higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY SERVICES
## NQF LEVEL 4

## 17 November 2022

**This marking guideline consists of 11 pages.**

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## SECTION A

## QUESTION 1

1.1 C
1.2 A
1.3 D
1.4 C
1.5 A
1.6 B
1.7 C
1.8 D
1.9 B
1.10 C

(10 × 1) **[10]**

## QUESTION 2

2.1 True
2.2 False
2.3 True
2.4 True
2.5 True
2.6 False
2.7 False
2.8 True
2.9 True
2.10 False
2.11 True
2.12 False
2.13 False
2.14 True
2.15 False

(10 × 1) **[15]**

## QUESTION 3

3.1
3.1.1 B
3.1.2 D
3.1.3 A
3.1.4 C
3.1.5 F

(5 × 1) (5)

3.2
3.2.1 B
3.2.2 E
3.2.3 A
3.2.4 D
3.2.5 F

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(5 × 1) (5)

| | | |
|---|---|---|
| 3.3 | 3.3.1 | C |
| | 3.3.2 | D |
| | 3.3.3 | A |
| | 3.3.4 | B |
| | 3.3.5 | E |

(5 × 1) (5)
**[15]**

**QUESTION 4**

| | | |
|---|---|---|
| 4.1 | Ad hoc | |
| 4.2 | Veto power | |
| 4.3 | Draught/Draft | |
| 4.4 | Champagne flute/saucer | (**Sparkling wine glass is incorrect**) |
| 4.5 | Mocktails/Non-alcoholic cocktails | |
| 4.6 | Gueridon service | |
| 4.7 | Formal meeting/ Meeting | |
| 4.8 | Hazard sign or Warning sign | |
| 4.9 | Damaged/ Spoiled stock | |
| 4.10 | Liquor Act | |

(10 × 1) **[10]**

**TOTAL SECTION A: 50**

## SECTION B

## QUESTION 5

5.1 To restrain sediments✓ from being poured into a glass.✓ (2)

5.2 5.2.1 Red
5.2.2 White
5.2.3 White
(3 × 1) (3)

5.3 To ensure that the flavour of the chardonnay is served at its best✓ and to avoid customers not being satisfied by the wine quality.✓ (2)

5.4
- Fill cocktail shaker with ice✓
- Measure and pour all ingredients into the shaker✓, except for fizzy drinks✓
- Cover the shaker and shake for about 20 to 30 seconds✓ or until the shaker becomes cold on the outside✓
- Pour into a glass over a strainer✓
- Add fizzy drink if required✓ (Any 6 × 1) (6)

5.5
- Start with the person on the host's left, moving clockwise around the table
- Clear from the customer's right-hand side
- First plate is held with the fork firmly secured under the thumb and the knife wedged under the fork
- Second plate is lifted onto the arm and leftovers scraped onto first plate
- Place fork and knife on first plate
- The second plate becomes the stacking plate (Any 5 × 1) (5)

5.6
- Trade within the determined legal hours
- Obtain a permit for extended hours of trading
- Comply with age restriction laws
- Maintain health and safety standards
- Adhere to the standard of intoxication limits (5)

5.7
- The establishment could be fined
- The owner could be imprisoned
- Liquor license can be revoked
- There can be a lawsuit against the establishment
- The company can be shut down (Any 4 × 1) (4)

5.8
- Identity document
- Driver's license
- Passport (3)

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5.9
- To ensure that organised and well controlled cleaning take place
- To avoid poor hygiene standards
- To maintain a professional image that leads to guest satisfaction
- To ensure that staff work in a less stressful place/ maintain staff moral
- To lower costs to the company, through regular cleaning (Any 3 × 1) (3)

5.10
- Writing
- Diagrams/pictures (2)

5.11
- Always arrive on time
- If you are unable to attend, send apology
- During meetings, listen to other people's points of view
- Participate and actively involve yourself in the process
- Do not speak over others or interrupt
- Concentrate on what is going on and do not do other work
- Do not have side conversations
- Speak through the chairperson (Any 5 × 1) (5)

