higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

15 November 2022

This marking guideline consists of 13 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D	(2)
	1.1.2	C	(1)
	1.1.3	B	(1)
	1.1.4	C	(1)
	1.1.5	B	(1)
	1.1.6	A	(1)
	1.1.7	D	(2)
	1.1.8	C	(1)
			(10)

1.2	1.2.1	True	
	1.2.2	False	
	1.2.3	False	
	1.2.4	True	
	1.2.5	True	
	1.2.6	False	
	1.2.7	True	
	1.2.8	False	
	1.2.9	True	
	1.2.10	False	
	1.2.11	False	
	1.2.12	False	
	1.2.13	False	
	1.2.14	True	
	1.2.15	True	
		(15 × 1)	(15)

1.3	1.3.1	D	
	1.3.2	C	
	1.3.3	B	
	1.3.4	F	
	1.3.5	A	
		(5 × 1)	(5)

1.4	1.4.1	Halaal	
	1.4.2	On-the-job coaching/Development counselling	
	1.4.3	Lacto-ovo vegetarian	
	1.4.4	Performance development plan	
	1.4.5	Factor method	
	1.4.6	Department of Labour / DoL	
	1.4.7	Time frame	
	1.4.8	Feedback	
	1.4.9	Performance reviews	
	1.4.10	Employed	
		(10 × 1)	(10)

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1.5 1.5.1 E
1.5.2 A
1.5.3 F
1.5.4 B
1.5.5 C

(5 × 1) (5)
[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

2.1 2.1.1 To get a job as a Chef de Partie (1)

2.1.2

ADVANTAGES FULL-TIME STUDIES	DISADVANTAGES FULL-TIME STUDIES
• She will have more time to focus on her studies and would not need to worry about work commitments • She will have more regular access to her educators and resources on campus while studying full time • She can complete school faster • Full-time students typically get more financial aid than part-time students • She has more flexibility with her free time to do things she will enjoy • Any appropriate answer	• Full-time studies can be more expensive than part time studies • Full-time studies leave little time to be able to work • Classes/lectures that are face to face or done on the board might not accommodate her when she needs to review the work at home • If her classes are face to face she will need to travel into college daily or live nearby because it can cost her a lot of money to travel • Any appropriate answer
ADVANTAGES PART-TIME STUDIES	**DISADVANTAGES PART-TIME STUDIES**
• She can work full time while studying part time • She can generate an income and study • She can gain industry exposure while studying • Part-time studies can be cheaper than full-time studies • If class content is recorded and uploaded online, she	• Her time is divided between work and study commitments • Classes might be late at night so she might lose a lot of sleep which could affect her performance • If she is working late, travelling home might be a safety concern • She might have limited access to her lecturers

has access to it in her own time allowing her to review her lessons via recordings • Part-time studies allow Angela the flexibility to manage her time • If it is online part time classes, she doesn't need to live near the college and her travelling costs will be less • She can be more independent due to her financial freedom • She will become a more responsible and disciplined person • The experience will certainly look good on her CV	• She might miss out on social contact with peers due to her limited time at campus and the demands of her job • Her job might schedule her for a shift that interferes with her schedule for class • Not all programs are offered part-time • Less practical sessions will be offered during part-time studies

(4 × 2) (8)

2.1.3

STRENGTHS	**WEAKNESSES**
• Still young • She has experience in the industry • She is paying towards her studies • Diligent	• Time management • Struggles juggling her studies and part time job • Not financially stable • Does not have a qualification
OPPORTUNITIES	**THREATS**
• She is enrolled at The International School of Cooking and can do her course via correspondence. • She is working towards the completion of her NC(V) L4 qualification • She has a part time job at Yin Yin Restaurant	• Not completing her qualification will limit her job opportunities • Traveling possibly at night • Losing sleep and it is affecting her studies • Getting ill

(Any relevant 4 × 1) (4)

