higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

24 November 2023

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	D		
	1.1.2	B		
	1.1.3	A		
	1.1.4	C		
	1.1.5	B		
	1.1.6	C		
	1.1.7	B		
	1.1.8	D		
	1.1.9	A		
	1.1.10	B		
	1.1.11	C		
	1.1.12	A		
	1.1.13	D		
	1.1.14	A		
	1.1.15	D	(15 × 1)	(15)
1.2	1.2.1	F		
	1.2.2	D		
	1.2.3	A		
	1.2.4	B		
	1.2.5	E	(5 × 1)	(5)
1.3	1.3.1	False		
	1.3.2	True		
	1.3.3	True		
	1.3.4	False		
	1.3.5	True		
	1.3.6	False		
	1.3.7	False		
	1.3.8	True		
	1.3.9	True		
	1.3.10	False		
	1.3.11	False		
	1.3.12	False		
	1.3.13	True		
	1.3.14	True		
	1.3.15	False	(15 × 1)	(15)

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1.4	1.4.1	C		
	1.4.2	A		
	1.4.3	F		
	1.4.4	E		
	1.4.5	B	(5 × 1)	(5)
1.5	1.5.1	Personality test		
	1.5.2	Replacement assignment		
	1.5.3	ABC method		
	1.5.4	Self-appraisal/Self-evaluation		
	1.5.5	Evacuation		
	1.5.6	Department of Labour		
	1.5.7	Standardised recipe		
	1.5.8	Kipper		
	1.5.9	Low-salt diet		
	1.5.10	Overhead costs	(10 × 1)	(10)
				[50]
			TOTAL SECTION A:	**50**

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SECTION B

QUESTION 2

2.1 2.1.1 A process of evaluating an employee's performance,✓ at a specific time✓ and as well as an evaluation of the reviewing process✓ (3)

2.1.2 A Chef de poisson✓ or chef de rotisseur✓ (Any ONE) (1)

B Commis chef✓ (1)

C Chef de partie✓ or Sous chef✓ (Any ONE) (1)

2.1.3
- Peer – can give the day to day feedback on the employee as they work alongside them✓.
- Subordinate – can give a view on their superior's management skills.
- Manager – can highlight employee's strengths and qualities or any barriers preventing promotion opportunities. (3)

2.1.4
- The manager should discuss and give feedback to Mickal on her behaviour, knowledge and skills✓
- The manager can praise Mickal for the things that have been done well✓ and make suggestions on where she needs to improve✓
- It is an opportunity for the manager to discuss the issues✓ that influence Mickal's performance negatively✓ and to jointly come up with positive solutions✓
- The manager will give feedback in a constructive manner and not in a destructive manner✓ to assist in Mickal's development✓
- The manager will assist in creating a plan of action✓ to improve the behaviour and skills✓ of Mickal through the feedback given
- Follow-up discussions and remedial steps can be agreed upon and planned✓ (4 × 1) (4)

2.1.5
- Specific✓ – she wants to complete an online pastry course to prepare her for the upcoming pastry competition✓
- Measurable✓ – she can use the results or completion of the course activities to measure her progress while doing this course✓
- Attainable✓ – she already works as a pastry chef, which gives her confidence in broadening her skills and knowledge✓
- Relevant✓ – Doing an online pastry course will empower her to learn more and to do well in the pastry competition✓
- Timeframe✓ – She has six months to prepare herself for the pastry competition✓ (5 × 2) (10)

2.1.6
- Because it allows the pastry chef to work online at home to complete her studies
- She can access the course materials on her phone or tablet so she can study during breaks at work as well (1)

2.2

Skill to develop	Outcome 2.2.1	Training development activities 2.2.2	Mode of delivery 2.2.3	Time frame	Support persons 2.2.4
Producing a cheese-cake	• Preparing a base for the cheesecake • Preparing a suitable cheesecake filling • Preparing a suitable topping for a cheesecake (Any 2 × 1)	• Reading through cheesecake recipes • Watching videos on the preparation of cheesecakes online • Assisting the pastry chef in preparing cheesecakes • Practising how to make cheesecakes • Attend cooking classes (Any 2 × 1)	• On-the-job training • Study manuals • Watch online videos • Read online recipes • Attend cooking classes (Any 2 × 1)	2 weeks	• Pastry chef • Chef de partie • Executive chef • Online tutors • Cooking class instructor (Any 2 × 1)

(8)

(4 × 2)

2.3 2.3.1
- Employees might not improve their performance✓
- Employees might not be able to track their performance✓ and review what alternative actions to take to improve skills✓
- Employees could become frustrated and demotivated✓ as they do not see their improvement or receive the on-going support needed✓
- Employees might lose sight of their goals✓
- Employees might feel abandoned and unsupported✓ (4)

2.3.2
- The employer could get frustrated with the employee if they are repeating the same mistakes✓
- The employer could expect ✓ the employee to do tasks that they do not have the necessary skills for ✓
- The employer will not be aware of any support the employee might need✓
- The establishment might lose clients and/or money✓ due to employees not completing their tasks as required (4)

