higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

(11011004)

24 November 2023 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 13 pages.

Copyright reserved

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY GENERICS
NQF LEVEL 4
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.

Copyright reserved

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 (1.1.1–1.1.15) in the ANSWER BOOK.

1.1.1 Carefully planned set of menus that are rotated at definite intervals depending on the type of food service unit.

A Special function menus
B Table d' hôte menus
C A la carte menus
D Cyclical menus

1.1.2 This religious group do not include any beef in their diet.

A Muslim
B Hindu
C Jewish
D Christian

1.1.3 An example of a food item that is linked to an ethnic group is:

A Chicken Chow Mein
B Pickled fish
C Offal
D Milk tart

1.1.4 A/An … is a person who starts and runs a business to generate a profit.

A employee
B subordinate
C entrepreneur
D intrapreneur

1.1.5 A type of business that consists of 2-20 members who contribute combined capital, labour and knowledge and share profits.

A Sole proprietor
B Partnership
C Closed corporation
D Company

Copyright reserved

1.1.6 A business must register at … for tax matters.

A Department of Labour
B Department of Trade and Industry
C South African Revenue Service
D Companies and Intellectual Property Registration Office

1.1.7 A type of skills development opportunity where the Sous chef takes on the responsibilities of the Head Chef in a temporary capacity.

A Job enrichment
B Understudy training
C Special assignment
D Replacement assignment

1.1.8 A good example of a chef's career aspiration can be to …

A work as a chef at the same organisation for fifteen years.
B perform the same duties daily.
C develop good working relationships with his/her colleagues.
D become a head chef.

1.1.9 The most suitable person to evaluate the performance of a receptionist is the …

A front of house manager.
B housekeeper.
C head chef.
D maintenance manager.

1.1.10 The image below is an example of a … sign.



A mandatory
B prohibition
C safety condition
D warning

1.1.11 … is an example of a safety hazard that can occur in the workplace.

A A food handler with influenza working with food
B A faulty alarm system on the premises
C A slippery floor in the kitchen
D A storeroom door that cannot lock

Copyright reserved

1.1.12 At a student's protest, a rubber tyre was set alight.

Which of the following should be used to extinguish the fire in this case?

A Water hose
B Foam
C Carbon dioxide
D Fire blanket

1.1.13 Management is required to provide … first aiders for the two hundred employees at the workplace.

A 1
B 2
C 3
D 4

1.1.14 The most suitable menu style to present a variety of canapés on is a/an …

A cocktail menu
B table d' hôte menu
C a la carte menu
D plat du jour menu

1.1.15 … are government support agencies that support persons in starting small businesses.

A DTI and CIPRO
B DTI and SEDA
C SEDA and CIPRO
D SEDA and SARS

(15 × 1) (15)

1.2 Choose the health problem in COLUMN B that matches the correct first-aid procedure in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Elevate the patient's legs	A	fractured wrist
1.2.2	Give something sweet to eat or drink	B	suspected spinal injury
1.2.3	Splint the injured area	C	asthma attack
1.2.4	Minimise any movement of the patient	D	diabetic emergency
1.2.5	Flush the area with cool running water	E	chemical burn
		F	a patient in shock
		G	a patient struggling to swallow

(5 × 1) (5)

1.3 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.3.1–1.3.15) in the ANSWER BOOK.

1.3.1 It is important to open all windows and doors upon discovery of a fire.

1.3.2 An evacuation plan cannot be compiled without a building layout.

1.3.3 Each venue within a hotel must have a display of the building layout.

1.3.4 Any employee has the right to authorise an evacuation of the entire premises when it poses a life-threatening situation.

1.3.5 Personal counselling is a suitable method to use when an employee needs to change his/her behavior in the workplace.

1.3.6 The number of kitchen staff does not affect the menu of an establishment.

1.3.7 It is unnecessary to verify gathered information about businesses sourced from a website.

1.3.8 Ovo-vegetarians may only include eggs from the meat group in their diet.

1.3.9 A menu can be adapted to increase the seat turnover in a restaurant.

Copyright reserved

1.3.10 A restaurant does not have to highlight any food items containing soy, gluten and nuts to their customers, as this might reveal ingredients that make their food special or unique.

