higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

28 November 2023 (Y-paper)
13:00–15:30

This question paper consists of 11 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY SERVICES
NQF LEVEL 2
TIME: 2 ½ 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 blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 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 (1.1–1.5) in the ANSWER BOOK.

1.1 The purpose of cleaning materials is to remove … because dirty equipment can spread bacteria to other food being prepared.

A food particles and dust
B food and bacteria
C dust, mould and rust
D All of the above.

1.2 … can be bought in a powder, a liquid or a paste form.

A Vinegar
B Acid detergents
C Air fresheners
D Abrasive cleaners

1.3 Positive first impressions are created by …

A the way you express yourself in words.
B making a telephone call.
C creating new friends.
D wearing of protective clothing.

1.4 A … is a heated bath that can keep food warm for a long time.

A dish
B salad case
C bain-marie
D buffet

1.5 The temperature at which red wine is served, is …

A 25 ˚C.
B 5 ˚C.
C -10 ˚C.
D 18 ˚C.

(5 × 1) **[5]**

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 To avoid a shortage of customer supplies one should always check that you have sufficient supplies before you start to clean.

2.2 When interacting with customers in a professional and friendly manner one should always smile and greet the guest by saying “Good morning/Good day/Good afternoon/Good evening”.

2.3 When taking a telephone message, have a message pad and pencil available.

2.4 It is important to keep storage areas clean, tidy and free from refuse.

2.5 Guests will be satisfied if the bed(s) in the bedroom are not clean and neatly made up.

2.6 Gas cylinders should always be turned off after use.

2.7 Coasters and drip mats are normally used to put drinks on the counter or table.

2.8 When cleaning a coffee percolator machine, one should wash the jugs, hotplates and the exterior of the machine with clean water and dry these with a lint-free cloth.

2.9 Hot service counters should not be turned on before service starts. These counters do not need time to heat up to the correct temperature in order to keep food items warm.

2.10 When entering a guest’s bedroom, you must always knock three times and announce yourself.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches the description in COLUMN A. Write only the letter (A–J) next to the question number (3.1–3.10) in the ANSWER BOOK.

	COLUMN A		COLUMN B
3.1	Tables are arranged in double rows, with every two tables end-to-end down the length of the room. Ideal for 10-12 audience members with three people per table	A	sprig table set-up
3.2	Seating arrangement for meetings in which tables or chairs are arranged in a square (or rectangle) with an open space in the centre	B	school room
3.3	Refers to the way in which a table is set with tableware	C	hollow square
3.4	A set of tables and chairs arranged in an open-ended shape with the participants facing inwards	D	a cover
3.5	A style of service where guests serve themselves from a variety of dishes set out on a table or sideboard	E	round tables
3.6	Tables and the chairs are positioned into groups where guests will be seated according to a planned seating arrangement. Often used for a banquet or a wedding	F	u-shape
3.7	Ideal for hosting many guests, during which waitrons have to serve plated food to all customers. Separate rows of tables often flow from the main table outward	G	buffet set-up
3.8	Tables are set behind each other with aisles in between the rows. All seats face the front of the venue	H	separate tables
3.9	Chairs only. Audience members do not have tables in front of them. The chairs are positioned in a straight line	I	cinema style
3.10	Tables are arranged in calculated groupings to allow easy movement, for waiting staff during food service, whilst delegates are seated. Some tables are actually designed as banquet tables	J	boardroom style

(10 × 1) **[10]**

QUESTION 4

Complete the following sentences by choosing the correct word or words from those given below. Write only the word or words next to the question number (4.1–4.10) in the ANSWER BOOK.

rotisserie; new arrivals; abrasive cleaner; stay; mattress protector; hot and cold cups; counter service; scourers; rubber gloves; coverings; multi-purpose cleaner

4.1 When the guest leaves the hotel, the bed(s) in the bedroom should be stripped of all dirty linen and bed coverings and then made with the correct, clean linen and bed …

4.2 During a … the guests' bed(s) should be made and linen should be checked for any stains and tears. Should the linen be dirty it must be replaced with clean fresh linen.

4.3 A … should be placed between the mattress and the bottom sheet.

4.4 During …, a tray stand is placed at the beginning of the service counter. Each customer collects a tray before proceeding along the service counter.

