higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

27 November 2023

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	B		
	1.1.2	A		
	1.1.3	D		
	1.1.4	D		
	1.1.5	C		
	1.1.6	A		
	1.1.7	C		
	1.1.8	B		
	1.1.9	C		
	1.1.10	B		
			(10 × 1)	(10)
1.2	1.2.1	False		
	1.2.2	True		
	1.2.3	True		
	1.2.4	False		
	1.2.5	True		
	1.2.6	True		
	1.2.7	False		
	1.2.8	True		
	1.2.9	True		
	1.2.10	False		
			(10 × 1)	(10)
1.3	1.3.1	C		
	1.3.2	B		
	1.3.3	E		
	1.3.4	A		
	1.3.5	D		
			(5 × 1)	(5)
1.4	1.4.1	Wood		
	1.4.2	Spillages/Breakages		
	1.4.3	Pepper		
	1.4.4	Refrigerator		
	1.4.5	Sanitise		
	1.4.6	A traditional cafeteria		
	1.4.7	A free-flow cafeteria		
	1.4.8	A carousel		
	1.4.9	A disinfectant		
	1.4.10	A detergent		
			(10 × 1)	(10)
				[35]

TOTAL SECTION A: 35

SECTION B

QUESTION 2

2.1 2.1.1
- Must be smooth
- No spaces and holes where rats can enter
- Ceilings should be properly attached without gaps between lights
- Walls must be strong
- Light in colour (Any 4 × 1) (4)

2.1.2
- Must be strong
- Easy to clean
- Made of stainless steel (Any 2 × 1) (2)

2.2
- Large rubbish bins are placed on the outside of cellars and store rooms.
- Smaller bins are stored inside the cellar.
- The smaller bins must be emptied into the larger bins when they are full.
- They should be cleaned at the end of a shift. (4)

2.3 2.3.1
- Cups
- Saucers
- Dishes
- Plates (Any 3 × 1) (3)

2.3.2
- Knifes
- Forks
- Spoons (3)

2.4
- Hot coffee pots are placed on a flat stand at the table.
- The handle must point towards the right.
- Place cups or mugs with the handles facing towards the right.
- Place teaspoon on the saucer with the handle pointing towards the right.
- Fill the cup about three quarters full, leaving space for the milk.
- Offer to pour coffee when the customer's cup is empty.
- Hot milk may be offered as well as cold milk. (Any 6 × 1) (6)

2.5
- In order to sell the drinks that make the most money for the establishment
- In order to sell and promote new drinks
- To sell the special offer of that day (3)

2.6 2.6.1
- Controls the whole restaurant
- Supervises service and receives guests
- Takes guests' orders and passes them to the station waiters
- Controls the washing and maintenance of plates (3)

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2.6.2
- Takes reservations
- Discusses any special requirements of guests
- Sees guests to their tables
- Looks after guests that need special attention
- Receives and welcomes guests
- Supervises the service
- Supervises personnel affairs
- Deals with guests' complaints (Any 4 × 1) (4)

[32]

QUESTION 3

3.1
- Greet customers as they arrive or within thirty seconds
- Focus your attention on the customer that you are greeting and do not get distracted
- Greet regular customer by name
- A smile and a nod will let them know that you have seen them
- Maintain eye contact
- Avoid unnecessary delays
- Address them as either 'sir' or 'madam'
- Speak clearly (Any 4 × 1) (4)

3.2
- Keep your body, including hair and nails, clean
- Should not work around food when they are sick
- Wear gloves when working with food
- Do not smoke near food
- Keep food well covered when not on display
- Wash your hands before and after handling food (Any 4 × 1) (4)

3.3
- Food and drinks should be kept at the right temperature.
- Keep hot food hot and cold food cold.
- Keep refrigerator doors closed.
- Keep display cabinet doors closed as much as possible so that the temperature remains correct.
- Re-stock shelves and refrigerators before service.
- Hot food should be kept covered to prevent heat loss. (Any 5 × 1) (5)

3.4
- Attractive
- Neat
- Inviting and welcoming
- Fresh
- Delicious (5)

3.5
- Customer dissatisfaction
- Outbreaks of food-borne illness can damage trade and tourism
- Can lead to claims or legal action against the owner of the business
- Loss of earnings (Any 4 × 1) (4)

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3.6
- Display cabinet
- Food containers
- Service utensils, heated units
- Trolleys
- Refrigeration units
- Hot and cold beverage dispensers (Any 5 × 1) (5)

3.7
- It must be packed correctly and neatly.
- Food is usually placed in a plastic bag or paper bags.
- Make sure that you have included all condiments bag.
- Assemble cold items before hot food is served to maintain correct temperature.
- There should be no spillages and leaks in the packets. (5)