1.3.11 A manager should be the only person introducing new menu items to the waiters.

1.3.12 Seasonal ingredients are available all year round.

1.3.13 To prevent theft, the store clerk will issue ingredients from the storage areas to the kitchen.

1.3.14 Buffet menus are a variety of dishes presented on a menu, usually at a fixed price.

1.3.15 A person who wants to order only one dish, will look at a Table d' Hôte menu. (15 × 1) (15)

1.4 Choose the section of a business plan in COLUMN B that matches its description in COLUMN A. Write only the letter (A–F) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Outline the daily activities of the business	A	financial plan
1.4.2	Includes the start-up expenses and capitalisation	B	marketing plan
1.4.3	Any supporting additional documents added	C	operational plan
1.4.4	The most critical part of the business plan highlighting any financing needed	D	business model
1.4.5	Highlights any research done on products, services and pricing	E	executive summary
		F	appendices

(5 × 1) (5)

1.5 Give ONE word/term for each of the following statements by writing it next to the question number (1.5.1-1.5.10) in the ANSWER BOOK.

1.5.1 A test designed to determine an employee's interests, behaviour, and preferences, which can provide valuable information to the employer.

1.5.2 The type of skills development opportunity when a chef from an outside catering company is asked to fill in a temporary capacity of the current head chef's leave of absence.

1.5.3 The type of process used in setting goals according to its value of significance.

Copyright reserved

1.5.4 An evaluation done by the employees on themselves based on their own performance, without being influenced by their peers or manager.

1.5.5 When guests leave a hotel that has become unsafe.

1.5.6 An institution where a sole proprietor can access information about any laws based on the workplace.

1.5.7 A tried and tested recipe with a specific method and quantities that produces the same quality product all the time.

1.5.8 A traditional fish that is served as part of an English breakfast menu item.

1.5.9 A recommended diet used for persons diagnosed with high blood pressure.

1.5.10 The type of cost, such as rent, electricity, insurance, and advertising, to consider when menu pricing is calculated.

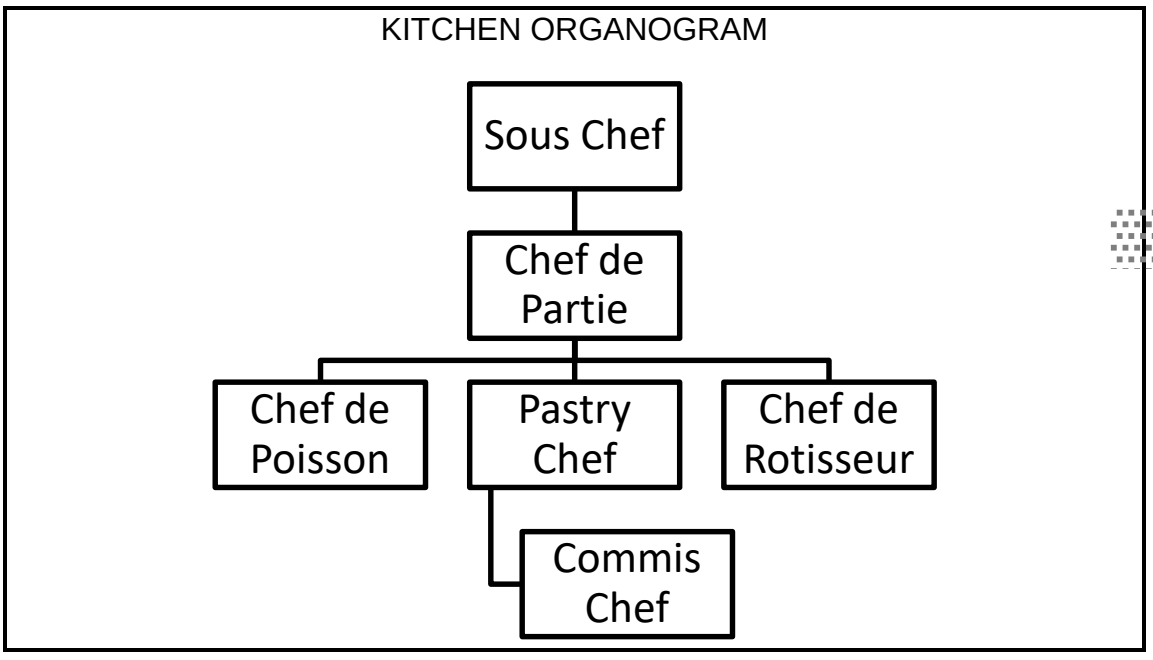
(10)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Study the organogram below and answer the questions that follow:



