higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

XX February 2020

This marking guideline consists of 7 pages.

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QUESTION 1

1.1	1.1.1	C		
	1.1.2	C		
	1.1.3	B		
	1.1.4	C		
	1.1.5	C		
	1.1.6	B		
	1.1.7	B		
	1.1.8	D		
	1.1.9	A		
	1.1.10	A		
			(10 × 1)	(10)
1.2	1.2.1	False		
	1.2.2	True		
	1.2.3	True		
	1.2.4	True		
	1.2.5	False		
	1.2.6	False		
	1.2.7	False		
	1.2.8	True		
	1.2.9	True		
	1.2.10	True		
			(10 × 1)	(10)
1.3	1.3.1	D		
	1.3.2	B		
	1.3.3	I		
	1.3.4	A		
	1.3.5	E		
	1.3.6	C		
	1.3.7	H		
	1.3.8	F		
	1.3.9	J		
	1.3.10	G		
			(10 × 1)	(10)
				[30]

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QUESTION 2

2.1 2.1.1
- Too difficult/Unrealistic task given
- Limited workspace
- Difficult to communicate
- Equipment outdated (Any 3 × 1) (3)

2.1.2
- Management structure not supportive
- Lack of resources
- Education and training needed
- Lack of feedback
- Limited information or lack of communication (Any 3 × 1) (3)

2.2
- Commitment to the team
- Listen attentively
- Keep the discussion on track
- Share speaking time
- Respect the view of others
- Understand the group dynamics
- Participation skills
- Conflict management skills (Any 4 × 1) (4)

2.3
- The team has a clear vision, goal and mutual respect.
- The group consists of a diverse number of individuals who contribute to the group's success.
- Disagreement is viewed as constructive and members are willing to consider all ideas with an open mind.
- Interpersonal relations are relaxed with open communication and mutual support.
- Team members identify strongly with the team or group and feel proud.

(Any 4 × 1) (4)

2.4
- Team tries to do too much too quickly
- Conflict over differences in personal work styles
- Too much emphasis on results, not enough team processes and group dynamics
- Unanticipated obstacles cause team to give up
- Resistance to doing things differently
- Poor interpersonal skills
- Lack of trust (Any 4 × 1) (4)

2.5
- Report the illness or injury to your supervisor/manager.
- Provide a doctor`s certificate after 2 days of being absent from work.
- Complete a sick leave form immediately when returning to work.
- A work-related injury must be reported within 24 hours of sustaining the injury.
- The supervisor must complete a report on the injury as soon as possible.
- Seek medical attention if needed. (Any 3 × 1) (3)

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2.6
- Jewellery hanging loose should not be worn✓ as it may get caught in something and cause injury.✓
- Only wedding bands are permitted✓ for religious reasons.✓
- Rings with stones and necklaces with charms are not allowed✓ as it may end up in food and be harmful to guests.✓
- Tribal bands✓ must be covered with a protective band.✓

(Any well-motivated answers) (3 × 2) (6)

2.7
- Store goods according to the FIFO method.
- Goods to be used first should be packed in front.
- New deliveries should be stored at the back. (3)

[30]

QUESTION 3

3.1 3.1.1 First In✓ First Out✓
3.1.2 Hazard Analysis✓ Critical Control Points✓
(2 × 2) (4)

3.2 3.2.1 Use within 24 hours
3.2.2 2-3 days
3.2.3 2-5 days
3.2.4 Freezing for up to 8 months
3.2.5 Freezing for up to 12 months
(5 × 1) (5)

3.3
- Cooked foods must not be cut, portioned, served or rested on any equipment previously used in the preparation of uncooked food.
- Raw and cooked foods should be handled separately according to hygienic principles.
- Equipment and utensils must be washed in hot soapy water and water should be changed as soon as it starts getting dirty.✓
- Food temperatures are either kept very hot (>63 °C) or very cold (<5°C) to minimise the multiplication of food poisoning.
- Staff must be trained to check if food deliveries are hygienically packed and delivered.
- Food preparation areas should be disinfected by washing with very hot water/steam and a chemical disinfectant. (6)

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3.4
- Less pressure on natural resources
- The company saves costs
- Job creation
- Reduces pollution and saves space
- Saves energy and raw materials (5)

