Restaurants and bar areas should be thoroughly cleaned at least once a day and maintained throughout the day.
- Clean glass surfaces (windows, mirrors) as well as brass or chrome surfaces using the appropriate polish or cleaning materials.
- Check the surfaces to ensure that no marks remain and that the polish that was applied has not left a residue.
- Clean and polish the glass and frames of pictures.
- Dust and wipe all light fittings and shades.
- Make sure that all of the lights are in good working condition.
- Pick up any rubbish and place it in the rubbish bag.
- Empty and clean ashtrays and ensure that all nicotine stains are removed. (Any 3 × 1)

(4 × 3) (12)

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6.5 Partly assisted service:
- A service during which some food/beverage items are served to customers (usually more expensive).
- Some/Other items are collected by customers themselves. (Any 1 × 1) (1)

[30]

QUESTION 7

7.1
7.1.1 Bunk bed
7.1.2 King-size bed
7.1.3 Queen-size bed
7.1.4 Double bed
7.1.5 Single bed
7.1.6 Sleeper couch

(6 × 2) (12)

7.2
- Buckets
- Duster
- Cloths
- Toilet brush/Brush/Scrub brush
- Squeegee/Mop
- Sponge
- Rubber/Disposable gloves
- Broom (Any 2 × 1) (2)

7.3
- By using the correct message pad to record any message given.
- Write the message in clear handwriting and record the important information accurately, noting the time, date and the name of the person leaving the message.
- Always read the message back to the caller to ensure accuracy.
- Spell out any difficult name using guard words, e.g. A for Alpha, C for Charlie, etc.
- Establish the urgency of the message.
- Use the caller's name, where appropriate, during the conversation to demonstrate your attentiveness and concern. (Any 5 × 1) (5)

7.4
- Snack boxes
- Clam boxes
- Chip containers
- Carry bags/Plastic bags
- Polystyrene cups
- Foil containers with plastic lids
- Greaseproof paper packets (Any 6 × 1) (6)

[25]

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QUESTION 8

8.1
- Once the order has been taken and prepared, drinks orders must be taken to the customers promptly.
- Place the order on your service tray, ensuring that you have all the necessary equipment.
- Check that you have condiments and accompaniments for your order before leaving the bar, such as drinking straws, coasters and napkins.
- The service tray is generally carried in your left hand with your palm open underneath.
- A service cloth should be draped over your arm.
- Ensure that heavy items are placed on the tray nearest to you.
- Ensure that the tray stays balanced all the time.
- Serve customers' drinks from their right with the tray balanced behind them, or as per organisational requirements.
- Never touch the main part of the glass if possible, always hold them by the stem.
- When pouring beer, ensure to get a good 'head' on the beer, without it overflowing.
- Offer a refill or a new drink when appropriate.
- Always work in an organised and efficient manner, and in such a way that there is the least amount of disturbance to the customers. (Any 6 × 1) (6)

8.2
- Cutlery which is not air-dried should be dried with a clean cloth to prevent watermarks.
- Group cutlery into bundles of 10.
- Store cutlery in drawers lined with green felt fabric or cutlery trays according to type.
- Green felt will help to prevent noise when drawers are opened or closed.
- All crockery should be stored separately from other kitchen utensils and equipment.
- Use rubber bands to hold the cutlery together.
- Before you store or stack crockery, check that it is clean and dry.
- Check for chips and cracks that may harbour bacteria.
- Damaged crockery must be brought to the attention of your supervisor before it is discarded.
- Polish all crockery with a damp cloth or clean dishcloth to remove any marks or stains.
- Ensure that all cutlery is locked up at the end of service.
- Do regular stock takes to prevent losses or theft. (Any 6 × 1) (6)

8.3
- Linen not ironed properly
- Visible stains on bed linen
- Torn sheets or bed coverings
- Linen does not fit the bed (Any 2 × 2) (4)

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8.4 Linen not ironed properly:

- Maintain all ironing equipment.
- Investigate who was doing the ironing and provide more/extra training.
- Inform the executive housekeeper and ensure that the staff member responsible has enough time to iron properly/Contact the laundry company and investigate/Ask why the ironing was not properly done.
- Apologise to the guests and replace the linen at once.

Visible stains on bed linen:

- Follow up and ensure that the correct detergents have been ordered and that you have sufficient amounts in store.
- Check that the detergent containers are labelled properly.
- If linen was sent off-site, contact laundry and find out why the linen has not been cleaned.

Torn sheets or bed covering:

- Replace torn linen with new / undamaged linen.
- Report to supervisor.
- Record on your stock sheet and order new linen if necessary.

Linen does not fit the bed:

- Return linen to housekeeping department and obtain the correct linen from the linen room.
- Report to the linen room keeper/supervisor.
- Record the linen on a stock sheet and request the correct linen to be ordered. (Any 2 × 2) (4)

[20]

TOTAL SECTION B: 115
GRAND TOTAL: 150

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