higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

8 December 2020

This marking guideline consists of 10 pages.

Copyright reserved

SECTION A

QUESTION 1

1.1	1.1.1	A		
	1.1.2	C		
	1.1.3	D		
	1.1.4	B		
	1.1.5	B		
	1.1.6	C		
	1.1.7	D		
	1.1.8	B		
	1.1.9	C		
	1.1.10	A		
			(10 × 1)	(10)
1.2	1.2.1	Toxins		
	1.2.2	Pre-checkout folio		
	1.2.3	Questionnaire/Comment card/Survey		
	1.2.4	Suggestive selling		
	1.2.5	Food safety control/Critical Control Points/HACCP		
	1.2.6	Target market		
	1.2.7	Nutrients		
	1.2.8	Standard recipe		
	1.2.9	Menu costing		
	1.2.10	Cash refund		
			(10 × 1)	(10)
1.3	1.3.1	D		
	1.3.2	C		
	1.3.3	A		
	1.3.4	F		
	1.3.5	B		
			(5 × 1)	(5)
1.4	1.4.1	False		
	1.4.2	True		
	1.4.3	False		
	1.4.4	True		
	1.4.5	False		
	1.4.6	True		
	1.4.7	True		
	1.4.8	False		
	1.4.9	False		
	1.4.10	False		
			(10 × 1)	(10)

Copyright reserved

1.5	1.5.1	Poor communication		
	1.5.2	Portion control		
	1.5.3	Hindu		
	1.5.4	Exhibitions		
	1.5.5	Rodents		
			(5 × 1)	(5)
1.6	1.6.1	Toadstools		
	1.6.2	Acidity		
	1.6.3	Pin pad		
	1.6.4	Cash back voucher		
	1.6.5	Attributes		
			(5 × 1)	(5)
1.7	1.7.1	E		
	1.7.2	C		
	1.7.3	A		
	1.7.4	B		
	1.7.5	D		
			(5 × 1)	(5)
				[50]

TOTAL SECTION A: 50

SECTION B

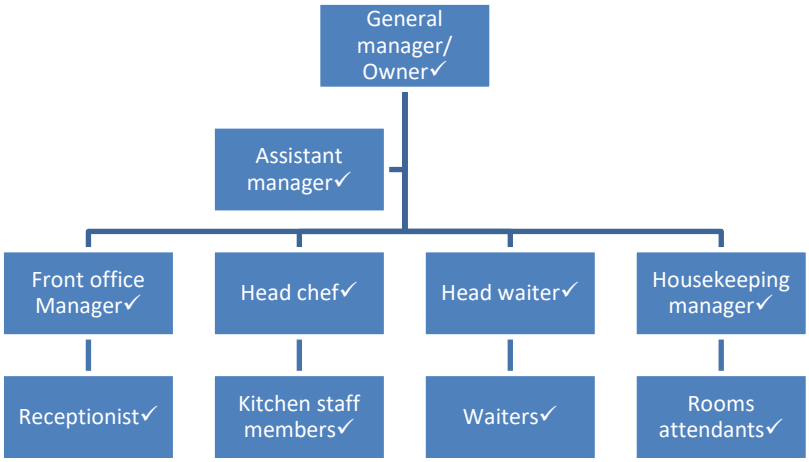
QUESTION 2

2.1
- This chart is used in smaller hotels where room types may differ substantially.
- It covers one calendar month with dates clearly marked at the top and room numbers and their description on the side.
- It is common in resort hotels that have a great variety of rooms.
- A long average guest stays or a long lead time
- Some repeat business (Any 4 × 1) (4)

2.2
- Acknowledge customer's presence as soon as possible.
- Give a welcoming smile and friendly greeting when customer arrives at the desk, whatever the customer's attitude.
- Treat everyone equally, regardless of race, gender, educational attainment, financial capacity and appearance.
- Respect each person and deal with him or her as an individual not as a problem.
- Do not allow frustration to affect your judgement; remain polite and patient at all times.
- Take sufficient details from the customers to enable their enquiry to be dealt with efficiently and above all listen to what they are saying. Do not assume you know what they want.
- Keep customers informed of progress so they do not feel abandoned.
- Do not talk to customers with communication difficulties as if they are stupid.
- Encourage guests to use the full range of the hotel services, e.g. bar and restaurant.
- Suggest an upgrade in accommodation. (Any 5 × 1) (5)

2.3
- Waitrons
- Room attendants
- Chef/cook
- Receptionist (4)

2.4



(10)

