higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

14 November 2022

This marking guideline consists of 10 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	A		
	1.1.3	B		
	1.1.4	B		
	1.1.5	C		
	1.1.6	A		
	1.1.7	D		
	1.1.8	B		
	1.1.9	C		
	1.1.10	A		
			(10 × 1)	(10)
1.2	1.2.1	woman's		
	1.2.2	opening		
	1.2.3	ignored/avoided/rejected/overlooked		
	1.2.4	withdrawal		
	1.2.5	shows/conferences/conventions		
	1.2.6	return		
	1.2.7	organisation/company/hotel/lodge		
	1.2.8	Training		
	1.2.9	history		
	1.2.10	purchase		
			(10 × 1)	(10)
1.3	1.3.1	E		
	1.3.2	B		
	1.3.3	D		
	1.3.4	F		
	1.3.5	A		
			(5 × 1)	(5)
1.4	1.4.1	False		
	1.4.2	False/True		
	1.4.3	True		
	1.4.4	False		
	1.4.5	True		
	1.4.6	True		
	1.4.7	True		
	1.4.8	True		
	1.4.9	False		
	1.4.10	True		
	1.4.11	False		
	1.4.12	True		
	1.4.13	True		
	1.4.14	False		
	1.4.15	False		
			(15 × 1)	(15)

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1.5 1.5.1 empathy
1.5.2 cheque
1.5.3 Managers
1.5.4 personal
1.5.5 behaviour

(5 × 1) (5)
[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

2.1 Cyclical menu (1)

2.2 Diabetic or hypertension diet (1)

2.3 No (1)

2.4 2.4.1 Repetition of colours: Brown four times, white three times, green twice.✓ There are at least three different colours✓ over the entire menu. The colours are interesting and will be attractive on the plate.✓ (Any 2 × 1)

2.4.2 Monday's menu has light flavours that complement each other.✓ On Tuesday's menu, potato and asparagus are repeated twice on the same day. Perhaps a savoury couscous could have replaced the potato for lunch.✓

2.4.3 Repetition of the grilling cooking method twice, and roasting three times between lunch and supper.✓ Boiling and baking was also included in the cooking method.✓

(3 × 2) (6)

2.5

MENU ITEM	FOOD GROUP
Fruit salad	Fruit and vegetables (1)
Low-fat plain yoghurt	Milk and milk products (1)
Grilled lemon chicken and salad rolled in a wholewheat wrap	Meat, fish, poultry, eggs, nuts and legumes✓ Fruit and vegetables✓ Grains✓ (1)
Butternut soup	Fruit and vegetables✓ Milk and milk products✓ (1)

(4)

2.6 Table d'hôte (1)

2.7

INGREDIENT	PRICE/UNIT	CALCULATION	COST PRICE (ROUND OFF AFTER THE SECOND DECIMAL AFTER THE COMMA)
950 g chicken bones	R36,95/kg	0,95 kg ÷ 1 kg × R36,95✓ or 950 g ÷ 1 000 g × R36,95✓	R35,10✓
500 g celery	R19,99/200 g	500 g ÷ 200 g × R19,99✓	R49,98✓
500 g carrot	R9,50/kg	0,5 kg ÷ 1 kg × R9,50✓ or 500 g ÷ 1 000 g × R9,50✓	R4,75✓
500 g onion	R24,99/kg	0,5 kg ÷ 1 kg × R24,99✓ or 500 g ÷ 1 000 g × R24,99✓	R12,50✓
TOTAL COST OF THE RECIPE			R102,33✓✓

(Only allocate 2 marks for the total if the rands and cents are correct) (10)

2.8 2.8.1
- The temperature of the chicken broth could not stay over the desired 65 °C, which could allow bacteria to grow.
- The chicken broth is a liquid, which is a perfect medium for bacteria to grow.
- If the chicken broth stands for a long time, bacteria could double in numbers quite quickly.
- Soup should not be kept hot for longer than two hours, and not be reheated. (3)

2.8.2 The chicken or the vegetables (1)

2.8.3
- Salmonella
- Clostridium perfringens
- Campylobacter
- Bacillus cereus
- Listeria (Any ONE) (1)