4.5 A … is used to remove top layers of hard-floor finish where soil has become embedded.

4.6 … must be worn to protect the employee from coming into contact with harmful or harsh chemicals.

4.7 … are made from insulated paper or coated board and are used to keep beverages hot or cold and to protect the hands.

4.8 A … is an upright enclosed cabinet with a vertical grill. It has gas-fired ceramics or electric heating elements and is often used to grill food items.

4.9 Guests who have made a reservation at a hotel and will be staying for the first time at the establishment, are known as … .

4.10 … is used for scrubbing off excessive stains or debris during washing of cutlery and crockery.

(10 × 1) **[10]**

TOTAL SECTION A: 35

SECTION B

QUESTION 5

5.1 Explain how you would handle each of the following:

5.1.1 Cracked/Chipped plates

5.1.2 No hot water in the hotel

5.1.3 Dirty service items used during service

(3 × 2) (6)

5.2 Maintaining the glass storage area in a restaurant is very important.

List FIVE ways of keeping a glass storage area clean, hygienic, safe and well organised to ensure customers' satisfaction. (5)

5.3 Study the picture below and answer the questions that follow:



5.3.1 List FIVE important steps to follow when restocking the machine in the illustration above. (5 × 2) (10)

5.3.2 What will the importance of the FIFO principle be when using the machine (in the illustration above) in a take-away establishment? (5)

5.4 List and discuss FOUR environmental control systems that may be used in the restaurant of a hotel. (4 × 2) (8)

5.5 Discuss how you would handle a situation where a member of staff has to be treated for an electric shock. (2 × 2) (4)

5.6 Define the term *condiments.* (2)

[40]

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QUESTION 6

6.1 Which aspects should be considered when serving a buffet lunch? (3 × 2) (6)

6.2 List FIVE ways to take care of furniture in a service area where customers will be served. (5)

6.3 The effective use of a telephone in a food service establishment is very important.

List and discuss THREE good listening skills. (3 × 2) (6)

6.4 Explain how you would advise a newly appointed housekeeper to clean each of the following public areas in a hotel:

6.4.1 A guest's bathroom

6.4.2 A lobby

6.4.3 A lift

6.4.4 A restaurant and bar area in a hotel

(4 × 3) (12)

6.5 Define the term *partly assisted service.* (1)

[30]

QUESTION 7

7.1 Study the illustrations below. Select the type of bed from those in the block below and write your answer next to the question number (7.1.1–7.1.6) in the ANSWER BOOK.

sleeper couch; bunk bed; single bed; king-size bed; double bed; queen-size bed

7.1.1



7.1.2



(Sleeps two persons. Size of the bed: approximately 350 cm × 650 cm. Often used in a hotel or a guest House.)

7.1.3



(Sleeps one to two persons. Size of the bed: approximately 350 cm × 550 cm. Often used in a guest house.)

7.1.4



(Sleeps one to two persons. Size of the bed: approximately 200 cm × 200 cm. Often used in a standard bedroom of a hotel or a child's bedroom.)

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7.1.5



☆

7.1.6



☆

(6 × 2) (12)

7.2 State TWO examples of cleaning equipment that should be used to clean the bathroom in a hotel bedroom. (2)

7.3 How can a receptionist in front office take down a telephone message accurately? Write down FIVE important facts that should be considered. (5)

7.4 Identify SIX examples of packaging that can be used in a take-away establishment. (6)

[25]

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QUESTION 8

8.1 Customer satisfaction is very important in any hospitality establishment where food and beverages are served.



State SIX ways to serve drinks correctly and professionally to customers in a restaurant. (6)

8.2 For hygiene and safety reasons, all cutlery needs to be dried properly and then stored in a safe and correct manner to ensure customer satisfaction.

Recommend SIX ways in which staff should dry and store cutlery. (6)

8.3 State TWO basic problems relating to bed care in a hotel bedroom. (2 × 2) (4)

8.4 Give ONE way each of the TWO problems which you have mentioned in QUESTION 8.3 can be solved by the staff in the housekeeping department. (2 × 2) (4)

[20]



TOTAL SECTION B: 115
GRAND TOTAL: 150

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