higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 4

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY SERVICES
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.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Aperitif wines are served at … °C

A 18
B 12
C 16
D 14

1.2 The following is used to crush fruit for cocktails.

A Muddler
B Waiters friend
C Tray
D Julep strainer

1.3 A course that follows the entrée course during silver service is …

A soup
B fish
C sweets
D sorbet

1.4 If the coffee machine in the restaurant breaks, to whom should the restaurant manager report it?

A Maintenance
B Security
C Kitchen
D Front of house

1.5 The type of inspection that should be done to follow up if a problem has been solved:

A Regular inspection
B Ad hoc inspection
C Ongoing inspection
D Morning inspection

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1.6 Type of minutes of a meeting that ensures that members are reminded of their responsibilities.

A Verbatim
B Narrative
C Resolution
D Action

1.7 Products such as fish, meat and vegetables.

A Non-perishable goods
B Non-food stuffs
C Perishable goods
D Hazardous goods

1.8 Being polite and friendly means …

A Serving the host first
B Serving pregnant women first
C Taking food orders for children to the games room of the restaurant
D Acknowledging customers as they arrive

1.9 The type of glass that is normally used to serve a cosmopolitan.

A Margarita glass
B Martini glass
C Hurricane glass
D Collins glass

1.10 The following is the most appropriate method used to train staff in silver service.

A Assignment
B Theory
C Demonstration
D On the job

(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 (2.1–2.10) in the ANSWER BOOK.

2.1 Staff should be trained to clean and operate equipment properly.

2.2 Use large quantities of chemicals to clean surfaces as this will ensure effective cleaning

2.3 Telling a person to keep quiet is the right way to handle the situation, when a person goes off topic in a meeting.

2.4 CCTV cameras can be installed to help with security of goods in the receiving area.

2.5 Any person or customer can be served alcohol.

2.6 Rather keep only a small amount of stock so that you can be sure it will sell.

2.7 Make sure all equipment is cleaned before storing it away after service.

2.8 In a restaurant the air conditioner should be set to its lowest setting, to make it comfortable for the waiters to work.

2.9 A cleaning schedule forms part of the documentation used during stock taking.

2.10 A delegate is a person designated to act for or represent another person at a meeting.

(10 × 1) **[10]**

QUESTION 3

Give ONE word or term for the following descriptions by writing it next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 All information regarding goods received at a hotel.

3.2 Used to wipe the neck of the wine bottle.

3.3 A method used to make a margarita.

3.4 A dome used to cover the food to prevent it from getting cold.

3.5 The type of license to get if you want to sell alcohol at a restaurant.

3.6 Items or areas that must be cleaned more often than once a week but not daily.

3.7 The person that takes down what was said in a meeting word for word.

3.8 The time to wait between when the goods were ordered to when the goods are delivered.

3.9 It is extracted from the skins of grapes and has a bitter taste .

3.10 A document for checking a person's age when he/ she wants to buy alcohol.

(10 × 1) **[10]**

QUESTION 4

4.1 Choose the type of grape variety from COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	Hybrid of the pinot noir and cinsaut grape	A	Merlot
4.1.2	Most common grape grown in South Africa	B	Pinotage
4.1.3	Softer than cabernet and generally quite fruity	C	Chardonnay
4.1.4	Dessert wine that is less sweet than a Noble Late Harvest	D	Sauvignon Blanc
4.1.5	Fine, full-bodied white wine with fruity, lemon-lime freshness	E	Chenin Blanc
		F	Special Late Harvest
		G	Muscadel

(5 × 1) (5)

4.2 Choose the type of cocktail equipment from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–G) next to the question number (4.2.1–4.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
4.2.1		A waiters friend
4.2.2		B shaker
4.2.3		C silver salver
4.2.4		D hawthorn strainer
4.2.5		E swizzle stick
		F jigger
		G cocktail stick

(5 × 1) (5)

[10]

QUESTION 5

5.1 Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (5.1.1-5.1.4) in the ANSWER BOOK.

5.1.1 A list of items to be discussed in a formal meeting is called the…

5.1.2 The person who will conduct a meeting in the proper manner is called the …

5.1.3 When a formal meeting is not necessary a … can be sent to inform staff about an important matter at work.

5.1.4 The official rules of a meeting is called … (4 x 1) (4)

5.2 Complete the following paragraph regarding the receiving of goods. Write only the correct answer next to the question number (5.2.1-5.2.6) in the ANSWER BOOK.

When Clive from Buffalo Bills cocktail bar receives cases of alcohol he should always wear (5.2.1) …to avoid slipping. To protect his back, he should use a (5.2.2) … to transport the alcohol. Clive should ensure that the (5.2.3) area is clear and free of traffic. He should always check the (5.2.4), (5.2.5) and the (5.2.6) on the boxes and bottles of liquor. (6 x 1) (6)

[10]

TOTAL SECTION A: [50]

SECTION B

QUESTION 6

Tshepo and Zanele are L4 Hospitality students who have part-time jobs over weekends at Sanook Restaurant and Cocktail Bar. Zanele works mostly behind the bar where she is responsible for mixing cocktails, while Tshepo is a waiter who is responsible for fetching drinks from the bar and serving it to customers at their tables.

