higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

(11011004)

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

Calculators may be used.

This question paper consists of 13 pages and 1 addendum.

321Q1N2215

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TIME: 3 HOURS
MARKS: 200

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. Use only a black or blue pen.
5. 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 (1.1.1–1.1.8) in the ANSWER BOOK.

1.1.1 If the cost of a banana loaf is R7,50 and the required gross profit is 50%, the selling price will be …

A R21,25.
B R9,75.
C R14,67.
D R11,25. (2)

1.1.2 An advantage of job rotation:

A It is a requirement for employee performance evaluation.
B It may expose employees to work they are familiar with.
C It broadens the employee's knowledge and experience.
D It is required for the employee's day to day duties. (1)

1.1.3 Overheads of a restaurant:

A Basic food commodities
B Fuel and lighting
C Staff meals
D Staff wages (1)

1.1.4 In which of the following forms of ownership are the members jointly and separately responsible for the debts of the business?

A Sole proprietor
B Private company
C Partnership
D Close corporation (1)

1.1.5 An example of an appendix to a business plan:

A Covering letter
B Letters of support
C Letter of application
D Letter of motivation (1)

1.1.6 In the event of a fire in the building, one should…

A stay away from windows or ventilation openings when trapped inside.
B close all doors and windows.
C save oneself and let the firefighters take care of other people.
D run through rooms filled with smoke to prevent suffocation. (1)

1.1.7 A recipe for four portions of butternut quiche requires 120 g of cheddar cheese at R69,00 per kilogram.

How much will the cheddar cheese cost per portion?

A R8,28
B R5,35
C R6,99
D R2,07 (2)

1.1.8 What does the S in the S.M.A.R.T principle stand for?

A Strengths
B Skills
C Specific
D Self-development (1)
(10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.15) in the ANSWER BOOK.

1.2.1 The purpose of the OHS Act is to provide for the health and safety of all employees and guests/customers in the workplace.

1.2.2 A person should use the ABC method when identifying gaps in training.

1.2.3 Written descriptions are an appropriate means of communicating security and safety procedures to illiterate people.

1.2.4 Parve food is allowed in the Jewish religion.

1.2.5 Hospitality establishments that serve the same target market are competitors.

1.2.6 A match or lighter should be lit once the gas has been turned on for one minute.

1.2.7 One needs to update skills regularly to remain marketable in the Hospitality industry.

1.2.8 Firefighting equipment should be serviced once a month.

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1.2.9 A close corporation needs to be registered with CIPRO.

1.2.10 Entertainment businesses need a trading licence from Eskom to fulfil their legal requirements.

1.2.11 One can reasonably assume that information from homemade flyers is accurate.

1.2.12 Young people (mid twenty's and up) who have worked in industry are less likely to succeed as entrepreneurs.

1.2.13 To rank something is to consider or examine it to judge its value.

1.2.14 Self-help refers to individuals improving themselves.

1.2.15 Job satisfaction is dependent on the quality of working life.

(15 × 1) (15)

1.3 Choose a term 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	Any action that results in one's development	A	job satisfaction
1.3.2	When one's work no longer proves to be an enriching experience	B	skills-development opportunities
1.3.3	Chances one has to engage in activities that will lead to one's development	C	job alienation
1.3.4	Employer's evaluation of an employee	D	skills-development activities
1.3.5	Important aspect of self-development	E	job enrichment
		F	performance review
		G	company restructuring

(5 × 1) (5)

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1.4 Give ONE term for each of the following descriptions by writing it next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 Term for foods allowed in Islam

1.4.2 A manager imparting skills and knowledge to a subordinate

1.4.3 Vegetarians who eat eggs and milk, but not meat, poultry or fish

1.4.4 A document that can contain actions to prepare a staff member for a managerial position

1.4.5 Method to use when the amount of food that is to be produced should be increased or decreased

1.4.6 Certain laws are formulated by the … to regulate the management of a business.

1.4.7 When one has set a date to complete training of a skill to improve oneself.

1.4.8 Input from staff and clients that helps to identify difficulties that one was experiencing while doing one's job.

1.4.9 Meetings that should be constructive, systematic, and based over a specific period between an employee and his/her manager.

