higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(11011003)

14 November 2022 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 12 pages and 2 addenda.

273Q1N2214

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TIME: 3 HOURS
MARKS: 180

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. Write your EXAMINATION NUMBER on the ADDENDA and remove it from the question paper. Place it in the ANSWER BOOK.
5. Start each question on a new page.
6. Use only blue or black ink.
7. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Chefs are also known as … staff.

A service
B reception
C senior
D production

1.1.2 When lifting items, place your feet at least … width apart.

A shoulder-
B arm-
C a foot-
D a hand-

1.1.3 PIN stands for …

A personal information number.
B personal identification number.
C personal intelligence number.
D personal internet number.

1.1.4 If an establishment uses a/an … method of accepting credit and debit card payments, there will be a prescribed procedure to follow in the event of an error.

A itemised
B undescribed
C broad
D merchandised

1.1.5 In certain cases, cancelled bookings will be refunded in … vouchers.

A cost
B holiday
C credit
D service

1.1.6 The best way to reduce stress in an interview, is to … beforehand.

A prepare
B rest
C party
D panic

1.1.7 The size of storage areas for raw ingredients, depends on the …

A staff
B ingredients ordered
C recipe
D menu

1.1.8 Before accepting personal cheques, one will need to arrange permission with the …

A waiter.
B manager.
C cashier.
D bar staff.

1.1.9 Staff who are trained correctly and have all the resources needed, are seen as … staff.

A neglected
B compromised
C empowered
D knowledgeable

1.1.10 A career path reflects what is required to … from job to job.

A progress
B stabilise
C reflect
D focus

(10 × 1) (10)

1.2 Complete the following sentences by writing only the missing word or words next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 The size of a … fist is seen as a serving size for vegetables.

1.2.2 Developing a contact network will assist in … doors in the industry.

1.2.3 If a grievance is …, it could escalate the situation even further.

1.2.4 A … letter/email should be sent if a person decides that they don't want to be considered for a position.

1.2.5 Trade …, such as the Good Food and Wine Expo, help to expose local chefs' talent.

1.2.6 Every company has its own … policy for inferior goods possibly sold.

1.2.7 If there is a problem with a client's room, the … can exchange or move the client to another.

1.2.8 … will ensure that staff are knowledgeable about food hygiene.

1.2.9 Work … is a list of previous positions one has done over a period of time.

1.2.10 When amending a menu, one might need to … equipment needed to execute the dish.

(10 × 1) (10)

1.3 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.3.1	When deposits are received, they should be noted on the … document.	A adapt
1.3.2	Some companies will charge an … fee when changing the number of people.	B amendment
1.3.3	If there is a problem with an …, report it to the manager.	C rectifying
1.3.4	Front-office staff should be … and efficient.	D account
1.3.5	Staff should be able to … to procedures when problems arise.	E reservation
		F organised
		G charging

(5 × 1) (5)

1.4 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.4.1–1.4.15) in the ANSWER BOOK.

1.4.1 House flies are small, silver-coloured insects that feed on starchy foods.

1.4.2 It is the chef, not the customer, who selects the menu choices for a paid-for function.

1.4.3 At least a sanitised pen per customer should be available at pay points during the COVID-19 pandemic.

1.4.4 Bar, restaurant, and telephone charges can only be paid in cash while staying in a hotel.

1.4.5 Customers requiring a refund, need sympathetic handling.

1.4.6 Kippers can be included in a breakfast menu.

1.4.7 Some company procedures allow for all voids to be kept until cashing up time.

1.4.8 Always thank the person showing you out after an interview.

1.4.9 Saturated fats are regarded as good fats.

1.4.10 Customers often feel entitled to refunds, even if they are at fault.

1.4.11 Occasionally check if there are sufficient supplies and change at the beginning of a shift.

1.4.12 Menu costing is calculating the cost of ingredients used in a dish.

1.4.13 Guests should also leave a restaurant feeling that they were treated warmly and felt welcome.

1.4.14 Recipes must have the estimated weight/volume of each ingredient.

1.4.15 Dust does not contain bacteria.

(15 × 1) (15)

1.5 Choose the correct term from those in brackets. Write only the answer next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

1.5.1 The 'e' in the pleasing method stands for (empathy/excitement).

1.5.2 If a deposit was paid by (cheque/cash), confirm the client's details.

1.5.3 (Peers/Managers) will provide clarity on one's job description.