3.5
- Prevents unpleasant odours
- Prevents attraction of flies and pests
- Environmental concern to others in the same area
- Prevents contamination. (Any 3 × 1) (3)

3.6 3.6.1
- Switch off the machine.
- Allow it to cool off completely before cleaning.
- Wear gloves.
- Empty ash into a bag or bin.
- Wipe outside with a wet cloth. (Any 3 × 1) (3)

3.6.2
- Always wear gloves when handling Sani-Bins.
- Provide plastic bags for wrapping the contents.
- Do not put your hands into the Sani-Bins.
- Empty the Sani-Bins into a suitable plastic bag.
- The outside should be cleaned with a wet cloth. (Any 4 × 1) (4)
- **[30]**

QUESTION 4

4.1
- Bins should be lined with a plastic bag.
- Any waste bin must be covered with a well-fitted lid at all times.
- Animal access to waste bin areas must be limited.
- Waste areas should be kept clean, cool and tidy.
- External rubbish bins must be placed at least two metres away from a building.
- Limit moist waste in bins as moisture accelerates decomposition.
- Wet rubbish should be wrapped in newspapers before put in a bin.
- Use different colour-coded bins for different waste types.
- Waste must be removed regularly. (Any 5 × 1) (5)

4.2
- Always wear protective gloves because cleaning agents can irritate the skin.
- Always wash hands thoroughly with mild detergent after doing any cleaning in general.
- Never mix different cleaning agents or chemicals as this may cause a chemical reaction.
- If you have to clean an area that is higher than face level, make sure you use safe and suitable equipment such as a stepladder.
- Before washing walls or equipment, cover electrical plugs so that water cannot get inside.
- Never spray water or steam directly into electrical switches. (6)

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4.3
- Soak in hot detergent water.
- Clean with a brush.
- Limit use of pot scourers as they damage the surfaces.
- Rinse and air-dry. (Any 3 × 1) (3)

4.4
- Make sure electrical equipment is switched off and unplugged.
- Call the first-aid officer immediately.
- Only apply first-aid treatment if you are a qualified first-aid officer.
- Listen to the person's heartbeat and check whether the person is breathing.
- Lie the person down on his/her back.
- Keep the person warm.
- Stay with the person for reassurance.
- Complete an accident report. (Any 6 × 1) (6)

4.5
- Prevent poisoning or injury of people that are not trained in the dangers of dangerous chemicals.
- Prevent abuse/misuse of chemicals.
- No control will lead to stock loss/theft.
- Chemicals can be wasted if wrongly used by untrained people.
- Surfaces could be damaged if the wrong chemicals are used. (Any 3 × 1) (3)

4.6
- Fruit and vegetable peels
- Fibrous vegetable matter
- Egg shells
- Fish waste
- Small bones
- Food waste
- Fat and grease
- Coffee grounds (Any 7 × 1) (7)

[30]

QUESTION 5

5.1
5.1.1 Provision of sleeping facilities, sometimes coupled with other additional services

5.1.2 Food and drink outlets which may include takeaways services

5.1.3 Specialise in conferences, meetings, weddings

5.1.4 Country clubs and golfing estates, specialise in sports events

5.1.5 Provide large-scale catering for groups of people during events (5 × 1) (5)

5.2
- Accommodation services
- Food and beverage operations
- Banqueting and conferencing facilities
- Travel and tour services (4)

5.3
- Chef's hat
- Apron
- Chef's jacket
- Necktie
- Safety boots
- Trousers (Any 5 × 1) (5)

5.4 Structure: Group of 2 or more students;✓ leadership could be shared or alternated amongst members✓
Gather with the purpose/goal to:
- Discuss work ✓covered by study material
- Come up with different opinions/perspectives on/ways to understand✓ the work to be mastered for an examination/assessment (4)

5.5
- Food handlers
- Polluted water
- Dirty pots or cooking utensils
- Cross contamination during food preparation
- Domestic animals
- Rotten food - incorrect storage (Any 5 × 1) (5)

5.6
- Chemicals
- Cleaning products
- Flammable materials
- Sharp objects such as needles/broken glass (Any 3 × 1) (3)

5.7
- Collect and stack into neat piles.
- Tie bundles with strong string.
- Keep away from heat or open fires, cigarettes or hot ash.
- Keep in a dry area.
- Contact a paper recycling/collecting company to collect the paper waste. (4)

[30]

TOTAL: 150

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