higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

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09:00–12:00

This question paper consists of 8 pages.

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)
HOSPITALITY SERVICES L3
TIME: 3 HOURS
MARKS: 180

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 section 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

1.1 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 Very large hotels sometimes have their own … facilities.

A supply
B laundry
C ironing
D bed

1.1.2 Always keep the … to the side of the passage when transporting linen to allow guests to pass.

A trolley
B box
C buckets
D basin

1.1.3 Trolleys must be checked regularly to see that they are …

A healthy.
B torn.
C chipped.
D clean.

1.1.4 … is/are important as fresh air is necessary to prevent mildew in a linen storeroom.

A Stoves
B Heaters
C Refrigerators
D Ventilation

1.1.5 A linen-receiving area must be cleaned … to avoid attracting pests.

A once a week
B monthly
C every day
D twice a month

1.1.6 … are the checks done to see if the linen is good enough to use in the establishment.

A Quality checks
B Quantity checks
C Stock checks
D Delivery checks

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1.1.7 ... are the plans made every day or week to show staff where and when they should work.

A Organisational procedures
B Room allocations
C Work routines
D Housekeeping services

1.1.8 Report any unacceptable behaviour, like sexual harassment, to your ...

A guest.
B supervisor.
C supplier.
D storekeeper.

1.1.9 … procedures are the steps you take to tell others about a problem.

A Checking
B Maintenance
C Reporting
D Organisational

1.1.10 The … allocation is a list of rooms that is drawn up to show the housekeeper which rooms to prioritise for cleaning.

A stock
B room
C guest
D housekeeper

(10 × 1) (10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 New staff is responsible for cleaning and checking rooms to be used by VIP guests.

1.2.2 A housekeeping trolley must be packed neatly and in the same way every time.

1.2.3 Guest rooms must always be locked when they are unoccupied.

1.2.4 If a guest is arriving early, that guest room will be cleaned last.

1.2.5 Spare keys and key cards for the guest rooms must be locked away.

1.2.6 The executive housekeeper works out which rooms will be cleaned first according to the report.

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1.2.7 Perishable items are supplies that are not used within a certain time.

1.2.8 Housekeeping supplies should be kept at par level.

1.2.9 All cleaning equipment must be checked and cleaned each and every time after use.

1.2.10 Pack the heaviest items at the top shelf of a housekeeping trolley.

(10 × 1) (10)

1.3 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Equipment is soaked in hot water or a chemical sanitiser to make sure they are germ free	A	pre-cleaning
1.3.2	The use of a detergent, hot water, and scrubbing brush to scrub off sticky dirt, tough marks, or grease	B	main cleaning
1.3.3	Cleaning of cleaning equipment: rinse well and hung up to dry	C	sanitising
1.3.4	Soak, scrape, rinse the equipment or surfaces to remove any sticky drinks residue or dirt	D	air drying
1.3.5	To allow equipment that are being cleaned to dry naturally with air, leaving it clean and germ free	E	after cleaning
		F	rinsing

(5 × 1) (5)

1.4 Complete the following sentences by writing only the missing word or words next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

1.4.1 Metal shelves are better than … shelves because they are strong.

1.4.2 … are drinks that have spilled out onto the table, floor, chair, or onto a person.

1.4.3 Salt and … shakers should be kept full and clean during table service.

1.4.4 Opening the …doors too often will change the temperature of food.

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1.4.5 Rinse clean with hot water or use a chemical sanitiser to … the equipment.

1.4.6 … is a counter service style where service staff dishes up the displayed food for customers.

1.4.7 … is a type of counter service where food is displayed on the food counter and customers help themselves.

1.4.8 … is a type of counter service where food is put on a moving counter and customers help themselves.

1.4.9 … is a chemical that kills.

1.4.10 … is a soapy cleaning product that is used to clean crockery, cutlery, and glassware.

(10 × 1) (10)
[35]

TOTAL SECTION A: 35

SECTION B

QUESTION 2

2.1 What are the characteristics of the following?

2.1.1 Ceilings and walls (4)

2.1.2 Shelves (2)

2.2 Explain the procedure to follow when removing waste from a cellar. (4)

2.3 Give THREE examples on each of the following:

2.3.1 Crockery (3)

2.3.2 Cutlery (3)

2.4 Describe the correct presentation of coffee. (6)

2.5 Give THREE reasons for using basic selling skills during table service. (3)

2.6 Identify the roles of the following staff members:

2.6.1 Head waiter (3)

2.6.2 Hosts/Hostesses (4)
[32]

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QUESTION 3

3.1	During table service, it is important to greet customers correctly. Explain how to greet customers in a polite and friendly manner.	(4)
3.2	Discuss FOUR ways of maintaining good personal hygiene during counter service.	(4)
3.3	Identify FIVE ways of storing and displaying food and drinks safely for counter service.	(5)
3.4	List FIVE characteristics of a good counter-service display.	(5)
3.5	State FOUR implications of not adhering to good hygiene practices in terms of takeaway services.	(4)
3.6	Give FIVE examples of service equipment used for takeaway services.	(5)
3.7	Explain the correct presentation of a takeaway order.	(5)
3.8	Explain the steps to follow when carrying heavy items during transportation.	(5)

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QUESTION 4

4.1	Outline FIVE precautionary measures to follow when working with chemicals.	(5)
4.2	Give SIX examples of housekeeping cleaning equipment.	(6)
4.3	Give FOUR reasons for using housekeeping work routines.	(4)
4.4	Explain TWO types of checking procedures to be done after cleaning.	(4)
4.5	Give THREE reasons why trolleys should be checked regularly during linen transportation.	(3)
4.6	Discuss FIVE ways of keeping the linen-receiving area clean.	(5)
4.7	Identify FOUR ways of preventing pest infestation in linen-storage areas.	(4)
4.8	Explain the procedure to follow when serving a can of Coke to a guest during table service.	(2)

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QUESTION 5

5.1 Explain the following:

5.1.1 Maintenance of properties (3)

5.1.2 Par level (2)

5.2 Describe FOUR ways of loading and carrying a tray when serving drinks. (8)

5.3 Identify FIVE ways of handling glasses during table service. (5)

5.4 List SIX different types of coffee. (6)

5.5 Identify FIVE service methods to be used during table service. (5)

5.6 Identify SIX points to consider when checking deliveries and before signing a delivery note. (6)

5.7 Indicate THREE things to do if spillages and breakages happen at a guest's table. (3)

5.8 Identify TWO ways of dealing with each of the following unexpected operational occurrences:

5.8.1 Shortage of food-service items

5.8.2 Guest requesting extra portions

(2 × 2) (4)

5.9 What is the meaning of the FIFO principle? (1)

[43]

TOTAL SECTION B: 145
GRAND TOTAL: 180

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