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2.4

INTERNAL	EXTERNAL
• Fire marshal • Health and safety officer • Manager/Owner • Security	• Bomb squad • Flying squad • Fire department • Police • Health services • Poison centre • Child welfare • Childline • Post-traumatic stress counselling • Hospitals

(Any 2 × 2) (4)

2.5
- Have separate meetings with the different levels✓ that way one can communicate efficiently with the different levels✓
- Managing the meetings in small groups✓ could make individuals more comfortable to speak✓ which allows for more questions to be asked and answered✓.
- Communication with the kitchen staff can be done in more informal language,✓ whereas with the general manager, it will be a more formal language that should be used✓
- With the kitchen staff you can communicate with them during their lunch break✓ but with the general manager an appointment has to be made.✓
- Use pictures, and practical demonstrations when communicating with the kitchen staff✓ and use statistics and figures or a formal report for the manager.✓ (3 × 2) (6)

[50]

QUESTION 3

3.1
- Newspapers
- Government agencies
- Support agencies
- Internet
- Trade shows/Exhibitions
- Magazines
- Personal contact with business owners (Any 4 × 1) (4)

3.2 3.2.1
- ONE to TEN owners are allowed
- An annual audit is required by law
- The profits should be evenly distributed between all the owners
- No limit on the amount of capital contributions
- The business is a separate legal entity (5)

3.2.2
- One owner only allowed
- No audit is required
- The owner collects all the profits and decides what to do with it
- The capital is limited to the contribution of the owner
- The business is not a separate legal entity (5)

3.3
- Thembi could waste money and time going to the wrong place✓
- Thembi could waste money applying for something that is not valid anymore✓
- Thembi could waste time waiting for a reply✓ and get no responses
- Thembi could lose money/be sued if something is misleading✓ and a client is affected✓
- Thembi could end up with legal problems✓ (5)

3.4
- The person starting the business must be of full legal capacity
- The type of business activity that is undertaken must be stated
- Register the name of the business at CIPRO
- Registration of patents, trademarks and designs must be done
- Any special licensing must be done
- Comply with the legislation of the relevant industry
- Registration with SARS, UIF, SETA and compensation commissioner must be done (Any 2 × 1) (2)

3.5

PRO/Advantage	CON/disadvantage
• No boss, freedom to set her own goals • Vision – she can leave her mark • Control – she is in the driving seat; no one can make decisions for her company • Choice – There are no policies about the layout and atmosphere of her business, she can choose according to her own taste • Her ambition is only limited by her own ability to grow • Work at home – decide on her own work times • She can choose her team – she is in control of appointing her own team to work for her • She gets all the recognition • She can determine her salary (Any 3 × 1)	• Less financial security • No free benefits • She is responsible for doing the paperwork and paying taxes. • She could experience a decrease in her quality of life • She could experience pressure to achieve • She could experience entrepreneurial stress • She could have more responsibilities • No work no pay • She could have less or no holidays (Any 3 × 1)

(6)

3.6 3.6.1 Operating computer software (1)

3.6.2 If she does not have a functioning operating system✓ she will not be able to launch the app✓ which will mean her business could fail✓ and won't be profitable.✓ People will not trust and use the app because it is faulty✓ (3 × 1) (3)

3.6.3
- Thembi can study a course in computer software
- Thembi can practise operating computers
- Thembi can ask someone with experience in the field for guidance (2 × 1) (2)

3.7 Social media reaches millions of people✓ and specifically the target markets✓ she will advertise to. It is world-wide advertising.✓
- Facebook✓
- LinkdIn✓
- Tiktok✓
- WhatsApp✓
- YouTube✓
- Instagram✓
- Twitter✓ (3)

3.8
- She can allow institutions of the hospitality industry to advertise their facilities and services on her mobile application.

(Accept any relevant creative idea) (1)

3.9
- Check that the lever is secured and not in the depressed position
- Check that the extinguisher is at the correct pressure
- Check that the extinguisher has been serviced within the past year
- Check that there are no breakages in the extinguisher pipe (Any 4 × 1) (4)

3.10 It is a sign with a white background,✓ green running figures✓ indicating the exit with an arrow in the direction of the exit✓ (3)

3.11
- Plan security checks
- Arrange the security checks with the security staff
- Perform the security check unexpectedly
- Allow the security staff to check the food preparation area
- Allow the security staff to check the kitchen staff
- Security staff must be gender sensitive when checking the kitchen staff
- The manager can address the kitchen staff after the check to explain the reason for the spot check
- Install CCTV camera's in the preparation area
- Check security footage regularly
- Issue stock to staff instead of them being able to take from storage areas
- Let security accompany staff to their lockers and have them (the staff) unlock their lockers to be checked
- Inspect hand bags and bags of staff when they leave (6 × 1) (6)

[50]