1.4.10 An individual that is paid a salary for work conducted on a full-time basis.

(10 × 1) (10)

1.5 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.5.1	A computerised service that is used on-site or off-site to detect intruders.	A	evacuation plan
1.5.2	Document showing the process of getting all people out of a dangerous or potentially dangerous place	B	emergency evacuation process
1.5.3	Health and safety will not be a burden if it is managed properly to avoid accidents and injury.	C	critical functions
1.5.4	Procedure to follow in the event of an alarm sounding in a building in the event of an emergency	D	equipment safety plan
1.5.5	Key employees might need to fulfil this before evacuating a building in the event of an emergency	E	site management systems
		F	preventative procedures
		G	staff access control

(5 × 1) (5)

[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

2.1

Angela is a 20-year-old student. She is currently enrolled at The International School of Cooking as a full-time student enrolled for Hospitality NC(V) L4. She has a part-time job as a commis chef at the Yin Yin Restaurant to help pay for her studies. She is planning to apply for a job as a chef de partie as soon as she has obtained the certificate.

Although diligent, Angela is finding it difficult to juggle part-time work commitments and her studies. She has been struggling with time management. She cannot give up her part-time job as she needs money to pay for her studies. Giving up on her studies is not an option because without her qualification, she will not be able to find a job as a chef de partie.

She has done some research and found out that she can change her full-time studies to part-time. This will mean she can still work but she will need to prioritise her studies.

2.1.1 What is Angela's career aspiration? (1)

2.1.2 Angela has approached her lecturer for guidance. She is unsure whether she should continue her studies full-time or part-time.

Discuss the advantages and disadvantages of studying full-time versus part-time. Tabulate the answer as follows:

ADVANTAGES FULL-TIME STUDIES	DISADVANTAGES FULL-TIME STUDIES
ADVANTAGES PART-TIME STUDIES	**DISADVANTAGES PART-TIME STUDIES**

(4 × 2) (8)

2.1.3 Angela has decided to change her studies to part time via correspondence. Her lecturer suggested that she should conduct a SWOT analysis to help keep her motivated and on track with completing her studies.

Create a SWOT analysis for Angela using the information that is provided. (4)

2.1.4 If one puts oneself in Angela's shoes, how could online solutions or app's help to manage one's time more effectively? (4)

2.1.5 Suggest a medium-term goal that Angela should aim for. (1)

2.2 Upon completing her studies, Angela applied for and got a job as a chef de partie at a local restaurant and she is coming to the end of her three-month probation period.

2.2.1 Who could best conduct her performance review after her probation period has ended? Motivate your answer. (3)

2.2.2 Why would they conduct a performance review at Angela's workplace after her probation period? (3)

2.2.3 At what intervals should management conduct further performance reviews with employees? (1)

2.2.4 The individual conducting Angela's performance review suggested a development plan to assist Angela going forward.

How could a development plan assist Angela with the results of the review? (3)

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2.3 Taxi violence occurred and had an effect on Angela's emotional, physical and financial well-being.

Discuss how these factors could have impacted her development plan? Tabulate the answer as follows:

EMOTIONAL INFLUENCE	PHYSICAL INFLUENCE	FINANCIAL INFLUENCE

(3 × 2) (6)

2.4 The taxi violence is escalating with no end in sight, making her late for work and sometimes she cannot attend work at all.

Describe how Angela should adapt her development plan to accommodate this problem. (5)

2.5 How can Angela ensure she succeeds in completing her adapted development plan? (1)

[40]

QUESTION 3

Study the menu below:

MENU

Cream of chicken soup

Chicken à la king
Steamed rice
Broccoli with cheese sauce
Noodle salad

Baked cheesecake with a berry sauce

3.1 Evaluate the suitability of the menu for the following types of customers:

3.1.1 Vegans

3.1.2 Jews

3.1.3 Someone following a low-fat diet

(3 × 3) (9)

3.2 Apart from the target market, the following are some of the other variables that should be kept in mind when compiling a menu. Discuss the suitability of the menu above against the variables below.

3.2.1	Type of operation	(3)
3.2.2	Skills level of kitchen staff	(3)
3.2.3	Repetition of commodities	(4)
3.2.4	Colour	(3)
3.2.5	Seasonal availability	(3)
		(16)

3.3 The head chef has replaced the dessert on the previous menu with a baked cheesecake. How can he/she ensure that kitchen staff will be able to prepare and produce a quality product for customers? (4)

3.4 On the day of the training to make the cheesecake, a member of the kitchen staff tested positive for Covid-19 forcing them to quarantine. This will delay the training by at least five days.