2.8.4
- Store it in the fridge✓ to reheat it just before service.✓
- Keep it covered and above 75 °C until service.✓ (3)

2.8.5 BEFORE

- Ensure that the delivery truck kept the ingredients below 5 °C✓ and that the ingredients were completely covered.✓
- Chicken should be rinsed and stored in a container covered in the fridge below all other ingredients.✓
- Vegetables should be rinsed and stored in a container covered above any meats.✓
- The fridge should be set to under 5 °C.✓

AFTER
Portion the soup into smaller containers or large shallow containers to assist it to cool down faster and store it covered in the fridge✓ to reheat just before service.✓ (Any 2 × 3) (6)

2.8.6

- Test the pot before lifting it.
- Use gloves if the pot is still hot.
- Get a trolley to assist you with moving the pot.
- Ask a colleague to assist you. (2)

[40]

QUESTION 3

3.1 3.1.1

- There could have been theft.
- The float could have been incorrectly counted the night before.
- Money could have fallen out when the float was stored away. (2)

3.1.2

- The float should be checked that it balances between the previous shift and closing.
- The new float should be recorded on a float count sheet and the manager should check it and sign that it is correct.
- The float should be stored in a drop safe. (3)

3.1.3 The client will need to wait until you can get enough change.✓ This could frustrate the client,✓ who might leave unhappy.✓ They could then bad-mouth the company,✓ which could lead to a loss of income and a loss of jobs.✓ (3)

3.1.4 Step 1: Count out the desired float.
Step 2: Verify that the float matches the beginning of the shift quantities.
Step 3: Record the new float by indicating the amount of notes and coins per denominator.
Step 4: Recount the float.
Step 5: Call the manager to check and count the float again.
Step 6: You and the manager sign the float count sheet.
Step 7: Put the float in a bank bag and store it in the safe.
(Any 6 × 1) (6)

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3.1.5 Counterfeit detector (1)

3.2 3.2.1
- Debit or credit card payment method/SpeedPoint payment method
- Yoco card machine/Automatic card machine
(Students must write Yoco card machine and not just Yoco machine) (1)

3.2.2
- Mastercard
- Visa
- Diners Club
- American Express
- Bank brand: FNB, et cetera (3)

3.2.3
- Turn on your phone and turn on the Yoco card machine.
- Make sure that the battery of the Yoco card machine is fully charged.
- Connect your phone to the Yoco app.
- Input the amount that the client needs to pay.
- Allow the client to tap or insert their card.
- The inserted card will require the customer to type in their PIN.
- Once the payment is approved, check that the client has received an SMS or message confirming the payment.
- It is possible to connect the Yoco card machine to a printer via Bluetooth if the customer insists on a slip.
- Make sure that the printer has enough ink. (Any 4 × 1) (4)

3.2.4
- Double-check that your phone and the Yoco device have signal.
- If it still doesn't work, do a manual payment with a ZipZap machine by imprinting the card and recording the brand.
- Phone the authorisation centre and ask for an authorisation code.
- Let the client fill in their details and sign the ZipZap document.
(Any 3 × 1) (3)

3.2.5 That the till roll needs to be replaced (1)

3.3 3.3.1 Interpersonal conflict (1)

3.3.2
Step 1: Both Craig and the day-shift cashier admit that the conflict exists.
Step 2: They need to confront the problem in a positive way, away from clients and staff.
Step 3: Both parties and the manager must brainstorm ideas on how to resolve the problem. (3)

3.3.3
- Things could escalate.
- They could physically hurt themselves or damage company equipment.
- This could upset clients, which could affect them returning.
- The company could get a bad image and lose income.
- The manager could be found incompetent and lose their job. (4)

3.3.4
- It helps to improve client service and working environments.
- It strengthens team effort. (2)

3.4
- Set objectives.
- Know how you spend your time.
- Set priorities.
- Do one major thing at a time.
- Schedule your work.
- Delegate jobs if possible.

