higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 2

8 December 2020

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	1.1.1	C
	1.1.2	B
	1.1.3	A
	1.1.4	C
	1.1.5	B
	1.1.6	C
	1.1.7	B
	1.1.8	A
	1.1.9	C
	1.1.10	B

(10)

1.2	1.2.1	True
	1.2.2	False
	1.2.3	True
	1.2.4	True
	1.2.5	False
	1.2.6	False
	1.2.7	True
	1.2.8	False
	1.2.9	False
	1.2.10	True

(10)

1.3	1.3.1	B
	1.3.2	F
	1.3.3	G
	1.3.4	D
	1.3.5	H
	1.3.6	A
	1.3.7	I
	1.3.8	J
	1.3.9	K
	1.3.10	L

(10)
[30]

TOTAL SECTION A: 30

SECTION B

QUESTION 2

2.1 2.1.1

- Apron
- Chef's hat or hairnet
- Chef's jacket
- Long, cotton trousers
- Protective boots or closed, non-slippery shoes (Any 3 × 1) (3)

- Rubbish bin is overflowing.
- The dog should not be in the kitchen and it seems if it is not clean and scratching due to fleas.
- Mop is in the food preparation area.
- Utensils fill the washbasin.
- Different types of food including meat, chicken and bread are lying on the table.
- The chef is not wearing protective clothing.
- The refrigerator is left open.
- The chef is busy eating or drinking during food preparation.
- The chef is smoking while working with food. (3)

2.1.3

- Wear a mask that always covers nose and mouth – added to PPE
- PPE used at work should not be exposed to the general population when you are traveling to work – only get dressed in uniform when at work/college
- Wash your hands with soap and water for at least 20 seconds or sanitise with a high alcohol-based sanitiser
- If you experience symptoms (fever, headache, sore throat etc.), inform your supervisor immediately. He/she will then advise you to phone ahead to health practitioner to describe your symptoms or go to clinic or doctor to get tested
- Wait until you get the results of the test - if positive, self-isolate, if negative, return to work
- If you met someone who has tested positive, self-isolate for at least 14 days before going back to work
- Avoid touching eyes or any other part of your face (not just nose and mouth)
- Avoid close contact with others in the kitchen and on breaks - stay at least 1.5 to 2 m apart (where possible)

(Student should name and elaborate on SIX personal hygiene related changes or additions) (6)

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2.2
- Bacteria are used in the production of cheese and yogurt.
- Moulds are used for changing the appearance and flavour of some cheeses.
- Yeast can produce alcohol during a fermentation process and can be used as a rising agent in baking of e.g. bread. (Any 2 + example) (4)

2.3
- Check that food deliveries are sealed/closed properly on arrival.
- Fresh vegetables and fruits must be washed before use.
- Cook food to the correct temperature.
- Store food at the correct temperature.
- Store food in the correct way.
- Do not store raw and cooked food together.
- All food that are stored should be covered/wrapped correctly.
- Use the correct way for thawing food.
- Re-heat food to the correct temperature.
- Wear clean and tidy protective clothing.
- Use separate cloths for cleaning separate areas.
- Use separate cutting boards for different food types.
- Clean as you go especially work surfaces.
- Practice good waste disposal in food preparation areas. (Any relevant 5) (5)

2.4 2.4.1 Hazard Analysis Critical Control Points
(All 5 words correct to get 3 marks) (3)

2.4.2
- The first step is to conduct a hazard analysis of the establishment or area.
- Then the critical control points need to be established.
- Critical limits should then be determined.
- A system to control and monitor critical control points are then established.
- The corrective action to be taken when monitoring indicates that a critical control point is not under control, should be established.
- Procedures for verification to confirm that the HACCP system is working effectively should be established.
- Documentation that can be used to record all procedures and records appropriate to these principles and their application should be drawn up. (6)

[30]

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QUESTION 3

3.1
- Accommodation
- Conference centres
- Gaming and leisure
- Industrial catering
- Clubs
- Information services
- Restaurants
- Gambling
- Travel and transport (3)

3.2
- Economic growth✓ – visitors spend money✓ where they stay, eat, have fun – enrich the businesses, economy of area and individuals therein.
- Increased job opportunities✓ – as need for services increase, people are needed to fulfil these roles✓
- Promotion of cultural awareness✓ – tolerance built due to exposure to cultural differences✓ (Any relevant THREE with motivations) (6)

3.3
- Closing of provincial and international borders✓ prevented tourists from traveling and many bookings had to be cancelled. Loss of income
- Transport was cancelled at Stage 5 except for essential workers, so Mr Masondo or staff could not come to work✓
- Mr Masondo might have had to refund✓ some clients for cancelled trips
- He has no or little income✓but must still pay fixed costs ✓e.g. rent and municipal bills and salaries (if he did not retrench staff members due to businesses having to stay closed at L5).
- Possible increase in crime rate✓ due to people losing their jobs
- Possible vandalising✓ of his business premises or transport/vehicles
- SA's poor economic status has declined✓ even more due to pandemic
- Mr Masondo or people working for him might get the virus and are unable to work.✓ (Any relevant 7) (7)

3.4
- Management/planning ✓- to discuss requirements✓ of the client, budget etc and to delegate to the other teams
- Food preparation team✓ - to decide on a menu/food✓ to be served and to do the costing of the food, also how the food will be served
- Decoration team✓ - to decide on all decorations✓ e.g. flowers and to draw up a plan of what should go where
- Bar team✓ - Decide on what equipment, glasses etc will be needed, what drinks will be ✓; at the tables and served at the bar, how the payment will work etc
- Waiters✓: decide on how many waitrons will be needed, what they will be doing ✓e.g set the tables, serve some of the courses etc
- Administration ✓- print menus, ✓groceries, flowers, decorations etc
- Finance ✓- keep track of the budget✓and expenditures

(Any relevant 6 groups with role description) (12)

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3.5 3.5.1 The team leader is responsible for building the team by initially conducting meetings, coordinating teamwork, coaching team members, following through on plans, guiding outside contracts and delegating to the team.