5.12 5.12.1 Once-off meeting
5.12.2 Regular meeting
(2 × 1) (2)

5.13
- Ensure that all goods deliveries are documented in the goods receiving book and have the driver sign as proof
- When goods are delivered it is important to check that the products have no broken seals and that the expiry dates are valid
- If the stock is fresh produce, ensure that it is firm, neatly packed and clean, ripe and well coloured
- The amount of stock received should correspond with the invoice and the order in both quantity and quality
- Security must endorse the goods on arrival
- The supervisor must tick off each item and sign if satisfied that the goods received are in order
- If you are unsatisfied with the stock that you have received, then report this to your supervisor (Any 6 × 1)

(**Steps do not have to be in order**) (6)

5.14
- Perishable goods
  Fruits/Fruit names

- Non-perishable goods
  Cordials
  Wines
  Beer
  Soft drinks/Juice
  Spirits (Any 2 × 1)

(**Specific item or item group is correct**) (2)

**[50]**

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## QUESTION 6

6.1
- How wine is made
- How wine tastes
- The region of the wine (where wine comes from)
- The vintage of the wine (year wine was made in)
- Which wine is in fashion to drink
- The temperature of wine
- The alcohol content of wine
- Which food is best paired with the wine (Any 3 × 1) (3)

6.2
- Provide customers with enough time to decide what they want
- Stand on the right-hand side of the customer
- Write the order down on a paper with pen
- Repeat the order to the customer to ensure correctness of the order
- Ensure that you know exactly which order goes to which customer
- Remove the wine list form the table
- Suggest alternatives if stock is unavailable

(Any 5 × 1) (5)

6.3
- The colour of the cocktail
- The flavour of the cocktail
- The concept of the cocktail (3)

6.4
- Serve customers according to when they place their order – First come, first served
- Always return stock once used
- Prepare garnishes in advance and cover to avoid drying out
- Use fresh ingredients
- Make cocktails as customers order them
- Clean as you go
- Know the methods of preparation
- Listen to customer's preferences
- Repeat the order to avoid mistakes (Any 4 × 1) (4)

6.5
6.5.1 Place on the top left of the plate
6.5.2 Place on the lower centre of the plate
6.5.3 Place on the top right of the plate
6.5.4 May be place top right of the plate on a sauce bowl or pour gravy over the items (4 × 1) (4)

6.6
- The name and price of the product
- The taste of the product
- The alcohol content
- How the product may be complimented by food
- Knowledge of all items on the drinks' menu
- Know the trends in consumption and what is in fashion
- Know how to serve all drinks correctly (Any 3 × 1) (3)

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6.7
- Keep staff informed of what service objectives are
- Encourage staff to transform organisational goals into personal goals
- Conduct staff surveys to know level of satisfaction
- Recognise and reward individual and team success
- Monitor individual and team performance and provide feedback, whether negative or positive
- Implement the agreed recognition and reward processes consistently and publicly
- Determine if there any obstacles and remove them where possible
- Remind staff members of performance standards and counsel them where standards are not met (Any 5 × 1) (5)

6.8
- To comply with the law
- To prevent guests from being injured
- To prevent staff from being injured
- To avoid drink contamination
- To avoid time delays during service (Any 4 × 1) (4)

6.9
- Rotate stock using FIFO to prevent expiration
- Check for leakages
- Clearly label all chemicals in the storage area
- As an authorised person, be the only one that handle chemicals
- Know the properties of the chemicals
- Pour opened chemicals into specific dispensing equipment
- Lay out dispensing equipment strategically to suit the task
- Go through the suppliers' training of cleaning agents
- Be competent on the use of chemicals (Any 5 × 1)

(5)

6.10
- To confirm the time,✓ duration, ✓ date✓ and place✓ of a forth coming meeting
- To give members a prior warning of what will be discussed✓
- Indicate who will lead the discussion on specific issue(s) ✓
- Present a manageable list of items that can be adequately discussed in the time available✓ (Any 6 × 1) (6)

