higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

16 November 2022

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C		
	1.1.2	A		
	1.1.3	D		
	1.1.4	D		
	1.1.5	B		
	1.1.6	D		
	1.1.7	D		
	1.1.8	C		
	1.1.9	B		
	1.1.10	B		
			(10 × 1)	(10)
1.2	1.2.1	True		
	1.2.2	True		
	1.2.3	False		
	1.2.4	True		
	1.2.5	False		
	1.2.6	True		
	1.2.7	True		
	1.2.8	True		
	1.2.9	True		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	E		
	1.3.2	B		
	1.3.3	C		
	1.3.4	A		
	1.3.5	D		
			(5 × 1)	(5)
1.4	1.4.1	Perishable		
	1.4.2	Colour-coded tabs/systems		
	1.4.3	Occupational Health and Safety Act		
	1.4.4	neat/clean		
	1.4.5	trolleys		
			(5 × 1)	(5)
				[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1
- Multiline coolers
- Cold rooms
- Air conditioning (3)

2.2 2.2.1
- Call the supervisor immediately.
- Keep cellars and storerooms locked when not in use.
- Ask to see an authorisation tag or card and check it carefully.
- Report to security. (Any TWO)

2.2.2
- Heat with an ordinary heater or cool with an air conditioner.
- Have a backup generator in case of power failure.
- Report to your supervisor or contact the refrigeration contractor.
- If a fan is not working, check if it is stuck or switched off.
- If the air conditioner starts to make unusual noises, switch it off.
- Check air-conditioner temperatures daily to ensure that it is set at the correct temperature. (Any TWO)

2.2.3
- Report to your supervisor when cleaning-equipment stock starts running low.
- Use another supplier.
- Do not use any type of cleaning agents when the specific type of agent has runout. (Any TWO)

(3 × 2) (6)

2.3
- To prevent mould from forming and to keep flies and rats from living in the area
- To ensure smooth operation and longer life of equipment
- To prevent contamination of bacteria and chemicals
- To prevent pest infestation
- To keep equipment clean and hygienic
- To ensure that staff and customers will not become ill because of unhygienic conditions
- To prevent the blockage of drains and gullies with rubbish, which will stop the flow of waste water (Any 5 × 1) (5)

2.4
- To prevent loss of stock
- To prevent injury and accidents
- To prevent unauthorised use of equipment by untrained staff
- To secure the cellar from unauthorised access (4)

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2.5
- Gather all service equipment.
- Take cups of coffee straight to the table.
- Place jugs of coffee and cream on the table for guests to help themselves.
- Serve cream and coffee from pots – one held in either of the waiter's hands.
- Place sugar on the table for customers to help themselves.
- Always serve coffee from the right-hand side of the guest. (6)

2.6
- Do not overload the tray.
- Place all heavy items such as bottles close to your body.
- When loading items such as poured drinks, place the heavy items in the middle of the tray.
- When distributing drinks from the tray start with the heaviest items. (4)

[28]

QUESTION 3

3.1
- Ingredients – alcoholic or not
- Strength
- Price
- Accompaniments to the drinks (4)

3.2
- Call security immediately.
- Remove other guests and staff from the problem area to a safe area.
- Ensure that you have a reliable witness.
- Call the police immediately.
- Try to ascertain information that may be required by the police such as the names of the people involved, what are they are wearing and what they look like.
- Keep senior staff members with you but make sure that nobody is in danger.
- Do not expect guests to be witnesses as they may not be in town or in the country should the case goes to court. (7)

3.3
- Give customers enough time to decide what they would like to order.
- Approve the taste.
- Never seat at the table.
- Make sure you know exactly how the customer would like their drink.
- Repeat the order to the guest.
- Write their drink order down. (Any 5 × 1) (5)

3.4
- Place a highball glass and a can on a server salver.
- Make sure the glass is cold and clean and chip-free.
- Serve drinks from the right-hand side of the customer.
- Place all items on the right-hand side of the customer.
- Ask customers if you could pour the drinks for them. (5)

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3.5
- Acknowledge customers as soon as possible.
- Smile or nod to let them know that you have seen them arrive.
- Avoid unnecessary delays.
- Display good body language.
- Address customers as 'mam' or 'sir'.
- Maintain eye contact.
- Appear calm, confident and in control.
- Your speech should be clear without using slang. (Any 7 × 1) (7)

[28]

QUESTION 4

4.1
- Ingredients
- Cooking method
- Portion size
- Accompaniments (4)

4.2 4.2.1
- Vegetables are used to serve a large group of people in some hotels.
- Food is served to guests and not plated in the kitchen.
- Guests are served from the left and the guest on the host's left is served first.
- Service is performed by a silver-service waiter using a fork and fork, or fork and spoon to serve.
- Food is served from silver platters. (Any 4 × 1) (4)