1.5.4 One will find the language capability of an applicant in the (education/personal) section on their CV.

1.5.5 Professionalism refers to (evidence/behaviour) that enhances your image at work.

(5 × 1) (5)

[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

Read the menu below and answer the questions.

NETCARE BLOEMFONTEIN HOSPITAL

MONDAY

BREAKFAST
Fruit salad with low-fat plain yoghurt

LUNCH
Grilled lemon chicken and salad rolled in a wholewheat wrap

SUPPER
Butternut soup
Steamed fish, brown rice and roasted Mediterranean vegetables

TUESDAY

BREAKFAST
Bran muffin, fruit and low-fat plain yoghurt

LUNCH
Grilled hake, roasted potatoes and grilled asparagus

SUPPER
Chicken broth and Melba toast
Lean meatballs, roasted potatoes and steamed asparagus

2.1 Classify this type of menu. (1)

2.2 For which diet is this menu developed? (1)

2.3 Look at TUESDAY'S menu.

If one takes the different factors of a balanced menu into account, would one consider this menu balanced? (1)

2.4 Substantiate your answer in QUESTION 2.3 by evaluating the menu according to the following factors:

2.4.1 Colour

2.4.2 Flavour

2.4.3 Cooking method

(3 × 2) (6)

2.5 Another factor that one needs to include in a menu, is all the food groups.

COPY and COMPLETE the table below in your ANSWER BOOK to show under which food group each item of MONDAY's menu should be categorised.

MENU ITEM	FOOD GROUP
Fruit salad	(1)
Low-fat plain yoghurt	(1)
Grilled lemon chicken and salad rolled in a wholewheat wrap	(1)
Butternut soup	(1)

(4)

2.6 What other menu format could Netcare Bloemfontein use when compiling a menu for their patients? (1)

2.7 Calculate the cost and give the total of the chicken broth for Netcare Bloemfontein. Use ADDENDUM A (attached) to answer this question. (10)

2.8 To ensure that there is sufficient chicken broth for the day, the kitchen staff will prepare large quantities in the morning and keep it warm so that it can be served in the evening.

2.8.1 Why can making the chicken broth in the morning and keeping it warm until the evening, be seen as a high risk? (3)

2.8.2 What ingredient in the soup could cause a pathogen-associated illness? (1)

2.8.3 Name a pathogen referred to in QUESTION 2.8.2. (1)

2.8.4 Suggest corrective steps the staff could take to prevent this pathogen from developing while standing until service. (3)

2.8.5 Describe how the chicken broth and its ingredients should be stored before and after cooking. (6)

2.8.6 How would one correctly lift the stockpot from the stove safely? (2)

[40]

QUESTION 3

3.1 Craig is the morning shift cashier at Wild Roast Café. He counts out the float left by the night shift cashier. He notices that R28,50 is missing from the float of R200. He double-checks the float sheet and sees that R200 is recorded, but in physical cash it is short.

3.1.1 Suggest what could have happened to the missing float money. (2)

3.1.2 How could the situation in QUESTION 3.1.1 be avoided in the future? (3)

3.1.3 Describe the impact that this can have on customer service. (3)

3.1.4 Draw up a step-by-step closing float check sheet, which the night cashier who compiled the float originally, could use in the future. (6)

3.1.5 Name the machine that detects the authenticity of bills, credit cards and traveller's cheques. (1)

3.2



3.2.1 What type of payment method would be used on the machine shown above? (1)

3.2.2 Name the brands that can be used to do a transaction through this point of sale. (3)

3.2.3 Prepare a FOUR-step procedure that staff members should follow when using this specific type of payment device. (4)

3.2.4 Explain what to do if this payment device malfunctions. (3)

3.2.5 What does the pink strip on a till roll indicate? (1)

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3.3 Craig was very upset about the shortage in the float. This led to issues with his shift. The manager even made him pay the difference from his personal funds, so when the night-shift cashier arrived at work, Craig started an argument which escalated to a point that the manager had to separate them.

3.3.1 Suggest what type of conflict Craig caused. (1)

3.3.2 Compile an example of the first THREE steps in the conflict resolution procedure that the manager should use to solve the situation. (3)

3.3.3 What could the possible outcomes be if the manager does not resolve this conflict? (4)

3.3.4 Describe how internal communication could have assisted in avoiding this conflict. (2)

3.4 In the process of solving the issue between Craig and his co-worker, the manager realised that time management was what caused the issue with the float.

