higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

9 March 2020 (Y-paper)
13:00–16:00

This question paper consists of 8 pages.

321Q1S2009

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TIME: 3 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. Use only a blue or black pen.
5. Write neatly and legibly.

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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 The type of accommodation that offers a room and all other services, such as meals and washing facilities is …

A camping.
B self-catering accommodation.
C fully serviced accommodation.
D bed and breakfast accommodation.

1.1.2 Always wash your hands …

A when they are dirty.
B when you feel like washing your hands.
C after blowing your nose.
D if there is availability of water.

1.1.3 Cuts and open sores should be … when working in the kitchen.

A left open to dry
B covered with waterproof dressing
C washed and left open
D covered with an ointment

1.1.4 Teamwork involves …

A focusing on individual work, following procedures and agreeing on goals.
B feedback, questions and individual leadership.
C helping others, sharing leadership and respecting differences.
D taking care of your own tasks.

1.1.5 … is/are required during the fermentation process of wine and beer.

A Bacteria
B Moulds
C Yeast
D A virus

1.1.6 The best way to defrost large amounts of frozen meat or chicken is to …

A place it on the kitchen counter for a few hours.
B place it in the refrigerator overnight.
C defrost it in the microwave.
D place it in a basin with cold water.

1.1.7 … can help to prevent cross-contamination.

A Washing hands in a bucket of water
B Keeping cooked and uncooked food separate
C Often sweeping the kitchen
D Using the same cutting board for different food items

1.1.8 Access to a storeroom should be controlled to …

A prevent unauthorised people to have access to cleaning materials.
B prevent misuse of cleaning equipment.
C control stock.
D All the abovementioned

1.1.9 The following is an example of wet waste:

A Left-over food
B Dirty pots
C Aluminium foil
D Packaging material

1.1.10 A/An … is used to measure 1 kg of flour.

A electronic scale
B measuring spoon
C measuring jug
D measuring cup

(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 Kitchen dustbins must be cleaned once a week.

1.2.2 Cupboards with cleaning materials should be kept locked at all times.

1.2.3 Some microorganisms are used in food production.

1.2.4 Microorganisms need water to survive.

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1.2.5 Chickenpox can be transmitted by eating infected food.

1.2.6 Team members should only listen to and do what the leader says.

1.2.7 Team members work towards different goals.

1.2.8 A team's productivity depends on how effectively the environment is organised.

1.2.9 Long hair should be tied back when preparing and serving food.

1.2.10 Always use different cooking utensils for different food items

(10 × 1) (10)

1.3 Choose a term from COLUMN B that best matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Soak up small spills	A	cloths
1.3.2	Hang on hooks or store with bristles up	B	brushes and brooms
1.3.3	Wash with warm water and detergent while still wearing it	C	dustpans
1.3.4	Fold neatly and put on a trolley or in the designated storage area	D	sponges
1.3.5	Hang on hooks with head up preferably in the sun	E	mop
1.3.6	Used to collect dry dirt	F	squeegee
1.3.7	Wrap cord on equipment according to type, before storing	G	trolley
1.3.8	Used to clean windows	H	vacuum cleaner
1.3.9	Used dry to polish metal	I	rubber gloves
1.3.10	Wipe clean with damp cloth after use	J	chamois
		K	scourers
		L	spray bottle

(10 × 1) (10)

[30]

QUESTION 2

2.1 The following are some of the reasons why teams fail.

Give THREE reasons for each one:

2.1.1 Work environment

2.1.2 Management/Strategies

(2 × 3) (6)

2.2 State FOUR qualities that are required from each team member that will ensure that the team is effective. (4)

2.3 State FOUR characteristics of a successful team. (4)

2.4 Many teams are unsuccessful due to the challenges or problems they experience.

State FOUR challenges that could be experienced by team members. (4)

2.5 The law requires that employees take responsibility for their own health and safety and that of others.

Explain the procedure that an employee should follow in the case of ill health or injury in the workplace. (3)

2.6 Explain THREE points of advice to food service workers about the wearing of jewellery in the food preparation area. (3 × 2) (6)

2.7 Explain how storekeepers should practice stock rotation. (3)

[30]

QUESTION 3

3.1 Write the following abbreviations out in full:

3.1.1 FIFO

3.1.2 HACCP

(2 × 2) (4)

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3.2 Give the shelf life of the following food items:

3.2.1 Raw, fresh offal, minced meat

3.2.2 Raw, fresh chops and steak

3.2.3 Cooked large roast

3.2.4 Frozen veal and pork

3.2.5 Frozen beef, lamb and venison

(5 × 1) (5)

3.3 Describe SIX hygiene principles that must be followed to minimise cross-contamination. (6)

3.4 State the benefits of recycling. (5)

3.5 Give THREE reasons for regularly cleaning dustbins. (3)

3.6 Explain how to clean the following:

3.6.1 Incinerator (3)

3.6.2 Sani-Bins (4)

[30]

QUESTION 4

4.1 Waste areas can become unhealthy and unpleasant if not managed correctly.

Give FIVE guidelines that should be followed for waste management. (5)

4.2 Explain SIX general safety precautions, according to the Occupational Health and Safety Act that should be adhered to when cleaning. (6)

4.3 Describe how to clean bowls, dishes and moulds. (3)

4.4 Discuss the procedures to follow when a staff member gets electrocuted while cleaning. (6)

4.5 Give THREE reasons why only authorised people may have access to storerooms. (3)

4.6 Name SEVEN different items that can be put into a garbage disposer. (7)

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QUESTION 5

5.1 Name the facilities that you could expect to find at the following hospitality establishments:

5.1.1 Accommodation

5.1.2 Restaurants

5.1.3 Conference/events venues

5.1.4 Club management

5.1.5 Commercial catering

(5 × 1) (5)

5.2 Which FOUR sectors are the main income generators in the tourism industry? (4)

5.3 Name FIVE items of a chef's uniform. (5)

5.4 Discuss the structure and purpose of a student study group as a particular type of team. (4)

5.5 Name FIVE sources of food contamination. (5)

5.6 Give THREE examples of hazardous waste. (3)

5.7 Explain what should be done with paper waste when the compactor machine breaks down that is usually used to dispose of it. (4)

[30]

TOTAL: 150

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