higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 4

28 November 2023

This marking guideline consists of 11 pages.

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SECTION A

QUESTION 1

1.1 B
1.2 A
1.3 C
1.4 A
1.5 B
1.6 D
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 False
2.4 True
2.5 False
2.6 False
2.7 True
2.8 False
2.9 False
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 Product specification
3.2 Service cloth or napkin
3.3 Shaking
3.4 Cloche
3.5 Liquor license
3.6 Periodic cleaning
3.7 Minute taker
3.8 Lead time
3.9 Tannin(s)
3.10 Identity Document (ID) or passport or driver's license

(10 × 1) **[10]**

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QUESTION 4

4.1	4.1.1	B		
	4.1.2	E		
	4.1.3	A		
	4.1.4	F		
	4.1.5	C		
			(5 × 1)	(5)
4.2	4.2.1	B		
	4.2.2	F		
	4.2.3	D		
	4.2.4	A		
	4.2.5	E		
			(5 × 1)	(5)
				[10]

QUESTION 5

5.1	5.1.1	Agenda		
	5.1.2	Chair person		
	5.1.3	Memorandum		
	5.1.4	Protocol		
			(4 × 1)	(4)
5.2	5.2.1	Non slippery		
	5.2.2	Trolley		
	5.2.3	Goods receiving area		
	5.2.4	Purchase order		
	5.2.5	Condition of package or packaging		
	5.2.6	Sell by date	(6 x 1)	(6)
				[10]
			TOTAL SECTION A:	**50**

SECTION B

QUESTION 6

6.1
- The fermentation process turns grape juice✓ (must) into wine when the juice is brought to the correct temperature ✓
- This is a complex chemical reaction✓ whereby the yeast✓ interacts with the sugars (glucose and fructose)✓ in the must to create ethanol (alcohol)✓ and carbon dioxide (Any 4 x 1) (4)

6.2
- The variety: each variety has a distinct aroma and other features that play an important role in determining the kind of wine to be produce.
- The weather: help to determine how quick the vines and grapes grow.
- The soil: the mineral content of the soil and ground water determines the composition of acids.
- Water: the amount of water that the vines get
- Aging: determines the character of wine, the longer the wine matured, the mellower and smoother the wine will be
- Viticulture: this is the most important and in every stage of viticulture: plowing, pruning, weeding, spraying and harvesting (Any 3 x 1) (3)

6.3
- Customer complaints or dissatisfaction if the drinks are too strong or too weak due to the incorrect amount of alcohol that was added .
- Customers might bad-mouth the establishment which might lead to less customers, less selling of alcohol and lower income and profit
- Standard measures are used to determine the cost of drink and profit that can be made from it and the not measuring it may cause a loss or less profit
- Measures of alcohol must be precise, illegal measure can result in fines or the establishment can lose the liquor license
- Zanele may lose her job/get fired (6)
- Any other relevant answer (Any 6 x 1)

6.4
- Promote happy hour specials e.g “two for the price of one”
- Be friendly and offer excellent customer service.
- Have photos or display cards to help describe the cocktail to the customer.
- Try to guide them towards a speciality drink or creative cocktail that gives them good value for money.
- Sell or promote the cocktails that you know you make well
- Remember that they will want to know the price, ingredients and relative strength of the alcohol in the cocktails you are promoting. (Any 3 x 1) (3)

6.5
- Communicate with them in a way that is caring and efficient.
- Be friendly, polite and genuine when greeting customers.
- Create a friendly atmosphere when they approach you.
- Listen to them and show interest in what they are saying or asking.
- Serve them their correct orders
- Treat all customers with respect.
- Do not hover and make them feel uncomfortable (Any 5 x 1) (5)

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6.6 6.6.1
- Apologise to the customer for the delay.
- Send a waiter to the customer's table immediately to take his/her order or the manager can take the order him/herself to save time.
- Serve the order to the customer as soon as possible.

(Any 2 x 1) (2)

6.6.2 Bring it to the attention of the service staff immediately and tell staff that they should be attentive to the needs of the customer.

(Any 1 x 1) (1)

6.6.3
- Apologise to the customer for the delay.
- Find out what caused the delay and assist with the service.
- The manager can also give the drink to the customer free of charge to make up for the long wait.

(Any 2 x 1) (2)

6.6.4
- Ask what you can do to solve the problem
- Should there be a delay in service, apologise to the customers.