4.2.2
- The food is plated in the kitchen and the waiter serves guests at the table.
- Food is served under a cloche to customers.
- Plate covers are removed in front of the guests. (3)

4.3
- Training staff
- Monitoring staff performance
- Working as a team
- Rewarding individuals and the team
- Questionnaires (5)

4.4
- Transfer of bacteria from one item to another
- Outbreak of foodborne illness damaging trade, loss of earnings and jobs
- Possibility of legal actions against the owner
- Loss of money
- Presence of food-spoilage bacteria, taints or foreign materials causing loss of products (5)

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4.5
- To prevent pest infestation
- To prevent bad smell/odours
- To prevent bacteria from growing
- To ensure safety of staff and customers
- To ensure customer satisfaction (5)

4.6
- Customers can move around the counter without being stopped.
- Customers can choose how much or how little of each food item they wish to eat.
- Fewer service staff are needed because customers help themselves to food.
- Customers can choose their own food. (Any 3 × 1) (3)

4.7
- Tinfoil
- Paper
- Cardboard
- Plastic
- Polystyrene (5)

[34]

QUESTION 5

5.1 5.1.1
- Food should be packed correctly and neatly.
- Food and drinks should be at the correct temperature.
- All items such as sauces, condiment, disposable cutlery and napkins should be included.
- Customers should be able to find everything they have ordered in the packet. (4)

5.1.2
- Check the order before giving it to the customer to make sure all items ordered are there and neatly packed.
- When giving the customer the order, state what the order is so that the customer can be sure it is correct.
- Logos on cups and packaging should always face the customers as you hand the order over. (3)

5.2 5.2.1
- So that customers will have an estimation of portion size
- To be sure if it will be enough or not

5.2.2
- So that customers can choose the method that suits their requirements
- So that customers can choose the method that suits the time available for guests

5.2.3
- So that customers will know how much to pay if for additional sides
- So that customers will know which one to choose

(3 × 2) (6)

5.3
- Check the delivery note/invoice against the order form.
- Check that the stock matches the documents.
- Check that the machinery is safely unloaded to avoid damage.
- Check that the machinery complies with specifications of the order (make or brand size, type, price etc.).
- Check that all the necessary attachments and tools have been included with the delivery.
- If all is in order, sign the documents, if not, complete a credit note.

(Any 5 × 1) (5)

5.4
- A regular cleaning schedule must be drawn up.
- All surfaces must be kept clean and damage free.
- Floors must be clean from any spillage.
- Rubbish and empty boxes must be removed immediately.
- The supervisor should check storage rooms regularly. (5)

5.5
- Milk
- Sugar
- Tea
- Biscuits
- Creamer
- Coffee (Any 4 × 1) (4)

[27]

QUESTION 6

6.1 6.1.1
- To identify any problem or mistake that should be checked
- To pick up any aspects that may have been overlook before guests check in
- To maintain standards (Any TWO) (2)

6.1.2
- Note the room that need to be checked.
- Check the VIP, early-arrivals and special-request rooms first.
- Check rooms in a logical manner according to a checklist.
- When checking, move clockwise around the room.
- Always carry air freshener with you.
- A vacant room must be reported immediately. (Any TWO) (2)

6.2
- Trolleys must be clean, organised and arranged in the same manner.
- Trolleys should contain sufficient stock for the number of rooms.
- Trolleys should be checked daily to ensure that they meet standards.
- There should be space to carry cleaning agents and cleaning equipment.
- There should be a separate area for clean and soiled linen. (5)

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6.3
- Security cameras
- Keys and key cards
- Alarms
- Locks and peepholes
- Gates (5)

6.4 6.4.1
- Guest rooms must always be locked when guests are outside.
- Spare keys and key cards for guest rooms must be kept locked away in a safe place.

6.4.2
- Storage areas must always be locked when not in use.
- The supervisor must control all keys for storerooms.

(2 × 2) (4)

6.5
- Easy to push and light
- Adequate shelving
- Separate storage areas for all housekeeping supplies
- Well balanced so that it does not topple
- Separate areas for clean and soiled linen
- Easy to clean (Any 3 × 1) (3)

6.6
- Lighting
- Ventilation
- Temperature
- Humidity (4)

6.7
- Check for marks.
- Check for damages.
- Check for fading.
- Check for tears.
- Check for cleanliness.
- Check for stains. (6)

6.8
- To prevent bacteria from growing
- To prevent bad odours
- To ensure customers satisfaction (Any 2 × 1) (2)

[33]

TOTAL SECTION B: 150
GRAND TOTAL: 180

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