6.11
- The name of the required item or stock
- The quantity of item(s)
- The name of the department requisitioning the item
- The name of the person compiling the requisition
- The date of the requisition (5)

6.12 6.12.1 First in First Out✓ (1)
6.12.2 Place older stock in front✓ of new stock✓ (2)

**[50]**

## QUESTION 7

7.1
- Acknowledge a customer a soon as they walk through the door
- Greet customers as soon as they enter your establishment
- If possible open the door for them and assist with prams or wheelchairs
- If you are busy and unable to meet the customer at the door make sure you acknowledge them by smiling (Any 3 × 1) (3)

7.2
- Fold the clean waiter's cloth and position it so that it covers the palm of your left hand
- Place the wine bottle in your left palm with the base of the bottle resting against your fingers, the label facing the host
- Hold the bottle towards the guests for his approval
- Say the name, type and year of the wine
- Ask the host to feel the temperature of the wine
- When the guest has approved the bottle step back and open the wine (Any 3 × 1) (3)

7.3 7.3.1
- Ask for identification of the customer ✓
- Inform the customer about the law of serving alcohol to person under the age of 18✓ and implications to yourself and the establishment✓
- Offer the customer an alternative drink✓ (4)

7.3.2
- Have a recipe book handy at the bar **OR** Search for it online **OR** Ask a colleague or manager
- Ask the customer the ingredients of the cocktail
- Recommend an alternative if you cannot make the cocktail (3)

7.4
- Take note of who ordered what, ✓ orders can be taken in a clockwise direction✓
- Offer explanations, advice, translation and alternatives if there is a need✓
- Promote any signature dishes✓
- Take orders for starters and main dishes✓
  A second round of orders can be taken after the main course✓ for dessert or coffee✓ (Any 5 × 1) (5)

7.5
- Ensure that he/she is properly trained on how to use the espresso machine
- Clean and check if the espresso machine works properly
- Always follow the manufacturer's instructions when using the espresso machine (3)

7.6
- Ensure that guests do not wait longer than necessary for service
- Check that the service staff are presenting and serving drinks in the correct manner
- Monitor feedback from customers (both negative and positive)
- Observe the manner in which staff speak and interact with customers
- Check personal hygiene and appearance of staff (5)

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7.7
- Sexual harassment (e.g. inappropriate touching)
- Racist remarks (e.g. swearing)
- Obscene behaviour

(**Marks should be awarded for examples**) (3)

7.8
- Regular inspection
- Ongoing inspection
- Ad Hoc inspection (3)

7.9
- Staff registers
- Staff schedules (training and assessment)
- Leave forms
- Staff evaluations
- Inspection reports
- Staff appraisals
- Recruitment, interviewing and selection records
- Disciplinary records
- Orders, purchases
- Deliveries
- Requisitions and issues
- Maintenance requests and reports
- Stocktaking
- Damaged or condemned items
- Costs and budgets
- Minimum and maximum stick levels (par levels)
- Accidents/injuries on duty (Any 2 × 1) (2)

7.10 7.10.1
- Refer back to the agenda
- State the purpose of the meeting so that the delegates are informed (2)

7.10.2
- Have a time keeper in meetings
- Remind delegates about time limits
- If topic cannot be resolved, refer it to next meeting (3)

7.10.3
- Break the issue down into smaller parts
- Start with less complex issues to gain momentum (2)

7.11
- When stock is delivered over long distance, ✓ and the fuel price is high✓
- When there is a short supplier of that stock or there is a demand in the market particular stock✓
- If stock needs to be delivered in a hurry✓
- If stock in couriered over a certain region✓ (3)

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7.12
- To prevent theft and loss of stock
- To ensure that the stock on hand matches the stock paid for
- To have proof of movement of stock within and outside the organisation
- To buy new stock as soon as old stock levels decrease
- To have evidence in case of discrepancy (5)

**[50]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

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