(Any 1 x 1) (1)

6.7 6.7.1
- Trade within the determined legal hours.
- Obtain a permit for extended hours of trading.
- Comply with the age restriction laws.
- Maintain health and hygiene standards. (Any 3 x1) (3)

6.7.2
- The liquor licence of the establishment can be revoked
- The establishment can lose income and make less profit
- The establishment can be fined
- The premises can be shut down
- Staff can be retrenched (lose their jobs)
- The establishment can have lawsuits against it. (Any 4 x1) (4)

6.8 6.8.1
- The cleaner the area, the happier the guest will be.
- Guests will revisit the establishment and spread positive word of mouth
- Good reviews may lead to more customers visiting the establishment

6.8.2
- Staff will feel good working in a clean area.
- Staff will know exactly what their tasks are or what is expected of them.
- Staff will feel safe and secure in their jobs

6.8.3
- By following a cleaning schedule there would not be overuse of chemicals and less money will have to be spent on chemicals
- Human resources will be used more efficiently and less time will be wasted so costs will be cut

(3 × 2) (6)

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6.9
- Arrive on time.
- Listen to others' point of view.
- Participate actively in the meeting
- Share your opinion when asked to
- Put your cellphone on silent and put it away until after the meeting
- Do not engage in talks with the person(s) seated next to you
- Speak through the chairperson.
- Help keep the meeting on track and do not waste time dragging out discussions (Any 3 × 1) (3)

6.10 6.10.1
- Time can be saved.
- Money can be saved as less stock needs to be on hand at a time
- Customer satisfaction can be improved by ordering items that are low in stock before it runs out
- Slow-moving stock can be identified and promotions or specials can be planned around it
- Expired stock can be identified and disposed of
- Any other relevant answer (4)

6.10.2
- It gives assurance that the stock on hand matches the amount of stock paid for.
- It provides proof of department's movements in terms of stock on hand.
- It gives an historic overview of the department's overall performance.
- It provides first-hand legal evidence of a transaction when discrepancies arise. (3) **[50]**

QUESTION 7

7.1
- Increase the profits from sales.
- Increase guest satisfaction.
- Provide better service to the guest by offering a range of service options. (3)

7.2 7.2.1
- The taste of wine
- What food the wine is best served with
- What temperature the wine should be served at
- Which wines are new on the market and in demand at the moment
- The smell (nose) of the wine
- The origin of the wine
- The price of the wine (Any 4 x 1) (4)

7.2.2
- What the drink looks like
- The price of the drink
- Detailed list of ingredients used
- The relative strength of the alcohol
- Non-alcoholic alternatives that are available
- Are there any allergens in the drink (Any 5 x 1) (5)

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7.3
- Politely ask them to quieten down, since they are disturbing other guests.
- Gain assistance from senior members of the team if necessary.
- Remain calm, professional, courteous and tactful at all times.
- Offer assistance with, or suggestions regarding, safe transportation.
- Always use non-aggressive body language. (Any 2 x 1) (2)

7.4 7.4.1
- Introduction
- Demonstration
- Practice
- Summary (4)

7.4.2
- To make sure staff know what the expected level of service is (1)

7.5
- Compile a maintenance request and give this to the Maintenance Department.
- If the maintenance team is unable to sort the problem out, contact the suppliers immediately.
- If an outside contractor or service agent is used, make arrangements for the equipment to be serviced and make sure that the paperwork is completed properly according to organisational requirements.
- Record your report in the hand-over book and make this available to your manager. (4)

7.6 7.6.1
- Keep them informed of what the service objectives are.
- Agree on a means of recognising and rewarding individual and team success.
- Monitor individual performances and provide feedback on the sales they have made
- Monitoring department performance and provide feedback to the team
- Determine if there any obstacles and remove the obstacles where possible
- Implement the agreed upon rewards system. (Any 4 x 1) (4)

7.6.2
- Ensure that the prices are competitive with the other establishments in the area.
- Sell certain drink items at a special price to promote them.
- Liaise with suppliers to provide large quantities of stock at discounted prices.
- Advertise the wines by using a table tent.
- Offer tasters of new drinks.
- Raise the interest in wines and in your food by suggesting perfect matches. (Any 4 x 1) (4)

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7.7 7.7.1

- The area that must be cleaned.
- The person that has to do the cleaning of that area .
- The equipment and chemicals that should be used.
- How often cleaning needs to be done and how long it should take.
- The Health and safety regulations that must be followed
- The specific standard procedure/method for cleaning

(Any 5 x 1) (5)

7.7.2

- The group should discuss and agree on guidelines.
- Ensure that every person in the meeting knows that they have a voice.
- Maintain an optimal size and type of the group to ensure you do not reach a deadlock.
- To reach an effective decision, make sure that all participants have clearly understood the problem.
- Once all the solutions to the problem have been discussed, a decision should be reached by a consensus.
- When a decision has been made and has received a majority consensus, those individuals who were not in favour of the decision should do their best to buy into the proposed solution.
- The chair of the meeting should do summary of the decision that was reached through consensus at the end of the meeting so that it can be minuted correctly. (Any 4 x 1) (4)

7.7.3

- Voting (a decision-making method that is best suited to large groups)
- Straw polling (entails asking for show of hands to see how the group feels about a particular issue)
- Reach consensus (all are in agreement)
- Live with disagreements (Any 3 × 1) (3)