2.5
- The findings of the health inspector
- Favoured client status which allows some customers to a discount
- The identity of a celebrity who would like to use the facilities incognito
- Where the money safe is situated and how access to it is controlled
- What time money is taken to or collected from the bank, who takes the money, along what route, etc.
- Any information as far as the security set-up and procedures are concerned
- Employees' date of birth
- Colleagues' salary scale
- Colleagues' health status, e.g. HIV/Aids
- Operational matters and business turnover (Any 5 × 1) (5)

2.6
- Name of company, position/title/post held and description
- Start with latest job and work backward
- Periods/dates of employment
- What were individual's responsibility
- Reason for leaving the job
- What has the individual been doing since the last job
- Starting and final salary
- Charity and community work (Any 6 × 1) (6)

2.7
- A two-piece suit in any dark colour (black, charcoal or grey), loose fitting pants
- A tie with a simple pattern that matches the colour of the suit
- A button-down dress shirt (white or pastel)
- Polished dress shoes in a dark colour and matching socks
- No earrings
- Neat haircut
- Trimmed beard and/or moustache
- Clean, trimmed fingernails
- Minimal cologne (Any 4 × 1) (4)

2.8
- Local newspaper
- Internet, e.g. Google, Safari, Opera
- Friends and relatives who know that she is looking for staff members with a background or experience in the hospitality industry (Any 2 × 1) (2)

[40]

QUESTION 3

3.1 3.1.1

- Customer's name
- Number of people booked for
- Type of accommodation booked
- Length of stay/Date or dates booked by guest
- Price of the booking/room rate
- How and when booked
- Contact telephone number
- Reservation clerk signature
- Remarks (Any 6 × 1) (6)

3.1.2

- Inform the supervisor.
- Notify the guest and apologise for any inconvenience.
- If the guest was undercharged, politely ask the guest to pay the balance.
- If the amount is miniscule (e.g. under R20) it may be better to write off the expense than to lose a good customer.

(Any 3 × 1) (3)

3.2

- Bar, restaurant and telephone charges are generally automatically charged to guest's accounts. The supporting dockets signed by the guest must be filed with the relevant room number.
- Deal with one thing at a time and ensure that documentation is filed correctly to ensure that nothing is lost.
- All cash, cheques and credit card vouchers must be placed in the drawer when received.
- Make sure that the cash drawer is securely locked when not in use.
- Always sign out of the computerised system to safeguard computer data files from being tampered with when leaving the front office desk.

(Any 3 × 1) (5)

3.3

- Recheck cash counted.
- Recheck float.
- Recheck pay outs/refunds/forex.
- Recheck that none of the pre-listed dockets/credit card vouchers have been recorded in the wrong column. (4)

3.4

- Expiry date
- Name – should match the name given by the guest.
- Customer's signature against the one on the slip; if not signed, ask for customer's identification
- Bank Identification Number (BIN), match the three digits of the embossed account number
- Verification – that the card is not stolen, cancelled, invalid or expired.

(Any 4 × 1) (4)

3.5
- Loss of customers
- Brand damage
- Server or network downtime
- Loss of critical information
- Inaccurate transaction
- Personal accountability
- Profit losses (Any 5 × 1) (5)

3.6
- The waitron enters his or her code/name into the initial touch screen. This allows the worker to access the system.
- The employee begins a new order or check by entering in food items the customer orders.
- Orders are entered and relayed to remote printers at the food and beverage production area.
- For full-service restaurants, the employee is able to choose a table number and add food to an existing check.
- The POS sends all order information to the kitchen or bar in the form of a printed ticket or a digital display monitor.
- Once a bill has been opened, it becomes a part of the system's open bill file.
- The kitchen or bar employees read the order and make the appropriate food or beverage for the waitrons to serve the customer.
- When customers are finished, the waitron will bring an invoice, wait for payment and enter it into the POS.
- The status of a bill changes from open to close when payment is received from the guest and is recorded in the system.
  OR
- Type in the price of each item the customer is paying for and press SUBTOTAL.
- Take the money from the customer.
- Type in the amount of money the customer gives you and press total.
- Change amount will be displayed.
- Place money next to or on top of till.
- Check amount customer gave you in case of mistake.
- Count out aloud when placing change in customer's hand with till slip and thank customer.
- Place amounts into correct slots in till drawer. (Any 4 × 2) (8)

[35]

QUESTION 4

4.1 Refunds are money given back✓to customers who are not satisfied✓ with the service they received.✓ (3)

4.2
- When the organisation has not met the needs and expectations of the guest and the guest was not happy with the goods and/or service received.
- When the organisation is aware that it has fallen short in the provision of services and/or goods and chooses to refund the guest as a gesture of goodwill even though the guest has not complained
- When the guest has overpaid for service and/or goods
- The facility has a fault that the customer could not have known about at the time of the booking.
- The accommodation and services are not as they were described.

