higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 4

(11011034)

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

This question paper consists of 10 pages.

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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. Start each question on a new page.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 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 (1.1–1.10) in the ANSWER BOOK.

1.1 A dry white wine is best paired with …

A venison.
B duck.
C fish.
D vegetables.

1.2 When promoting cocktails, which information is not important?

A Colour
B Price
C Alcohol content
D Ingredients

1.3 During silver service, sorbet is served after the … course.

A soup
B salad
C dessert
D entrée

1.4 If customers order drinks and the order takes long, the waiter should…

A offer them free food.
B offer them a free drink.
C inform them of the delay.
D inform the manager.

1.5 When adapting a cleaning schedule, the following information cannot be changed.

A The area needed to be cleaned.
B The number of staff needed to clean.
C The time allocated for cleaning.
D The equipment needed for cleaning.

1.6 A way in which people can be informed about a meeting.

A Minutes
B Notice
C Notes
D Receipt

1.7 When a deviation occurs while receiving stock, which document needs to be completed?

A Invoice
B Delivery note
C Credit note
D Stock sheet

1.8 Top quality red wine is best served at which temperature?

A 24 °C
B 8 °C
C 4 °C
D 18 °C

1.9 Which spirit is used to make a Margarita?

A Gin
B Tequila
C Vodka
D Whiskey

1.10 The service item used for dishing-up soup during silver service.

A Sauce boat
B Bowl
C Tureen
D Service flats

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.15) in the ANSWER BOOK.

2.1 When advising customers about drinks, waiters should mention the brand name.

2.2 Disinfectants only clean surfaces.

2.3 Meetings must be planned beforehand to ensure that they are effective.

2.4 Product specification is a document listing all information about stock.

2.5 To avoid delays and customer complaints, a wine waiter must implement mise-en-place.

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2.6 A barman should take his/her time when preparing cocktails.

2.7 Waiters do not have to be trained for silver service.

2.8 All damaged drink machines should be reported to maintenance immediately.

2.9 After a cleaning inspection has been conducted, action should be taken if service standards are not satisfactory.

2.10 There is no need to circulate an attendance register before a formal meeting.

2.11 There should be a scale in the receiving area, to check and receive stock.

2.12 Having minimal wine knowledge can improve customer service in a restaurant.

2.13 All new cocktails should be tasted by customers first before being approved by management.

2.14 Always check and switch off equipment after silver service to prevent damage or breakage.

2.15 If a barman finds that a new bottle of liqueur is off, they should throw it away.

(15 × 1) **[15]**

QUESTION 3

3.1 Choose the correct wine making stage from COLUMN B that matches the process in COLUMN A. Write only the letter (A–F) next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	When wine is bottled and allowed to mature for a certain amount of time	A	fermentation
3.1.2	When ripe fruits are picked to produce a particular type of wine	B	aging
3.1.3	The process of turning grape juice into alcohol	C	blending wine
3.1.4	The process of mixing different barrels	D	harvesting
3.1.5	The process of straining wine to get a clearer product	E	bottling wine
		F	filtering and fining

(5 × 1) (5)

3.2 Choose the cocktail service equipment from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–F) next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

COLUMN A	COLUMN B
3.2.1 	A swizzle sticks B pourer C optic measure D juicer E strainer F tongs
3.2.2 	
3.2.3 	
3.2.4 	
3.2.5 	

(5 × 1) (5)

3.3 Choose the correct designation from COLUMN B that matches the role in COLUMN A. Write only the letter (A–F) next to the question number (3.3.1–3.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.3.1	A person that ensures adherence to allocated time	A	chairperson
3.3.2	A person that allows attendees to access a meeting	B	minute taker
3.3.3	A person that leads a meeting	C	timekeeper
3.3.4	A person that records the meeting's proceedings	D	door watcher
3.3.5	A person that is invited to a meeting	E	delegate
		F	speaker

(5 × 1) (5)
[15]

QUESTION 4

Give ONE word or term for each of the following descriptions. Write only the word/term next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 A temporary solution to a cleaning programme problem.