7.8

- Perishable food includes fruits and vegetables, fresh meat, foods purchased from chill cabinets and freshly cooked food stored to be used later.
- It is usually stored in the refrigerator
- Ensure that stored products are not crowded in the refrigerator so that there is good air circulation around each item
- Hard dry cheese e.g parmesan, some processed meats like salami and some fruit and vegetables may be stored in a cool place outside of a fridge
- Frozen items must be stored in the freezer and must be transferred from the receiving area as quickly as possible to prevent them from defrosting
- Meat, poultry, fish and dairy products must all be stored in separate parts of the freezer.
- All food items should be covered when it is in the fridge to prevent drying out and leaking
- Observe the ‘First in, First out” principle of stock rotation
- Any other relevant answer (7)

[50]

QUESTION 8

8.1 8.1.1

- Lay a service cloth and position it so that it covers the palm of the left hand.
- Place the wine bottle in your left palm with the base of the bottle resting against your fingers.
- Lay the wine bottle with the label facing up on your arm.
- Step up to the customer from the right-hand side.
- Present the wine to the customer by saying the name, vintage, etc.
- Label must always face the customer.
- Once customer has given the go ahead, open the bottle of wine.
- Drape your waiter's cloth over your left wrist so that it does not get in the way. (Any 6 x 1) (6)

8.1.2

- First -in first-out: To always store new deliveries✓ behind older items (with an earlier use-by-date) so that the older items are used✓ before the newer items. (2)

8.1.3

- To avoid wastage
- To ensure the quality of the stock stays consistent
- To ensure customer satisfaction
- To ensure that old stock is used first
- It helps to manage large and increasing stock volumes
- Any other relevant answer (Any 2 x 1) (2)

8.1.4

- Customers will be unhappy.
- Customers will not return.
- Less profit will be made.
- An unprofessional image of the business will be created. (Any 3 x1) (3)

8.1.5

- Ensure that walkways are clear before picking up the item.
- Shift or pull on the box so that it is sticking out from the shelf and easier to pull out from the shelf.
- Move it to the floor if the shelf is very low.
- Asses the load for size and weight.
- Get close to the load.
- Bend your knees.
- Keep you back straight.
- Pick up or lift the box.
- Hold the load close to your body and place it on a trolley.
- Use the trolley to push the box from the storeroom to the bar. (Any 7 x 1) (7)

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8.2
- Place the hot plate in front of the customer✓, warning them that it is hot.
- Always serve the main item first✓ (roast leg of lamb) and place it to the customer, on the lower centre of the plate.
- Serve the roast potatoes next ✓and place them on the top right of the plate.
- Serve the vegetables next ✓and place them on top left of the plate
- Serve gravy last✓ . It should be spooned over one third of the meat
- Do not serve food so that it is placed on the rim✓ of the plate.
- Position the food for all guests in the same way.
- You should always ask guest✓ if they would like sauce, gravy or similar accompaniments.

Note to markers: The food item PLUS the position it should be placed on the plate should be correct for a mark to be awarded. (Any 6 x 1) (6)

8.3 8.3.1
- Ensure that you have some kind of light available e.g. candles and matches as well as oil lamps and supply of oil for them so that you will be able to see and can continue to serve drinks to customers.
- Continue to measure and pour drinks using the correct equipment
- Open a bar tab for each customer (hard copy) that they have to sign when they receive a drink if the POS is not working
- Any other relevant answer (3)

8.3.2
- Handle the situation with sensitivity and quietly
- Contact the manager and explain the situation.
- Request permission for the bill to be handled as an account.
- Get all the relevant information from the customer e.g. name, number, copy of ID etc so that the payment can be followed up
- Any other relevant answer (4)

8.3.3
- Apologise to the customers
- Check that they have received the correct drinks that they had ordered
- Gage how much of the drinks they have drunk before they showed their dissatisfaction - if only a sip was taken, the drinks can be replaced .
- Call the manager to manage the situation if the customers have already finished their drink
- Suggest something else or similar for them to drink .
- Any other relevant answer (4)

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8.4
- Non-compliance with standards could result in financial penalties or closure of the business by health authorities
- It can cause an unhygienic environment and
- Lead to complaints from guests.
- Money can wasted if not used correctly.
- Staff can be sustain burns or other injuries caused by chemicals
- Staff and the property can be at risk if chemicals are not used and stored correctly as some chemicals are flammable.
- Any other relevant answer (Any 6 × 1) (6)

8.5 The chairperson should be someone who:
- Will make sure that all view points get heard – including those he/she disagree with.
- Has the required level of skills and knowledge to chair the meeting
- Will not use the position to impose his/her views.
- Listens to other people (3)

8.6
- Start the meeting on time.
- Do not recap for latecomers.
- Be prepared and have objectives.
- Publicise the agenda beforehand.
- Be clear about the responsibilities of the people in the meeting.
- Expect the full attentiveness of delegates - do not allow distractions like cell phones in the meeting.
- Do not allow long winded discussions.
- Finish agenda points and do not let them be carried over to the next meeting.
- Deal with important things first.
- Avoid being distracted by side issues.
- Document the meeting. (4)
- Any other relevant answer (Any 4 × 1) **[50]**

TOTAL SECTION B: 150
GRAND TOTAL: 200

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