2.1.1 The pastry chef, Mickal, has to prepare and cook a custard slice for a performance review. Define the term *performance review*. (3)

2.1.2 Which ONE of the employees from the organogram will fulfil the following roles when reviewing the performance of Mickal?

A Peer
B Subordinate
C Manager (3)

2.1.3 How will each employee in QUESTION 2.1.2 contribute towards the performance review? (3 × 1) (3)

2.1.4 The manager should give feedback to Mickal about her performance review.

Elaborate on this statement. (4)

2.1.5 The manager enrolled Mickal for an online pastry course to complete at home. This is to broaden her skills for the upcoming pastry-making competition, which takes place in six months. To take part in this competition is one of Mickal's long-term goals.

Using the S.M.A.R.T method, break down Mickal's goal.
(5 × 2) (10)

2.1.6 Defend the statement below:

Doing an online study course can be beneficial for Mickal. (1)

2.2 The commis chef from the organogram in question 2.1 needs development in preparing cheesecakes with a variety of toppings. Complete the table below, by writing the answers next to the question number.

Skill to develop	**Outcome**	**Training development activities**	**Mode of delivery**	**Timeframe**	**Support persons**
Producing a cheesecake	2.2.1 (2)	2.2.2 (2)	2.2.3 (2)	2 weeks	2.2.4 (2)

(8)

2.3 What can the possible consequences be for each of the following parties if performance reviews are not done regularly?

2.3.1 The employee (4)

2.3.2 The employer (4) (8)

2.4 Create a table displaying TWO internal and TWO external specialists who can be called upon to assist with any emergency situations at a hotel. (4)

Copyright reserved

2.5 The Health and Safety officer at a hotel called a meeting with all the kitchen staff as well as the general manager and restaurant manager of the hotel to discuss a report on his findings in the kitchen. The meeting is unsuccessful, and attendees left irritated, frustrated or confused.

What could the Health and Safety officer have done differently to make the meeting a successful one with positive outcomes? (3 × 2) (6)

[50]

QUESTION 3

Read the scenario below and answer the questions that follow:

A BOOKING SYSTEM ON A MOBILE APP.

Thembi studied hospitality management and since she completed her studies, she has been working as a receptionist at a hotel. She has five years' experience of working at the reception desk and has seen a gap in the market. She has made up her mind to resign and follow her dream to start her own business. Her business idea is to create a mobile application for customers to use when booking accommodation.

This booking system will assist users in finding suitable accommodation according to the customer's needs and it will even be able to make bookings on the customer's behalf.

Thembi was advised to register her business as a sole proprietor. Thembi gathered the following information about a business as a sole proprietor:

- ONE to TEN owners are allowed.
- An audit is required by law yearly.
- The business is not a separate taxpayer.
- 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.

More information and research have to be done before Thembi can start her business.

3.1 Identify FOUR possible resources that Thembi can consult to gather more information about the business she plans to start. (4)

3.2 The scenario above has *incorrect information* that does not align with the company model of a sole proprietor.

3.2.1 Identify the incorrect information stated in the scenario. (5)

3.2.2 Correct the incorrect statements mentioned in QUESTION 3.2.1 (5)

3.3 There can be negative consequences if Thembi uses incorrect information.

Elaborate on this statement. (5)

3.4 Recommend TWO of the legal requirements that Thembi needs to comply with to become a legal business owner. (2)

3.5 Help Thembi to do an evaluation in table form to decide if she should carry on with her business idea or not. (3 × 2) (6)

3.6 Thembi needs to develop the mobile application, but she also needs to develop certain other areas to be a good business owner.