4.2 The right to stop a decision from being taken in a meeting.

4.3 Beer served from a keg.

4.4 A glass used to serve sparkling wine.

4.5 The type of cocktails served in an unlicensed restaurant.

4.6 A service that uses a movable serving tray or trolley.

4.7 A pre-arranged gathering of one or more people to discuss a planned list of items.

4.8 A sign used to warn people of danger when following a cleaning schedule.

4.9 The type of stock that should be discarded because of its quality.

4.10 The law that governs the sale of alcohol.

(10 × 1) **[10]**

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1 Why is a decanter used during wine service? (2)

5.2 Indicate which of the following wine varieties are 'white' or 'red'.

5.2.1 Cinsault

5.2.2 Chenin Blanc

5.2.3 Colombar(d)

(3 × 1) (3)

5.3 Why should you not serve a chardonnay at room temperature? (2)

5.4 Provide the correct procedure for preparing cocktails when using a three-piece shaker. (6)

5.5 How are plates cleared during silver service when customers are finished eating? (5)

5.6 Describe the legal requirements for serving alcohol in a licensed premise. (5)

5.7 What are the consequences if the legal requirements in QUESTION 5.6 are not followed? (4)

5.8 Which THREE documents are required to verify a person's age when selling alcohol? (3)

5.9 Why is a cleaning schedule important? (3)

5.10 List TWO ways companies use to communicate their cleaning schedule to staff other than speaking. (2)

5.11 Identify FIVE meeting protocols that attendees should follow when invited or attending a meeting. (5)

5.12 Which type of meeting is best suited for the following scenarios?

5.12.1 When a problem arises and needs to be dealt with immediately.

5.12.2 When routine issues need to be discussed.

(2 × 1) (2)

5.13 Which steps are followed when a hospitality establishment receives stock? (6)

5.14 Name ONE example of perishable and ONE example of non-perishable items that can be delivered to the bar. (2)

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QUESTION 6

6.1 List THREE types of information that a wine waiter needs to know, to guide customers when choosing wine. (3)

6.2 List FIVE steps to be followed when waitrons take wine orders for sit-down meals. (5)

6.3 When a barman choses cocktail garnishes, which THREE factors should be considered? (3)

6.4 Give advice to a barman on how to serve cocktails efficiently and effectively. (4)

6.5 When a waiter plates the main course for silver service, indicate where they would position the following items:

6.5.1 Vegetable
6.5.2 Meat
6.5.3 Starch
6.5.4 Sauce/Gravy (4 × 1) (4)

6.6 How would you determine whether a barman or waiter has product knowledge? (3)

6.7 Provide FIVE ways staff can be motivated to increase sales. (5)

6.8 Why should drink machines be safely and hygienically maintained? (4)

6.9 Describe how a cleaner can minimise hazard associated with the misuse of cleaning chemicals. (5)

6.10 Explain why a meeting requires an agenda. (6)

6.11 What information should be recorded in a requisition form when an internal department orders items from the storeroom? (5)

6.12 6.12.1 What does *FIFO* stand for? (1)
6.12.2 What does the FIFO process entail? (2)

[50]

QUESTION 7

7.1 How can a waiter deal with a customer in a polite and friendly manner as soon as they walk through the main entrance? (3)

7.2 Describe the different steps to follow when presenting wine to a customer after ordering. (3)

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7.3 How should one deal with the following unexpected operational situations during cocktail service:

7.3.1 Underage person ordering alcoholic drinks. (4)

7.3.2 Unknown cocktails (3)

7.4 Describe how a waiter should take a silver service order of six customers with a host. (5)

7.5 How should a barista take care of and prepare an espresso machine, so that it is ready for service? (3)

7.6 Which factors should a manager look out for when monitoring drink service standards? (5)

7.7 List THREE types of offensive behaviour that a waiter could encounter during drinks service. (3)

7.8 Identify THREE types of cleaning inspections. (3)

7.9 Name TWO types of records a hotel department keeps and updates daily, weekly or monthly for reporting all its activities. (2)

7.10 How should a chairperson handle the following situations to make sure that a meeting more effective:

7.10.1 Unfocused meeting (2)

7.10.2 Exceeding time limits (3)

7.10.3 Very complex issues being discussed (2)

7.11 Give instances when supplier lead times could impact the price of goods. (4)

7.12 Why is stocktaking and the recording of stock completed on a regular basis? (5)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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