higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

(11011002)

20 November 2018 (X-Paper)
09:00–11:30

This question paper consists of 9 pages.

NCV

TIME: 2½ 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.

NCV

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 (1.1.1–1.1.6) in the ANSWER BOOK.

1.1.1 The correct hygiene procedure, when tasting food is:

A Drop a spoonful into your palm and lick it to taste.
B Taste from the spoon that you mixed with.
C Dish a small tasting portion out into a side plate.
D After tasting, wipe the spoon with your apron.

1.1.2 The following is NOT an illness that can be contracted through eating food:

A Influenza
B Tuberculosis
C Diarrhoea
D HIV

1.1.3 Professional appearance should be checked …

A in the kitchen.
B while preparing food.
C in the change room.
D anywhere on the premises.

1.1.4 In the food preparation area, it is advisable that food handlers should …

A wear clean uniforms.
B have neat polished nails.
C not smoke.
D have uncovered hair.

1.1.5 Food handlers should wash their hands …

A once a day.
B in a bucket.
C before and after handling food.
D twice a day.

1.1.6 The following is allowed in the kitchen:

A Visible tattoos
B Body piercing
C Wedding bands
D Make-up

(6 × 1) (6)

1.2 All kitchen staff needs to be on duty for an industrial kitchen to run smoothly.

Suggest THREE steps that should be taken by the chef in charge when an employee does not show up for his or her shift. (3)

1.3 Give THREE guidelines to follow when cleaning the following equipment and utensils:

1.3.1 Electric mixers.

1.3.2 Bowls, dishes and moulds.

(2 × 3) (6)

1.4 Explain how you will deal with faulty equipment. (3)

1.5 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.5.1–1.5.9) in the ANSWER BOOK.

1.5.1 Store brooms and brushes with bristles facing up.

1.5.2 Store mops immediately after use.

1.5.3 Chemicals can be stored in empty food containers.

1.5.4 Storing equipment properly prolong working life.

1.5.5 Electrical equipment should be checked for signs of damage before storage.

1.5.6 All kitchen staff members are allowed to enter dry storerooms.

1.5.7 Faulty equipment should be switched off immediately.

1.5.8 Cleaning material containers should be cleaned and sanitised before storing.

1.5.9 Chemicals should be stored in any storeroom.

(9 × 1) (9)

1.6 Give TREE reasons why it is important to store ingredients efficiently. (3)

[30]

QUESTION 2

2.1 Study the picture below and answer questions.



[Source:www.cio.com/article/30970]

2.1.1 Identify what the picture above represents; a group or a team? (1)

2.1.2 Give TWO reasons for your choice in QUESTION 2.1.1. (2)

2.1.3 Define the *choice* made in QUESTION 2.1.1 above. (2)

2.2 Differentiate between a *team* and a *group*. Present your answer in a table. (5 × 2) (10)

2.3 Team members have many responsibilities while serving on a team.

List FIVE of these responsibilities. (5)

2.4 Certain factors should be considered for a team to be successful.

Identify FIVE such factors that contribute to the success of a team. (5)

2.5 Complete the passage below to explain the characteristics of a successful team. Write only the missing word/s next to the number (2.5.1–2.5.5) in the ANSWER BOOK.

Any successful team has a clear (2.5.1 …) and vision. Disagreement is viewed as constructive and members should be willing to consider all (2.5.2 …) with an open mind. (2.5.3 …) are relaxed, with open communication and mutual support. Team members (2.5.4 …) their own development, performance and seek opportunities. (2.5.5 …) shifts from member to member depending on the task at hand. Team members identify strongly with the team and feel proud of the way they function. (5 × 1) (5)

[30]

QUESTION 3

3.1 Define *food hygiene*. (1 × 2) (2)

3.2 Give the meaning of the HACCP acronym that is used in food safety. (5)

3.3 Explain the difference between *inhibiting microbial growth* and *killing microorganisms.* (2)

3.4 Identify places or original sources where microorganisms can be found. (5)

3.5 All food must be stored under conditions that will maintain freshness and prevent contamination.

Give FIVE guidelines for the safe and correct storage of food. (5)

3.6 Insects promote contamination in food production areas.

Explain how to eliminate insects in food production areas. (4)

3.7 Some microorganisms are useful in food production.

Explain how yeast could be used. (2)

3.8 Describe FIVE ways to keep kitchens and dining rooms clean to minimise food contamination. (5)

[30]

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QUESTION 4

4.1 Study the table below. Name the equipment and or identify its uses. Write only your answer next to the question number (4.1.1–4.1.6) in the ANSWER BOOK.

PICTURE	NAMES	USES
	4.1.1	Removes outer layer (skin) from vegetables.
	Zester	4.1.2
	Colander	4.1.3
	4.1.4	Ground items such as nuts etc.
	4.1.5	4.1.6

(6 × 1) (6)

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4.2



INDABA is one of the largest tourism marketing events on the African calendar and one of the top three 'must visit' events of its kind on the global calendar.

South African Tourism has used INDABA as a platform to launch I Do Tourism (IDT) – an initiative that seeks to remind South Africans of the importance of the tourism industry and the role they can play as advocates for South Africa and for tourism.

This is crucial, because although tourism contributes 3% to the nation's economy and has created around 500 000 jobs, the majority of South Africans remain unaware of how their lives are affected when international travellers decide to visit the country; or even how their own holiday may help to better the lives of other South Africans. In fact, for many South Africans, tourism remains inaccessible. It remains something that is "for other people" and therefore has little bearing on their day-to-day lives.

[Source: *http://www.indaba-southafrica.co.za/news/INDABA-2017-south-africans-reminded-to-do-tourism.aspx*]

4.2.1 Identify FIVE different hospitality professionals that could find the Indaba useful. (5)

4.2.2 Suggest FOUR benefits to South Africa for hosting such an event? (4)

4.2.3 Predict how THREE different sectors could have gained business during this Indaba event. (3)

4.2.4 Identify ONE source of information that is often used in the hospitality, tourism and travel industry. (1)

4.2.5 Identify TWO factors that can have a negative effect on the hospitality, tourism and travel sectors. (2)

4.3 It is important to follow good personal hygiene practices when one works with food in order to prevent food contamination. Discuss this statement. (3)

4.4 Explain why it is important for chefs to wear appropriate protective clothes. (2)

4.5 Explain the proper hand-washing procedures that should be followed in the food production area. (4)

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QUESTION 5

5.1 Indicate whether the items listed can be RECYCLED or NOT RECYCLED. Write only 'Recyclable' or 'Not Recyclable' next to the question number (5.1.1–5.1.10) in the ANSWER BOOK.

5.1.1 Carton egg trays

5.1.2 Carbon papers

5.1.3 Light bulbs

5.1.4 Beverage cans

5.1.5 Milk cartons

5.1.6 Ceramic dishware

5.1.7 Cardboard boxes

5.1.8 Left-over food

5.1.9 Lever arch files

5.1.10 Glass bottles

(10 × 1) (10)

5.2 Explain the safest way to handle chemical waste. (5)

5.3 Give guidelines on how to prepare cigarettes, matches and ash waste for disposal. (5)

5.4 Explain how to keep dustbins clean. (5)

5.5 When the municipal removal personnel went on strike, waste piled up at the restaurant where you work.

Explain how this situation should be handled. (5)

[30]

TOTAL: 150

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