(Any 5 × 1) (5)

4.3
- Be specific when advertising your refund/exchange policy to customers.
- Make sure your staff are quite clear about the policy.
- Do not mislead customers by advertisements stating 'no refund'.
- Do not refund if customers simply change their minds about their purchases or booking. (4)

4.4 Credit balance when guests cancel bookings they have made✓ and deposits paid must then be refunded✓as they will no longer make use of the services of the establishment. ✓
OR
An amount of money that a customer has paid to a business and that the business now owes to the customer. (Any 3 × 1) (3)

4.5
- Remain calm and courteous.
- Listen carefully and patiently.
- Maintain eye contact and don't interrupt the guest.
- Allow the guest to vent his frustration in a way that does not disturb other guests.
- Do not be defensive.
- Acknowledge the guest and offer an apology. Be sincere.
- Identify a mutually acceptable solution. if it is beyond you, call your supervisor.
- Be polite.
- Listen to the customer.
- Empathise, ensure feedback.
- Ask questions, good attitude.
- Smile.
- Show interest.
- Never say 'no' upfront.
- Go the extra mile.

(Any 5 × 1) (5)

[20]

QUESTION 5

5.1
- Hors d'oeuvre or soup
- Fish course
- Main course (with vegetables)
- Sweet or savoury (4)

5.2
- The food (usually for a large number of people) must be prepared and presented so that it can be served fairly quickly.
- Heavily garnished dishes should be avoided.
- Keep in mind that a large number of dishes may have to be dressed at the same time.
- Some types of food deteriorate quickly and do not maintain their crisp and freshly prepared appearance when in storage, especially deep fried foods. (4)

5.3 5.3.1 Red meat – Once or twice a week

5.3.2 Eggs 2–3 a week

(2 × 1) (2)

5.4

INGREDIENT	METRIC UNIT	PRICE PER UNIT	CALCULATIONS	TOTAL COST
Onion	1 000 g	R15,99	100 g/1 000 g x R15,99	R1,60
Crushed garlic	250 g	R35,99	2 g/250 g x R35,99	R0,29
Butter	500 g	R69,99	90 g/500 g x R69,99	R12,60
Flour	2,5 kg	R28,99	30 g/2 500 g x R28,99	R0,35
Milk	2 lt	R24,99	500 ml/2 000 ml x R24,99	R6,25
Hake	800 g	R107,99	800 g/800 g x R107,99	R107,99
Frozen peas	750 g	R36,99	250 g/750 g x R36,99	R12,33
Lemon	4	R1,69ea	1 x R1,69 each	R1,69
Dill	20 g	R10,99	15 g/20 g R10,99	R8,24
Potatoes	1 kg	R29,99	300 g/1 000 g x R29,99	R9,00
		5.4.1	**Total cost**	R160,34✓✓
		5.4.2	**Cost per portion**	R160,34/6✓ =R26,72✓

(12)

(2)

5.5
- The harmful bacteria must be isolated.
- The chain of infection must be broken.
- Conditions favourable to their growth must be eliminated.
- Wear clean uniforms and be hygienically clean.
- Keep surfaces clean and bin lids closed.
- Use different chopping boards. (Any TWO relevant answers) (2)

5.6 Minus 10 °C✓ or (-18 °C✓ (1)

5.7 Three months (2)

5.8
- Check that the freezer is operating effectively at -18 °C or below.
- Freezer should be cleaned and sanitised on a regular basis.
- Ensure and monitor correct temperature of freezer. Use thermometers to cross-check internal operating temperature.
- All food items should be adequately chilled prior to freezing.
- Items to be frozen should be completely covered or wrapped in cling wrap to prevent freezer burn.
- Wrap food well, especially raw meat, to stop the juices touching or dripping on the other foods.
- All frozen products must be labelled and dated for proper identification before freezing.
- Freeze food immediately in small batches and spread them out so they freeze quickly.
- Do not overload the freezer.
- Apply stock rotation techniques. (Any 3 × 2) (6)

[35]

TOTAL SECTION B: 130
GRAND TOTAL: 180

Copyright reserved