QUESTION 4

4.1
- Fixed price per menu
- Limited choice of foods
- Foods are prepared in advance
- Shorter waiting time for foods being served
- Menu is used in large catering events, such as weddings or celebrations
- Cutlery can be laid fully in advance (Any 2 × 1) (2)

4.2 4.2.1
- Roasted butternut soup
- Smoked salmon with melba toast
- Vanilla ice cream with chocolate sauce (Any 1 × 1)

- Because there is no pork included
- Because there is no dairy and meat combinations (Any 1 × 1) (2)

4.2.2
- Roasted butternut soup
- Pork belly and roasted vegetables
- Vanilla ice cream and chocolate sauce (Any 1 × 1)

There is no wheat included in these dishes and therefore no gluten. (1) (2)

4.2.3
- Roasted butternut soup
- Roasted vegetables
- Apple crumble (Any 1 × 1)

There are no animal products included in these dishes (1) (2)

4.2.4
- Roasted butternut soup
- Vanilla ice cream and chocolate sauce (Any 1 × 1)

The food items have a soft texture and are easy to chew and digest (1) (2)

4.2.5
- Roasted butternut soup
- Smoked salmon and melba toast (Any 1 × 1)

Low fat food items✓, the fat in it is seen as good fat✓. There is no sugar✓ or processed carbohydrates included✓ (Any 1 × 1) (2)

(5 × 2) (10)

4.3
- Persons on a low salt diet should limit their salt intake✓ and therefore should avoid the Greek salad as it contains feta cheese✓ and sometimes olives✓ which are both very salty✓ (2)

4.4
- Allow kitchen staff to taste all 3 of the ice creams he made✓ and let them give their feedback,✓ the brand with the most votes or likes can be served✓ (Any 1) (1)

4.5

MENU✓

DINNER✓

Starter

Roasted Butternut Soup✓
Or
Smoked Salmon with Melba Toast✓

Main

Beef Lasagne with Greek Salad✓
Or
Pork Belly with Roasted Vegetables✓

Dessert

Vanilla Ice Cream with Chocolate Sauce✓
Or
Apple Crumble with Chantilly Cream✓

Tea / Coffee✓

Centred
Border } (only 1 mark awarded if all three✓ are present and correct)
Spacing

TAKE NOTE:
Dishes listed at each course can be swapped around within its course. (10)

4.6 *Note: 90÷12 = a factor of 7.5

4.6.1 Margarine 250g × 7.5 = 1875 g/1,875 kg✓
4.6.2 Cake flour 400g × 7.5 = 3000 g/3 kg✓
4.6.3 Castor sugar 380g × 7.5 = 2 850 g/2,850 kg✓
4.6.4 Eggs 4 × 7.5 = 30✓
4.6.5 Raisins 100g × 7.5 = 750 g / 0.75kg✓
4.6.6 Tinned apples 300g × 7.5 = 2250 g/2,25 kg✓
4.6.7 Ground cinnamon 20 ml x 7.5 = 150 ml✓
4.6.8 Nutmeg 5 ml × 7.5 = 37,5 ml✓
4.6.9 Coconut 180 ml × 7.5 = 1350 ml/1,35 l✓
4.6.10 Baking powder 10ml × 7.5 = 75 ml✓

*Note to markers: if the student worked out the ingredients using the wrong factor, only penalise him/her once - do not mark all 10 incorrect if their calculations are correct but the factor they used is incorrect (10 × 1) (10)

4.7 4.7.1
- The correct✓ equipment must be available to prepare the foods on the menu
- Staff must be able to operate ✓the equipment to prepare the food items
- To menu items should be planned so that the workload is distributed✓ evenly over the available equipment to avoid overloading one piece of equipment (Any 2 × 1) (2)

4.7.2
- Staff must be familiar with the ingredients✓ used in the dish
- Staff must know how to use the equipment✓ to prepare the menu items
- Staff must be able to prepare the food✓ correctly
- Staff must be able to serve✓ the food correctly (Any 2 × 1) (2)

4.8 4.8.1 Steps to take when receiving a bomb threat on the phone

1. Take the threat serious✓
2. Do not make an attempt to find out whether it is a hoax or not✓
3. Stay calm✓
4. Note down the date,✓ time,✓ voice description✓
5. Once details are written down inform the supervisor✓
6. Once instructed by the manager or safety officer, leave the building✓ (Any 4 × 1) (4)

4.8.2
- The bomb might not be found and could explode causing damage✓ and loss of life✓
- The person could panic causing panic amongst the staff and guests✓ causing injury or damages✓
- The police could not have all the facts✓ causing a delay in locating the bomb✓
- If the steps are not followed correctly this might have implications on the insurance claims✓ that might need to be paid and there could be legal actions taken✓ (Any 2 × 2) (4)

4.9
- Theft can occur✓ in the office which could cause the company to lose money and clients to feel unsafe
- Damage to property✓ which could cost the company money and premiums to increase with their insurance
- Confidential information✓ like trade secrets can be leaked/copied and the company could lose a foot hold in the industry (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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