3.5.2 The team sponsor initiates the team by staffing and briefing it, negotiates the team charter, provides direction and guidance, authorises time and resources, monitor progress, gives timely feedback, holds the team accountable, promotes, supports and removes barriers.

3.5.3 The team facilitator guides the team setup, provides team training, coaches the team leader, inform the team sponsor regarding its dynamic growth and problems.

3.5.4 The steering committee establish the vision, develops the strategic plan, organises training, defines processes, charters teams, monitors progress, publicises results and provides rewards.

3.5.5 All team members have thinking and problem-solving roles.

(5 × 1) (5)

3.6
- The size ✓of the group, compatibility ✓of members and performance
- Nature of the task✓, physical setting✓, communication and technology✓
- Management and leadership✓
- Previous successes✓, staff policies✓and procedures
- Team development✓and maturity
- Shareholders and the board of directors✓
- The organisation✓ and organisational culture✓
- Technological✓, political✓, economical✓ and social ✓(Any 5 × 1) (5)

3.7 It equips and empowers✓team members in reaching specific goals ✓together

(2)

[40]

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QUESTION 4

4.1 4.1.1
- Tins
- Bottles
- Paper
- Plastic
- Carton
- Tinfoil
- Foamalite/polystereen containers (3)

4.1.2
- Left-over food
- Wastewater and sewage
- Left-over sauces, oils, etc. (3)

4.2
- Chemicals such as disinfectants, oven cleaners and degreasers must be sealed securely✓ to prevent any spillages✓.
- Some chemicals may be poured into outside drains✓ depending on the composition.
- Wear protective gear ✓when handling chemical waste.
- Chemicals should be disposed of in a separate specially marked container✓ for collection by companies specifically dealing with the removal of chemical waste.
- Ensure that all chemical waste is placed into containers to prevent the likelihood of exposure ✓during handling. (Any other relevant answer) (6)

4.3
- Inform the supervisor/manager
- Contact the waste collection company to find out what the problem is and if it can be resolved on the same day
- Report back to manager
- If the collection company cannot collect and waste is accumulating, arrange an alternative waste removal plan to get the waste to the nearest dumping site. (3)

4.4 Reduce, re-use and recycle can have the following benefits:
- It can save money✓ e.g. taking your own bag to the shops, saves you money as you don't have to pay for a plastic bag
- It helps to save raw materials✓ e.g. less trees have to be cut down if you read a newspaper online rather than a printed copy
- Less pressure is placed on natural resources e.g. recycled or grey water to water gardens
- It creates new industries✓ and jobs e.g at recycle plants
- Companies or individuals are paid to collect waste✓ e.g. cooldrink tins
- It reduces pollution✓ as less factories can make less items
- It can save space✓e.g. re-using one glass bottle instead of storing five foamalite containers (Any other relevant answer) (6)

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4.5
- Dustbins and garbage bins must be emptied after each shift or more often if they are filled quickly.
- Wear gloves when emptying and cleaning bins.
- The interior of the bin should be cleaned regularly.
- Daily rinse out with clean water and detergent.
- Always spray bins with a suitable chemical disinfectant after cleaning.
- Handles and lids must be kept clean to prevent cross-contamination during use. (Any 3 × 1) (3)

4.6
- Stove or burner (gas, electricity, paraffin)
- Wooden spoon for stirring
- Pot/pan
- Measuring apparatus (Any 3 × 1) (3)

4.7
- Stop the process of cleaning.
- Inform your supervisor.
- Have the wound assessed and dressed by a trained first aider who will determine the size of the cut.
- Let the supervisor or manager register the incident in the record book.
- If the wound is not serious/deep and covered with a plaster only, put on a glove to continue with the washing up. (Any 3 × 1) (3)

[30]

QUESTION 5

5.1 5.1.1
- Clean the vacuum cleaner according to the manufacturer's instructions.
- Remove and replace the dust bag if it was full.
- Wipe the vacuum cleaner and all the loose extensions/parts with a damp, soapy cloth.
- Dry the vacuum.
- Wrap the cord around the machine for storage. (3)

5.1.2
- Remove any dirt or debris stuck on it.
- Wash it with hot soapy water.
- Let it dry. (3)

5.2
- Many of the chemicals that are used for cleaning are poisonous if they are swallowed. It can be dangerous for customers and staff if access to chemicals are not restricted.
- If chemicals are mixed incorrectly, they can be dangerous, and it can have cost implications.
- Cleaning equipment and chemicals are expensive and therefore should be kept secure to prevent it from being stolen. (3)

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5.3 5.3.1
- Door handles and push plates
- Handles of equipment e.g. walk-in-fridges and ovens
- Push buttons of equipment
- Work surfaces e.g. preparation tables (2)

5.3.2
- Spray bottle with disinfectant and a cloth. (1)

5.4 5.4.1
- Wipe with a clean cloth or kitchen paper.
- Use salt as an abrasive to clean.
- Wash in hot water with detergent.
- Dry thoroughly to avoid rusting.
- Wipe with some oil to prevent rusting. (4)

5.4.2
- Remove and carefully dispose of all waste and peels.
- Scrub with a bristle brush and hot water with detergent.
- Rinse.
- Dry thoroughly (Any 3 × 1) (4)

[20]

TOTAL SECTION B: 120
GRAND TOTAL: 150

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