higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

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

This question paper consists of 8 pages.

393Q1N2216

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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. 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

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 To secure a housekeeping storeroom staff must …

A leave the door unlocked.
B allow any person into the storeroom.
C make sure the supervisor is the only one who has a key.
D remove the CCTV cameras.

1.1.2 Par level refers to …

A the minimum and maximum level of stock on hand.
B the minimum level of stock on hand.
C the maximum level of stock on hand.
D no stock at all.

1.1.3 A low level of stock in guest bedrooms must be reported to …

A maintenance.
B security.
C reception.
D housekeeping.

1.1.4 The … principle should be used in the housekeeping department when dealing with supplies.

A FOFO
B FIFI
C FIFA
D FIFO

1.1.5 What should you do when a guest wants to ask you a question?

A Carry on with your work.
B Stop what you are doing and listen attentively to the guest.
C Tell the guest that you are busy.
D Refer the guest to someone else.

1.1.6 The following is not a quality check when receiving clean linen:

A Ironed
B Frayed
C Stained
D Quantity

1.1.7 When completing work activities in an efficient and organised manner, the following factor must be considered:

A Having a work plan in no specific order
B Completing tasks at your own pace
C Not working according to company standards and policies
D Following all health and safety procedures to avoid injuries and accidents

1.1.8 It is important to understand stock rotation because …

A it assists in regular spot checks.
B perishable stock items should be marked.
C poor rotation may result in damage.
D goods that are not rotated remain new.

1.1.9 Trolleys should be checked regularly to see if …

A it is overloaded.
B its wheels are running smoothly.
C pests have infested it.
D guests are satisfied.

1.1.10 Linen stock should be controlled according to procedure in order to …

A impress the supervisor.
B ensure the stock is enough.
C damage the stock.
D make customers complain.

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 To check food quality, you need to check that food and drink supplies have not expired.

1.2.2 A delivery note is a document that lists all the goods included in a delivery and a copy is returned to the seller as proof of delivery.

1.2.3 A quality check is a written record of what goes in and out of an establishment so that there is proof and records of delivery.

1.2.4 Guest rooms must always be locked when guests are out.

1.2.5 Spare keys and key cards for guest rooms must be given to other departments.

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1.2.6 Always report any suspicious persons on the hotel floor where you are working.

1.2.7 When linen is delivered to the establishment it must be checked for cleanliness.

1.2.8 Linen that does not meet the quality standards expected by the establishment must be kept aside and reported.

1.2.9 Never leave a trolley in a passage or entrance area as the linen could be stolen.

1.2.10 A high level of moisture in the storage area will cause mildew in the room and an unpleasant smell.

(10 × 1) (10)

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

COLUMN A		COLUMN B	
1.3.1	Service equipment used to carry drinks from the bar or kitchen to tables, and empty bottles and glasses back	A	drink selection
1.3.2	Drink that does not contain alcohol	B	mocktail
1.3.3	Type of wine-bottle opener	C	waiter's friend
1.3.4	Stock of drinks an establishment has for customers to choose from	D	glassware
1.3.5	Item made of glass used for serving drinks	E	drink tray
		F	cocktail

(5 × 1) (5)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 … items are food that typically spoils within a relatively short amount of time.

1.4.2 … are an easy way to identify different batches of stock rotation in an establishment.

1.4.3 Ensure that the standards maintained in storerooms are in compliance with the … for inspection.

1.4.4 Receiving areas must be kept … and tidy so that there is a place for each delivery.

1.4.5 Heavy items like some furniture and fridges must be moved using … when transporting them.

(5 × 1) (5)

[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 List THREE forms of refrigeration units found in a cellar. (3)

2.2 Give solutions for each of the following unexpected operational situations:

2.2.1 Unauthorised access

2.2.2 Faulty environmental control

2.2.3 Shortage of cleaning equipment

(3 × 2) (6)

2.3 Give FIVE reasons for cleaning storerooms and equipment in beverage storage areas. (5)

2.4 Give FOUR reasons for securing beverage storage areas. (4)

2.5 Explain the correct procedure to serve coffee with cream. (6)

2.6 How should a waiter load a tray to prevent items from falling? (4)

[28]

QUESTION 3

3.1 List FOUR types of information a waiter should give customers to help them make decisions on what to drink. (4)

3.2 How would you respond to a situation where a customer becomes a physical threat to staff and customers? (7)

3.3 How should a drink order be taken from a customer? (5)

3.4 Explain how to serve a canned drink to a customer. (5)

3.5 Give SEVEN guidelines for greeting a customer properly. (7)

[28]

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QUESTION 4

4.1 List FOUR types of information that a waiter serving tables should know about the menu. (4)

4.2 Explain each of the following service methods:

4.2.1 Silver service (4)

4.2.2 Plated service (3)

4.3 List FIVE ways in which counter service can be improved. (5)

4.4 State FIVE implications of not adhering to good hygiene and health standards. (5)

4.5 Give THREE reasons why waste should be handled and removed hygienically. (5)

4.6 Explain the term *free-flow counter service*. (3)

4.7 Give FIVE examples of packaging materials used in a takeaway service. (5)

[34]

QUESTION 5

5.1 Explain each of the following ways of providing the correct order in a takeaway service:

5.1.1 Correct presentation (4)

5.1.2 Correct manner (3)

5.2 Explain the importance of giving the correct information to customers in a takeaway service under each of the following headings:

5.2.1 Portion sizes

5.2.2 Cooking methods

5.2.3 Accompaniments

(3 × 2) (6)

5.3 Explain the procedure to follow when receiving a delivery of housekeeping supplies such as machinery. (5)

5.4 State FIVE ways of maintaining hygiene standards in a linen storage area. (5)

5.5 Give FOUR examples of perishable items found in guest bedrooms. (4)

[27]

QUESTION 6

6.1 6.1.1 Explain why it is important to conduct through inspection. (2)

6.1.2 Give TWO guidelines on how to check a room during an inspection. (2)

6.2 Explain FIVE points to consider when setting up and checking that housekeeping trolleys and equipment are ready for use. (5)

6.3 List FIVE methods of securing areas from unauthorised access. (5)

6.4 Explain how to secure each of the following areas in a hotel:

6.4.1 Customer's area

6.4.2 Storage area

(2 × 2) (4)

6.5 List THREE requirements for a good housekeeping trolley. (3)

6.6 Give FOUR conditions in storeroom for maintaining supplies properly. (4)

6.7 List SIX quality checks to be done when receiving linen for housekeeping. (6)

6.8 Why should stock such as linen be rotated in housekeeping? (2)

[33]

TOTAL SECTION B: 150
GRAND TOTAL: 180

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