higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

8 March 2018 (X-Paper)
09:00–11:00

This question paper consists of 6 pages.

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TIME: 2 HOURS
MARKS: 150

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. Write neatly and legibly.

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QUESTION 1

1.1 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1–1.1.6) in the ANSWER BOOK.

1.1.1 Hands should be washed after visiting the toilet.

1.1.2 Moustaches and sideburns are not allowed in the food production area.

1.1.3 Chewing gum and tobacco increases work productivity.

1.1.4 Employees with open sores or contagious diseases may work in a food-handling or production area.

1.1.5 Persons with long hair should wear a hairnet in the food production area.

1.1.6 Nail polish is necessary when working in a food production area.

(6 × 1) (6)

1.2 Explain the uses of the following cleaning materials and equipment:

1.2.1 Detergents

1.2.2 Paper towels

1.2.3 Gloves

1.2.4 Bleach

1.2.5 Polisher

1.2.6 Buckets

(6 × 1) (6)

1.3 List THREE general rules to maintain a professional appearance in the hospitality industry. (3)

1.4 Explain the correct hand-washing procedures that should be followed when handling food. (6)

1.5 Give SIX reasons why it is important to store cleaning equipment correctly. (6)

1.6 Discuss THREE rules to apply when storing cleaning chemicals safely. (3)

[30]

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QUESTION 2

Mr Mulmed and his wife decided to celebrate their 10th wedding anniversary at OKRA Hotel. They invited 50 guests, including family members and friends, to stay over and attend the function at the hotel. They have decided to book the hotel in advance so that their needs could be adequately met.

2.1 Teamwork within the hotel is very important for Mr Mulmed's function.

Assign ONE responsibility to each of the following teams:

2.1.1 Reception team

2.1.2 Cleaning team

2.1.3 Team of waiters

2.1.4 Team of chefs

2.1.5 Banqueting team

2.1.6 Management team

(6 × 1) (6)

2.2 Decide on SIX common qualities that must be in place for a team to be effective. (6)

2.3 Give the team members guidelines that will make their teams more effective. (6)

2.4 Design a review checklist of at least TEN items that the management team can use when checking on the progress during the preparations for the function. (12)

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QUESTION 3

3.1 Choose the example of service from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (3.1.1–3.1.6) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1.1	Information	A	golf
3.1.2	Gaming	B	porter service
3.1.3	Leisure	C	casinos
3.1.4	Travel	D	room service
3.1.5	Transport	E	car hire
3.1.6	Accommodation	F	guided tours
		G	housekeeping

(6 × 1) (6)

3.2 Give SIX sources of information that one can use to obtain information about different hospitality establishments. (6)

3.3 Poor service is one of the biggest problems in the hospitality industry.

List THREE reasons for customers being unhappy with service. (3)

3.4 Bacteria can be transferred in various ways.

List FIVE ways in which bacteria can be transferred. (5)

3.5 Define the term *HACCP.* (2)

3.6 Describe the HACCP process in the correct order. (7 × 2 + 1) (15)

3.7 Give SIX guidelines that should be followed in storing dry goods effectively. (6 × 2) (12)

3.8 Give FIVE signs that may indicate that insects and/or rodents have invaded a kitchen. (5)

[54]

QUESTION 4

4.1 Explain the following terms:

4.1.1 Incinerator

4.1.2 Electric garbage disposer

4.1.3 Compactor machine

4.1.4 Recycling

4.1.5 Food waste

4.1.6 Spillage

(6 × 2) (12)

4.2 Explain the requirements for any waste storage area. (5)

4.3 Briefly discuss how broken glass should be disposed of. (3 × 2) (6)

4.4 Discuss FIVE general guidelines for handling waste effectively and safely. (5)

4.5 Describe what to do when sustaining a cut during waste disposal. (2)

4.6 Explain the cleaning procedure to follow when cleaning grills, salamanders or griddles. (6)

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TOTAL: 150

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