2.1.4
- She can use an online/cell phone calendar or an online cell phone app to plan✓ for her upcoming project, tests, and work days.✓This way she will not miss✓ any upcoming projects, tests or work days and stay on top of her studies✓ and not put her job at risk✓
- She can schedule alarm reminders for important dates✓ that are coming up✓, so she does not miss important activities✓ and allows herself enough time to complete them✓
- She can use the colleges LMS/website online diary applications/programs✓ Any relevant 4 × 1) (4)

2.1.5
- Complete her NC (V) L4 qualification
- Register for part-time studies to complete her qualification

(Any relevant answer) (1)

2.2 2.2.1
- Supervisor✓ or head-chef✓ or someone she reports to✓ as this person is her direct supervisor✓ and will be involved with her development✓ (3)

2.2.2
- To communicate what they (supervisors) have observed during the 3-month probation period to Angela, so she knows what she is doing correctly and what she needs to improve on
- It allows a positive and constructive environment to discuss Angelas weaknesses in a positive manner to encourage her to work harder on them going forward
- To create an opportunity for her supervisor and Angela to brainstorm solutions to rectify any weaknesses
- So that Angela and her supervisor can agree on follow-up discussions and or remedial steps to be taken. (3)

2.2.3 Quarterly or annually (1)

2.2.4
- It will help Angela to action any skills improvements needed to do her job better
- It will help keep to Angela focused on her development process because a development plan is broken down simplistically to indicate what skill(s) she need(s) to improve, by when, who will assist and how to accomplish it (3)

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2.3

EMOTIONAL INFLUENCE	PHYSICAL INFLUENCE	FINANCIAL INFLUENCE
• Traveling in a violent situation could emotionally affect her performance at work, which will make her unproductive✓ and possibly demotivated to work on her identified improvements.✓ This can influence her stress levels,✓ and this could also have an effect on her motivation✓ to come work or to improve her performance at work✓	• Traveling in a violent situation can also cause her to get physically hurt so badly that she will not be able to come to work✓ and this will influence her job performance and possible improvements to be worked on✓.	• She may not be able to attend work due to the taxi strike, and some companies might not pay her,✓ this can affect her finances and the ability to get to work because she cannot afford it✓

(Any 3 × 2) (6)

2.4
- She will need to seek support from managers ✓ and make them aware of the issue she is facing✓
- She could possibly choose new training opportunities✓ or amend the existing ones✓
- She could lengthen the time allocated for achieving her goals✓.
- She could consider and be aware of other travel opportunities to avoid using taxis thereby not needing to amend her development plan✓ at all
- She could stay with a family member or friend that is closer to her job so she can walk there thus being able to complete her plan in the allotted time frame✓ (5)

2.5
- Prioritising her adapted improvement plan goals
- Continually assessing herself through-out to ensure she is still on track (1)

[40]

QUESTION 3

3.1.1 Vegans will not eat from this menu✓ because they do not eat anything of animal origin,✓ and this menu contains animal products such as chicken, milk, cream and butter✓ (3)

3.1.2 Jews will not consume this menu✓ because in the Jewish religion, meat may never be served with a dairy product.✓ The chicken soup and à la king both have dairy and meat combined together✓ Cheesecake and chicken cannot be consumed in one menu✓ either (meat and dairy cannot be mixed) (3)

3.1.3 Someone following a low fat diet would not eat this menu ✓ because of the following reasons:

- There is not enough fibre included in the menu✓.
- The cheesecake contains a lot of fat✓ and sugar✓.
- The cream of chicken soup contains cream, which has fat in it✓.
- The chicken à la king contains milk or cream, which could contain fat. ✓
- The broccoli and cheese sauce contains cream and cheese, which are high in fat✓.
- The noodle salad contains high amounts of sugar or mayonnaise or pesto, which is not appropriate for this diet. (3)

(9)

3.2 3.2.1 Type of operation: Restaurants, hospitals, old-age homes and cafes/coffee shops could use this menu✓ as they will have the skilled staff✓, equipment✓, storage✓ and seating✓ to accommodate this menu✓. (3)

3.2.2 Skill level of kitchen staff: The skill level of staff members can range from basic chef assistant to head chef.✓ The only food that needs a higher skill is the cheesecake✓ so any chef can cook this menu.✓ (3)