3.4.1 Provide the head chef with possible options that can enable him/her to go ahead with the training and still include all the kitchen staff. (2)

3.4.2 What possible consequence(s) can it have if the training cannot go ahead as planned? (3)

3.5 After training the kitchen staff, the head chef needs to brief the service staff on the new dessert as well.

3.5.1 Why is it important to brief the service staff before serving the new dessert on the menu? (3)

3.5.2 What information regarding the dessert should service staff convey to customers during service? (3)

[40]

QUESTION 4

Sive was employed at a local five-star hotel, but due to Covid-19 restrictions, he was retrenched. He has searched for other job opportunities in the hospitality industry but has not been able to find permanent employment. He has decided to start his own online business selling personal-care packages to people who need to quarantine or are in self-isolation.

4.1 Looking at the type of online business Sive wants to start:

4.1.1 Would this type of business be successful in South Africa? (1)

4.1.2 Motivate your response to 4.1.1. (3)

4.2 What possible risks will Sive be taking if he should open the online business? (5)

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4.3 Sive needs to consult sources of Covid-19 information when planning his online business.

Where can Sive source information regarding COVID -19 restrictions? (3)

4.4



[Source: *https://www.mankwegametrackers.co.za/covid-19-level-3-update/*]

What is the relevance of the COVID - 19 protocol depicted in the pamphlet above, to Sive's plan to sell packages to people in self-isolation? (5)

4.5 What could happen if Sive opens his on-line business and then realise that the sources of information he used in 4.3 are not accurate? (5)

4.6 Discuss a Private Company and Sole Proprietor business model with regards to:

4.6.1 what they have in common. (5)

4.6.2 how they differ. (5)

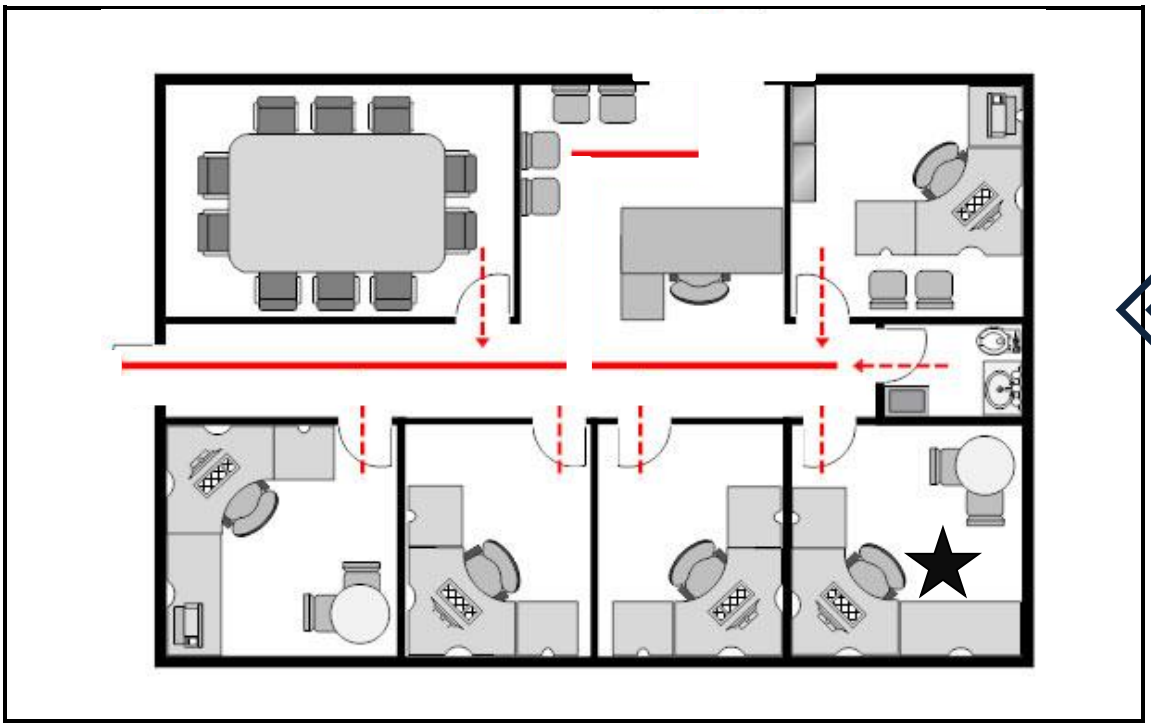
4.7 Discuss the importance of the first SIX headings of a business plan. (6)

4.8 Which South African companies could be seen as competitors to Sive's business idea? (2)

[40]

QUESTION 5

5.1 **CONCORD HOTEL**



[Sourced: *https://www.smartdraw.com/evacuation-plan/]*

5.1.1 Identify the type of diagram illustrated. (1)

5.1.2 Use the ADDENDUM (attached) to illustrate with arrows TWO possible routes to follow in the event of a fire breaking out at the star. (2)