Assist the night-shift staff member with ways to solve their time management problem. (3)

[40]

QUESTION 4

Read the scenario below and answer the questions.

England is playing against Bafana Bafana in a league game. England's National Soccer Team assistant, Ryan, Skype-called the Retro Hotel in Cape Town to enquire about booking rooms for the England players and their support staff. They are looking for 20 double rooms for 40 people. They will be arriving on 30 June 2023 and will leave on 16 July 2023. The booking clerk, Cherie, took the call and assisted Ryan. After the Skype call, Ryan said that they will call back the next day with the final details to make the booking and pay the deposit.

4.1 Which booking method was used? (1)

4.2 Name THREE types of manual booking systems. (3)

4.3 Why is it important that Cherie takes a deposit for the booking in this situation? (2)

4.4 Would Cherie inform other departments at this point? Substantiate your answer. (3)

4.5 After two days, Cherie still had not heard from Ryan.

Recommend how Cherie should handle this situation. (2)

4.6 The delay in the confirmation of the booking was due to players' queries on facilities and services at the Retro Hotel.

4.6.1 Suggest TWO facilities that these players would need.

4.6.2 Why did you suggest the facilities in QUESTION 4.6.1?

(2 × 2) (4)

4.7 Assist Cherie in completing the booking form on ADDENDUM B (attached). (5)

[20]

QUESTION 5

5.1 Sadick wants to apply for a housekeeping manager position at the Sky Hotel in Durban. He will need to apply online, through the human resources (HR) department.

5.1.1 What online written methods can he use to contact the HR department? (2)

5.1.2 Describe how Sadick can make a good impression on HR with his written online enquiry. (3 × 2) (6)

5.1.3 Do you think that online queries are superior to telephonic queries? Substantiate your answer. (2)

5.2 The application document was sent to Sadick so that he can apply for the position. The application needs to be sent back electronically, accompanied by a cover letter and all his supporting documents.

Construct a list of tips that Sadick should keep in mind when compiling his cover letter. (6)

5.3 Sadick was contacted for an interview. He made sure to research the company beforehand and dressed appropriately. Due to a taxi strike, Sadick was slightly late for his interview, but he called to inform the interviewer. His interview went smoothly, and he had all the necessary qualifications and experience.

In your opinion, did Sadick make a good impression in his interview? Substantiate your response. (4)

5.4 A cleaner at the Sky Hotel neglected to display the wet floor sign after mopping. Unfortunately, because of this, a client slipped and injured her leg. Embarrassed and angry, the client demanded a full refund of her deposit and wanted to check out immediately, or she would post about the incident on social media.

5.4.1 Should the client be awarded a refund? Substantiate your answer. (3)

5.4.2 Predict what will happen to the Sky Hotel if the client discloses what happened to her on social media. (4)

5.5 A local tourist staying at the Sky Hotel decided to purchase a souvenir from the gift shop. Masixolo paid cash for a beautiful hand-crafted necklace. When he got to his hotel room, he noticed that it had unravelled.

Explain how a cash refund is processed. (5)

5.6 When validating the refund, describe the manager's role. (3)

[35]

TOTAL SECTION B: 135
GRAND TOTAL: 180

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ADDENDUM A **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 2

2.7

CHICKEN BROTH **YIELD: 20**

INGREDIENT	PRICE/UNIT	CALCULATION	COST PRICE (ROUND OFF AFTER THE SECOND DECIMAL AFTER THE COMMA)
950 g chicken bones	R36,95/kg		
500 g celery	R19,99/200 g		
500 g carrot	R9,50/kg		
500 g onion	R24,99/kg		
		TOTAL COST:	

(10)

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ADDENDUM B **EXAMINATION NUMBER:** | | | | | | | | | | | | | |

QUESTION 4

4.7

RETRO HOTEL



Guest details

Contact person's name: _____

Company: _____

Contact number: +312 562 625 6554

Address: **80 Themes**
Bash
England
8001

Nationality: _____

Room details

PLEASE TICK

Single	Double	Family
☐	☐	☐

Number of people: _____

Date of arrival: **2023-06-30**

Date of departure: **2023-07-16**

Total nights: _____

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

Specific facilities to be used: _____

(5)

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