3.2.3 Repetition of commodities: Chicken is repeated twice in the menu✓. The use of milk and cream is repeated four times in the menu✓. Cheese is used in both the main and the dessert✓. There are 2 starches used in the menu's main✓. (4)

3.2.4 Colour: The starter, main and dessert all contain the colour white✓. The main has white repeated 4 times ✓, i.e. the chicken al a king, steamed rice, cheese sauce and noodles✓. The broccoli is green in colour✓. The berry sauce is red in colour✓. This means that in terms of variety of colour the menu is not balanced✓. (3)

3.2.5 Seasonal availability: Most of the ingredients required will be available all year round✓ and will not cost more to purchase it through out the year✓. The only ingredients that will not be available through out the year will be the berries and broccoli✓. When they are out of season they will cost more to purchase✓. (3)

(16)

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3.3
- Prepare a sample plate of the cheesecake to introduce it to the staff.
- Demonstrate to the staff how to prepare the cheesecake using the correct equipment, procedures, and garnishing for the cheesecake.
- Allow staff the opportunity to taste the cheesecake.
- Allow the staff to produce the cheesecake under supervision.
- Give staff feedback on cheesecakes they prepared.
- Ensure that staff can produce the cheesecake to the required standard and plating required. (Any 4 × 1) (4)

3.4 3.4.1
- Use social media like WhatsApp video calling during the training allowing the absent staff to view the training in real time
- Use Microsoft Teams online meeting program during the training allowing the absent staff to view the training in real time
- Use Zoom online during the training allowing the absent staff to view the training in real time
- Use Skype during the training allowing the absent staff to view the training in real time
- Create and send the videos made by the chef during the training and send it to staff via social media (Any 2 × 1) (2)

3.4.2 The staff will not have the skills and knowledge to prepare the cheesecake✓, which will affect the quality of the cheesecake produced✓. Clients could be disappointed in the dessert✓ they receive and complain✓ to the business. This could result in the clients bad mouthing✓ the business. The business could in turn lose customers✓ and profits✓, causing the business to close✓ and jobs to be lost✓. (3)

3.5 3.5.1 To ensure that the staff know about the dish and can serve it to the level expected by the company.✓ This will ensure clients will be informed of the ingredients used✓ and how it is prepared ✓. They will also be satisfied with the service✓ and might conduct repeat business with the establishment.✓ (3)

3.5.2
- Name the dish and explain the meaning if necessary
- Describe the ingredients used in the cheesecake and its sauce
- Explain how it is prepared, portioned, and finished
- What drinks compliment the dessert

Any relevant 3 × 1) (3)
[40]

QUESTION 4

4.1 4.1.1 Yes/No✓ (1)

4.1.2 Yes:

- People don't want to travel go out when sick✓
- People might not have transport to travel to get items ✓
- People are fearful of going to the shops✓
- People can send these items to their family in other provinces✓
- It can make life easier for people✓

No:

- People might not have money for this service✓
- People like to choose specific brands✓
- People can be fearful of credit card or on-line fraud✓
- People might prefer to use only cash for payments✓

(Any other relevant answers) (3)

4.2

- He will not have a lot of personal time.
- There is a lot of competition for the business he is planning.
- If he personally delivers items, he could come into contact with someone who has Covid-19.
- He might not have the right skills and resources.
- It might be expensive to start and run the business due to stock prices going up and the cost of courier services and petrol. (5)

4.3

- Visit websites like www.sacaronavirus.co.za, News24, Higher Health
- Look at what is in the media – television, magazines, newspaper
- Talk to medical professionals
- Study Covid-19 social media platforms
- Consult business publications
- Examine overseas products (Any relevant 3 × 1) (3)

4.4

- It will assist him in ensuring that he remains safe while delivering the care packages
- It will ensure that he follows the correct protocols when shopping / acquiring, packaging the items for the care packages
- It will assist him in deciding on what items the clients may want to have included in their care packages
- He can use it in his advertising or delivery notes for his prospective clients to help keep them informed
- It will assist in understanding more about Covid-19 health and safety rules
- It will also assist him in ensuring that his premise and possible suppliers keep the Health and Safety rules when visiting or delivering to his company. (5)