5.1.3 The hotel has a procedure in place for when a person gets trapped in an office and there is a fire outside the office. Analyse the procedure provided below:

If you become trapped in an office during a fire:

- Keep the doors open so people can find you.
- Seal cracks and vents.
- Open all windows inside of the office.
- Stay close to the door.
- Signal for help: Hang an object out the window to attract the attention of the fire department
- Sometimes it's safer to stay in one place.
- Try to remain calm until the fire department rescues you. (7)

5.1.4 Describe SIX safety-training points for small and large kitchen equipment that should be covered during induction of new kitchen staff members. (6)

5.1.5 Why is it important to train staff on the correct use of firefighting equipment in a kitchen? (4)

5.1.6 There was an outbreak of the Omicron variant of Covid-19 among the service staff in the restaurant.

How could this have happened? (5)

5.2 What does securing an office space mean to you? (4)

5.3 Explain the difference between *planned maintenance* versus *breakdown maintenance* and give TWO practical examples of each.

Tabulate your answer as follows:

PLANNED MAINTENANCE	PRACTICAL EXAMPLE	BREAKDOWN MAINTENANCE	PRACTICAL EXAMPLE

(6)
[35]

TOTAL SECTION B: 155
GRAND TOTAL: 200

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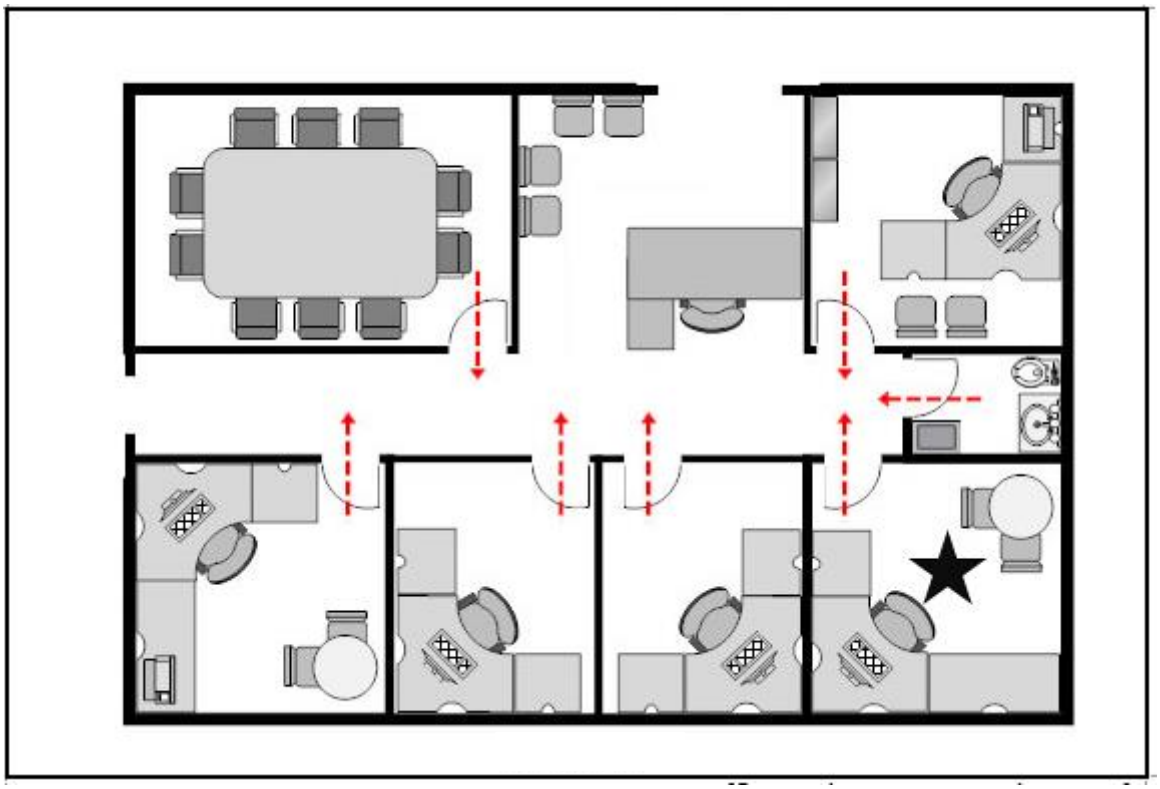
ADDENDUM **EXAMINATION NUMBER:**

QUESTION 5.1.2

CONCORD HOTEL



[Source: *https://www.smartdraw.com/evacuation-plan/*]

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