6.1 A customer at one of the tables that Tshepo is serving, wants to know how wine is made.

Describe the process of fermentation that takes place during wine making to him/her. (4)

6.2 There are many factors that can influence the quality of the grapes used in wine making.

Write down THREE of those factors. (3)

6.3 What could the possible consequences be if Zanele does not measure the different types of spirits during cocktail service? (6)

6.4 While they are waiting to be shown to their table, a group of friends are having some drinks at the bar.

How can Zanele promote the sales of cocktails to this group of customers? (3)

6.5 Tshepo wants to make customers feel special and looked-after when he serves them.

What can he do to achieve that ? (5)

6.6 During drink service, some situations may arise that will need attention from the manager of the restaurant in order to keep the customer(s) happy.

Suggest how each of the following situations may be resolved:

6.6.1 A customer has not been served yet. (2)

6.6.2 A customer is ready to order another drink. (1)

6.6.3 One of the customers has placed an order 10 minutes ago but has not received his/her drink yet. (2)

6.6.4 It appears that customers are not enjoying themselves. (1)

6.7 In order to operate a licensed premise, there are some legal requirements that the establishment has to adhere to.

6.7.1 Describe THREE of these requirements. (3)

6.7.2 What could happen if the requirements in QUESTION 6.7.1 are not followed by Zanele,Tshepo and other staff at the establishment ? (4)

6.8 Following a cleaning schedule in a restaurant and bar is important.

Discuss the statement above under the following headings:

6.8.1 Customer satisfaction

6.8.2 Staff morale

6.8.3 Cost effectiveness

(3 × 2) (6)

6.9 The restaurant manager calls a formal meeting with all the staff working there.

Provide THREE guidelines on how the delegates should behave in the meeting. (3)

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6.10 Zanele has to take stock of consumables in the bar at the end of every weekend shift.



[Source:C du Preez]

6.10.1 What are the benefits of doing stock taking on a regular basis? (4)

6.10.2 Explain the importance of reconciling physical stock with the recorded stock sheet. (3) **[50]**

QUESTION 7

7.1 What are the benefits of using suggestive selling techniques in a hospitality establishment? (3)

7.2 Mr. and Mrs. Mabuza are celebrating their 20th wedding anniversary. The couple has decided to dine at the famous Italian restaurant, LUCE, in Hyde Park. This is the first fine dining restaurant that they will visit and they want to make the most of it. While ordering their main meals, Mr. Mabuza noticed the wine display in the restaurant and decided to ask the restaurant sommelier, Kelvin, to assist with a few recommendations of wine that could pair well with the meals they have ordered.

7.2.1 List FOUR types of information a waiter should know when recommending wine to customers. (4)

7.2.2 Provide FIVE pieces of information a customer may want regarding a cocktail. (5)

7.3 You're working behind the bar when you hear it. Someone is shouting "shots, shots, shots" as they head straight to you at the bar.

How should a bartender or restaurant manager deal with drunk and unruly customers? (2)

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7.4 Silver service is a type of specialised table service that can add style to an occasion. If it is done well, customers will be impressed and think highly of the restaurant.

7.4.1 Suggest to the restaurant manager what FOUR stages of training he /she should follow when he/she plans to train new waiters for silver service. (4)

7.4.2 What is the importance of training waiters to do silver service correctly? (1)

7.5 Describe the procedure to follow when the coffee machine at the bar breaks down or is faulty. (4)

7.6 Some of the roles of a restaurant manager is to ensure that staff stay motivated and that sales are increased.

Make recommendations to the manager on how he/she can:

7.6.1 Keep the restaurant staff motivated (4)

7.6.2 Increase the sales of food and beverages in the restaurant (4)

7.7 The restaurant manager needs help with compiling a cleaning schedule for the restaurant. He called a meeting to get input from restaurant staff regarding the information that should be included in a cleaning schedule

7.7.1 Provide FIVE pieces of information that should be included in the plan (5)

7.7.2 The staff who are attending the meeting do not all agree on what should be included in the cleaning schedule.

What suggestions can you make to help them come to an agreement? (4)

7.7.3 There are different ways in which a decision can be reached. List THREE of these. (3)

7.8 One of the most important responsibilities of a storeroom manager is to ensure that stock and equipment are stored correctly.

Discuss the correct way to handle and store perishable goods upon delivery (7)
[50]

QUESTION 8

8.1 Catherine is a beverage waiter-in- training and her supervisor asks her to explain the following to assess what she has learned:

8.1.1 The procedure to follow for presenting the wine that a customer has ordered. (6)

8.1.2 What does the FIFO process entail? (2)

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8.1.3 Why is it important to rotate stock such as cocktail mixes? (2)

8.1.4 What could the impact be if cocktail service is delayed due to items of stock that are unavailable? (3)

8.1.5 A large heavy box needs to be picked up from a bottom shelf in the storeroom and taken to the bar.

How can one person manage this? (7)

8.2 Describe the procedures to follow when the following food items are to be served to a customer using silver service:

- Roast leg of lamb with gravy
- Roasted potatoes
- Seasonal vegetables (6)

8.3 What guidance can a restaurant manager give to the restaurant staff on how to handle the following situations?

8.3.1 A power failure during drink service at the bar. (3)

8.3.2 A customer is unable to pay his/her bill. (4)

8.3.3 Customers are not satisfied with the drinks they were served. (4)

8.4 What can the possible consequences be if chemicals are not handled correctly in a hospitality establishment? (6)

8.5 What should be taken into account when deciding on a chairperson for a meeting? (3)

8.6 Nobody likes to sit in long meetings and feel that they are wasting their time.

Make FOUR recommendations to improve the quality of meetings. (4)
[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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