4.5
- If the reliability and accuracy of the information is incorrect this could have serious legal problems.
- He could infect others unintentionally
- He could lose clients due to unintentional infection
- He will project an image that could show his ignorance or inability to assess what is correct or incorrect
- People will want their money back
- His business could be shut down by the Department of Health
- He could be fined due to negligence

(5)

4.6 4.6.1
- Both can have one owner
- Both pay higher tax
- Both can find legal recognition, information and registration documentation on Cipro's websites
- Both can register their names at the Companies and Intellectual Properties Commission (CIPC) (5)

4.6.2
- A Sole proprietor is not a separate legal entity but a private company is
- A Sole proprietor is not a separate tax payer but a Private company is
- Auditing is not required by law for a Sole proprietor but for a Private company it is
- A Sole proprietor does not need a lot of start up costs but a Private company does
- A Sole proprietor is easy to set up and private company is more complicated
- A Sole proprietor is solely responsible for all debt where a Private company is not

(5)

4.7 **1. Table of contents**

This section includes all the main headings of the business plan and pages that you will find them✓, this enables the reader to find the page to the parts they want to review quickly✓.

2. Executive summary

This section is the most critical part of the business plan.✓Many business plan readers will read the executive summary first, then decide whether to look through the rest of the business plan.✓

3. General company description

This section gives a high-level overview of the company and the business it will engage in.✓

4. The opportunity, industry, and market

This section is where you communicate some of the insights that you gathered ✓into the industry, the markets, and the opportunities from the systematic research you conducted before writing the business plan✓.
The opportunity section describes:

- The gap that exists in the market ✓
- What has given rise to the gap and how it was identified ✓
- How it can be filled✓

The industry section describes:

- What are the barriers to entry in the industry✓
- How much power does the customers have?✓
- How much power does the suppliers have?✓
- Are there substituted offerings for the product or service?✓
- Who are the competitors and how strong is the competitive rivalry?✓
- What are the major changes in the industry?✓

The market section describes:
Your insights into the market as well as focusing on the customers for your product or service.✓

5. Strategy
It is where you describe how the business will compete in the chosen market.
✓ This section describes the strategies such as:

- Focus of the business✓.
- How the business will succeed in the market✓.
- What is unique about the business?✓
- What is the value for the customers?✓

6. Business model
This section describes the profit-making segment of the business.✓ it is central to the business's success✓. It describes the important aspects of the business model which is presented in a consolidated framework✓ showing:

- Sources of revenue✓
- Major costs involved✓
- Profitability of the business✓
- Investment required to get the business up and running✓
- Critical success factors and assumptions for making the profit model work✓ (6)

***Only 1 mark is awarded per appropriate reason under each heading**

4.8

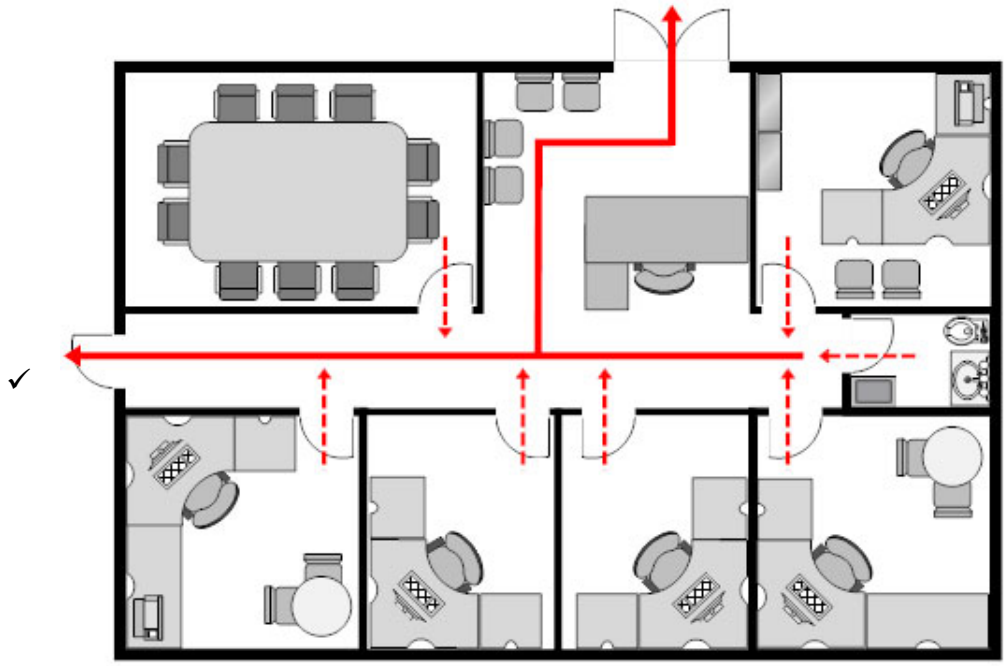
- Checkers Sixty60
- Pick n Pay Asap
- Dischem
- Clicks
- Takealot
- Mr D
- Any other relevant competitor (2)