3.6.1 Looking at the type of business that Thembi wants to start, which area below is the most critical to develop? Choose ONE.

Handling customer queries, maintaining a booking system, or operating computer software. (1)

3.6.2 Justify your choice in QUESTION 3.6.1. (3)

3.6.3 Describe TWO methods that Tembi can use to improve her own knowledge and skills in the area identified in 3.6.1. (2)

3.7 Social media platforms are the best tools that Thembi could use to advertise her booking system mobile application.

Discuss this statement and provide TWO examples of social media platforms. (3)

3.8 Thandi can add other features or services to the booking system mobile app to enhance it. Suggest ONE other feature or service she could add. (1)

3.9 Inspecting firefighting equipment is paramount to being compliant for insurance purposes.

What should be inspected to ensure that a fire extinguisher complies and is ready to use? (4 × 1) (4)

3.10 How would one describe an emergency exit sign to someone who has not seen one previously? (3)

3.11 There are some steps a manager can use if he/she suspects theft in the food preparation area.

Draw up a list that can be used if this situation arises at a college. (6 × 1) (6)

[50]

QUESTION 4

Study the food list below and answer the questions that follow:

FOOD LIST

Pork Belly with Roasted Vegetables

Roasted Butternut Soup

Tea/Coffee

Apple Crumble with Chantilly Cream

Smoked Salmon with Melba Toast

Vanilla Ice Cream and Chocolate Sauce

Beef Lasagne with Greek Salad

4.1 Provide TWO characteristics of a table d' hôte menu. (2 × 1) (2)

4.2 Select ONE food item from the list above, and provide a reason for your choice, for each of the customers mentioned below:

4.2.1 Jew

4.2.2 Someone following a gluten-free diet

4.2.3 Vegan

4.2.4 Someone who has to follow a mechanical soft diet

4.2.5 Diabetic (5 × 2) (10)

4.3 Phulufelo has been placed on a low-salt diet by his dietitian. He wants to order a Greek salad as a starter at a restaurant, but his wife tells him that it is not good for him.

Motivate why he should avoid eating a Greek salad. (2)

4.4 Home-made Vanilla ice cream was added to the menu. The chef tried out three different recipes.

How should the chef determine which ice cream to use for the menu? (1)

Copyright reserved

4.5 Create a THREE-course dinner menu from the food list provided. You need to include TWO options per course and use the principles for drawing up a menu. (10)

4.6 The current recipe for Apple Crumble makes 12 portions. The next function is for 90 guests. Use the factor method to increase the ingredients for the recipe correctly.

Write down each ingredient next to the corresponding number in your answer book and show all the calculations to get to the correct amount of that ingredient to produce 90 portions.

	APPLE CRUMBLE
4.6.1	250 g margarine
4.6.2	400 g cake flour
4.6.3	380 g castor sugar
4.6.4	4 eggs
4.6.5	100 g raisins
4.6.6	300 g tinned apples
4.6.7	20 ml ground cinnamon
4.6.8	5 ml nutmeg
4.6.9	180 ml coconut
4.6.10	10 ml baking powder

(10 × 1) (10)

4.7 Motivate why one needs to consider the points below when planning a menu.

4.7.1 Equipment

4.7.2 Knowledge and skills of staff (2 × 2) (4)

4.8 The receptionist at Paarl Hotel receives a phone call reporting a bomb inside the hotel.

4.8.1 Draw up a list of steps that the receptionist should follow when she receives a bomb threat via a phone call. (4 × 1) (4)

4.8.2 What could the possible repercussions be if the steps mentioned in 4.8.1 are not followed? (2 × 2) (4)

4.9 Determine THREE possible outcomes if access to the manager's office is not controlled. (3)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

Copyright reserved