(3)
[40]

QUESTION 4

4.1 Internet or telephonic booking (1)

4.2 Reservation diary, reservation chart, density chart (3)

4.3 The client lives in England and is making a booking from there. One will want to ensure that they pay a deposit to validate the booking.✓ The company does not want to lose money if the game is cancelled.✓ (2)

4.4 No,✓ the client is still in the process of booking✓ and the booking has not been confirmed with a deposit.✓ (3)

4.5 Cherie should either Skype call or email Ryan to follow up. (2)

4.6 4.6.1
- Gym
- Swimming pool
- Spa
- Restaurant
- Internet
- Security (2)

4.6.2
- Gym: Because they are soccer players, they may need to train to stay in shape for the game.✓
- Swimming pool: Because they are soccer players, they may need to do laps to stay in shape for the game.✓
- Restaurant: So that players can enjoy a meal as a team✓ and because they are tourists and famous, they might want to eat in private away from the public.✓
- Internet: To stay in contact with their families.✓
- Security: For their belongings.✓ (Any 2 × 1) (2)

4.7

Guest details

Contact person's name: ___Ryan✓_____

Company: _____England National Soccer Team✓_____

Contact number: **+312 562 625 6554**

Address: **80 Themes**
Bash
England
8001

Nationality: _____British✓ / European✓_____

Room details

PLEASE TICK

Single	Double	Family
☐	☑	☐

Number of people: ____40✓_____

Date of arrival: **30 June 2023**

Date of departure: **16 July 2023**

Total nights: 16✓

Booking-in time: **10:00**

(Any 5 × 1) (5)
[20]

QUESTION 5

5.1 5.1.1
- Email
- Social media platforms
- Online enquiry form on the company's website
- WhatsApp (Any 2 × 1) (2)

5.1.2
- To ensure that he completes the enquiry in full✓ with all his information✓
- To ensure that he checks his spelling✓ and grammar before sending it✓
- To make sure that his language use is appropriate✓ and uses professional dialogue✓
- To try not to make the enquiry too long✓ with useless information – be direct and to the point✓ (Any 3 × 2) (6)

5.1.3 Yes/No✓
Students' responses should be logical and have thought-out reasoning✓
i.e.
Yes✓ – because you could be nervous and make a bad impression over the phone.✓
No✓ – because you can speak to someone directly and receive all the information at once,✓ which cancels out the back and forth of email. Speaking to the possible employer representative of the company that may employ you, gives an employee an idea of what image the company projects to society.✓ (2)

5.2
- Draft a basic outline first.
- Type it out using the correct layout/format.
- Supply a heading that states the reason for the letter.
- Introduce yourself.
- Give a brief outline of what you have studied or skills that you have in that line of work.
- Keep it concise, but it should grab the attention of the receiver.
- Keep it short and to the point.
- Make sure it is relevant.
- Be sincere, but still professional.
- Pay attention to grammar, punctuation and spelling.
- Try to address the cover letter to the correct person or department.
- Let someone read it before sending it, to make sure it is appropriate.
- Give relevant paperwork.
- Check salutations, for example yours sincerely, and your name printed and signed. (Any 6 × 1) (6)

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5.3 Yes✓ he did, because Sadick made sure to research the company beforehand✓ and dressed appropriately.✓ Even though he was slightly late for his interview, he called ahead✓ to inform the interviewer. His interview went smoothly,✓ and he had all the necessary qualifications and experience.✓ (4)

5.4 5.4.1 Yes,✓ as she was injured✓ due to negligence by the cleaner,✓ which is ultimately the company's fault.✓ (3)

5.4.2 The story will spread and the company will get a bad reputation.✓ This could lead to clients losing faith, losing confidence and having a poor impression✓ of the company. This could lead to a loss of business, profits and clients,✓ which can lead to staff retrenchments✓ and eventually the company closing down.✓ (4)

5.5 When a cash refund is given, cash is removed from the cash drawer and given to the customer.✓ The customer must sign✓ in a duplicate book as acknowledgement that they have received the cash.✓ The bottom copy is placed in the cash drawer✓ so that there is an accurate account of money when cashing up at the end of the day.✓ (5)

5.6 The manager has the authority to refund a client.✓ They will investigate the situation✓ and make the decision on what action to take✓ that benefits the client and the company.✓ They will sign off the refund, authorising the return of the client's money. (3)
[35]

TOTAL SECTION B: 135
GRAND TOTAL: 180

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