[40]

QUESTION 5

5.1 5.1.1 Building layout (1)

5.1.2 ADDENDUM ✓



✓

(2)

5.1.3 **If you become trapped in an office during a fire:**

- Keep the doors open so people can find you. This is incorrect you should close the door✓ to prevent the smoke from entering the room and slow down the fire✓
- Seal cracks and vents. This is correct ✓ as this will prevent smoke from entering the room✓
- Open all windows inside of the office. This is incorrect ✓ All windows should be close to reduce the amount of oxygen in the room and this could assist in starving the fire✓
- Stay close to the door. This is incorrect ✓ you should stay away from the doors where smoke could be getting in✓ making it difficult to breathe ✓. You should be close to the windows to be visible to the emergency services✓
- Signal for help: Hang an object out the window to attract the attention of the fire department. This is correct✓
- Sometimes it's safer to stay in place. This is correct✓
- Try to remain calm until the fire department rescues you. This is correct✓

(7)

5.1.4

- How to use large equipment such as ovens and griddles correctly including what PPE should be used or worn when working with these items
- When to do maintenance on equipment and how to check for the next maintenance session
- Using electricity safely
- Using LPG gas safely for stoves

- Showing staff how to correctly use knives in a kitchen as well as how to sharpen them
- Turn all equipment off before dismantling or attempting to clean (6)
- Any other relevant answer (Any relevant 6 × 1)

5.1.5
- To keep clients and staff safe
- To ensure that the business is legal, and insurance will cover damage or death
- To make clients feel safe and to maintain a high standard of service
- To prevent the company form losing clients and possibly close down due to bad word of mouth
- To comply with health and safety regulations
- To equip staff to handle safety equipment which will assist in keeping the company safe and lessen the damage in the event of an emergency (4)

5.1.6
- Guests and staff members' hands were not sanitised upon entry
- Service staff members did not observe social distancing
- Service staff members or guests both removed their masks when they were not supposed to
- Inadequate social distancing between tables
- Lack of sanitising of surfaces between clients
- An individual who was showing symptoms did not self-isolate (Any relevant 5 × 1) (5)

5.2 Ensuring the office equipment✓, information✓ and personal items✓ are safe from theft or damage✓ (4)

5.3

PLANNED MAINTENANCE	PRACTICAL EXAMPLE	BREAKDOWN MAINTENANCE	PRACTICAL EXAMPLE
• Appliances need to be routinely serviced to ensure their continued safe operation (1)	• Servicing of LPG gas line • Servicing of air-conditioners • Servicing of refrigeration (2)	• Repairs being carried out only by a competent person using the correct components to Items that have suddenly stopped working or have broken (1)	• Repairing a refrigeration unit that is not working • Repairing a cooking unit that is not working • Repairing any electrical or mechanical preparation equipment that is not working (2)

(6)
[35]

TOTAL SECTION B: 155
GRAND TOTAL: 200

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