3.8 You should always bend at your hips✓ when bending your knees and keep your back straight.✓ Hold heavy items tightly and close to your body so that you do not drop them.✓ You must be able to see where you are going when carrying large or heavy items.✓ When using a lift while carrying heavy objects, ask for help.✓ (5)

[37]

QUESTION 4

4.1
- Read manufacturer's instructions.
- Check that bottles do not leak and lids are closed properly.
- Check the date stamp.
- Put them in a safe place.
- Wear safety gear that will protect you from the chemicals. (5)

4.2
- Brooms
- Bristle brush
- Duster
- Mops
- Dust pans
- Buckets
- Vacuum cleaners (Any 6 × 1) (6)

4.3
- To ensure that all areas are cleaned regularly
- Area is cleaned when it is suitable for the guest and other staff
- The same area is not cleaned by someone else by mistake
- Manager knows which staff members are where (4)

4.4
- Self-inspection – you check your own work after you have completed cleaning and tidying an area to see that you have not forgotten anything.✓✓
- Executive housekeeper – checks the area regularly after the housekeeper has cleaned the area.✓✓ (2 × 2) (4)

4.5
- To check that trolleys are stable
- To check that trolleys are undamaged
- To check that the wheels rotate properly
- To check that carts or bags used to transport linen are clean
- To check that trolleys are not overstocked (Any 3 × 1) (3)

4.6
- The area must be swept clean every day.
- It must be kept dry to prevent linen becoming damp.
- The storeroom and cupboard shelves must be dry and free of dust and dirt.
- They should be dusted and wiped down regularly.
- The floor must be swept and mopped every day.
- Windows should be kept closed so that dust and insects are not blown in by the wind.

(Any 5 × 1) (5)

4.7
- Clean and check the storage area regularly.
- Linen must not be stored on the floor.
- Never drink, eat or leave food in the storage area.
- Poisons like Rattex can be left in a corner of the storeroom.
- Mothballs can be left between linen that are stored for a long time.
- Use pest control companies to check and control pests in storage area.

(Any 4 × 1) (4)

4.8
- Coke is carried to the table in the can.
- The glass may have ice in it.
- The Coke is poured carefully into the glass so that it does not bubble up too much.
- If there is still Coke in the can, the can is left on the table with the label facing the customer.
- The customer may then pour more Coke in his/her glass. (Any 2 × 1) (2)

[33]

QUESTION 5

5.1 5.1.1 It means to look after items properly,✓ checking them regularly,✓ and fixing them as soon as you notice they need repair.✓ (3)

5.1.2 It is the number of items in stock✓ suiting the needs of a department.✓ (2)

5.2
- Do not load all the glasses and bottles on one side of the tray as it will be unbalanced.
- Place the heaviest items close to your body or above your wrist.
- When loading a tray of poured drinks at the bar, place the heaviest items, like large beer tankards, in the centre over the balance point and the other items around the edges.
- When distributing drinks from the tray, lift the heaviest items first. (4 × 2) (8)

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5.3
- Use the thumb and forefinger to handle stemmed glasses only at the stem.
- Never put your hand over the top of the glass or inside the glass when you are clearing glasses.
- Do not put dirty or clean glasses inside one another.
- When a customer finishes a drink, clear away the glass immediately.
- Work from the right-hand side of a customer when placing or removing glasses on or from the table. (5)

5.4
- Instant coffee
- Percolated coffee
- Filter coffee
- Plunger coffee
- Espresso
- Cappuccino
- Caffè latte
- Marocchino
- Mocha latte
- Caffè mocha
- Decaffeinated coffee (Any 6 × 1) (6)

5.5
- Plated/American
- Silver/English
- Russian
- French/Butler
- Gueridon
- Family service (Any 5 × 1) (5)

5.6
- Check the stock delivered against what you ordered.
- Ask for the delivery note.
- The amount on the delivery docket should then be checked against the amount that the establishment ordered.
- Do not accept any items that reflect past dates or current dates.
- Examine boxes, cartons, and other containers to see if there are any leakages, and that all the bottles and boxes are full.
- Check that the amount is correct.
- Check glassware for chips or cracks.
- Check that all logo details and printed labels are correct on stationery and napkins. (Any 6 × 1) (6)

5.7
- Clean up as soon as possible.
- Replace all affected service items with clean ones.
- Offer the guests another table if the spillage has caused a big mess.
- Report any breakages to your supervisor. (Any 3 × 1) (3)

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5.8 5.8.1
- Inform your supervisor
- Get some from store room
- Buy from nearest supplier
- Borrow from sister department (Any 2 × 1)

5.8.2
- Self-service – the guests help themselves
- Where guest pay per plate – the customer will pay for extra portions
- Know how much to charge for extra portions (Any 2 × 1)

(2 × 2) (4)

5.9 First-in-first-out means place older stock in front of new stock on shelves. (1)

[39]

TOTAL SECTION B: 145
GRAND TOTAL: 180

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