higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(11011003)

6 March 2020 (X-paper)
09:00–12:00

Calculators may be used.

This question paper consists of 11 pages and 1 addendum.

279Q1S2006

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TIME: 3 HOURS
MARKS: 180

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. Remove the ADDENDUM (attached) and place it in the ANSWER BOOK. Make sure your examination number appears on the addendum.
5. Use only a black or blue pen.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

Various options are given as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 One of the methods used for lifting heavy items is …

A Swooping down and lifting a heavy box.
B Keeping your back straight and bend your knees
C Packing process.
D Clearing process. (1)

1.2 If a 410 g tin of condensed milk costs R17.50, what will be the cost of 250 g of condensed milk be?

A R12,30
B R10,67
C R9,69
D R15,80 (2)

1.3 Islam-prohibited foods are called …

A Halal.
B Kosher.
C Kashrut.
D Haram. (1)

1.4 According to the food pyramid, a serving suggestion of … to … breads, cereals, rice and pasta per day is required.

A 3 – 5
B 2 – 4
C 6 – 11
D 2 – 3 (1)

1.5 If the cost of a cheese sandwich is R5.50 and the required gross profit is 60%, the selling price will be ...

A R9,17
B R13,75
C R10,60
D R15,50 (2)

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1.6 Productivity is defined as …

A the amount of work you can do.
B the capacity to produce quality with minimum resources.
C inappropriate interpersonal style.
D underdeveloped personalities and styles. (1)

1.7 Good body language during an interview can mean:

A Do not smoke or chew gum.
B Be extremely confident and modest.
C Pay close attention to the interview questions.
D Standing up when meeting the interviewer. (1)

1.8 A one-page summary of your skills, experience and education.

A Curriculum vitae
B Cover letter
C Resumé
D Advertisement (1)

1.9 A simple front-of-house hierarchy structure may be like this:

A Front-of-house manager, head receptionist, receptionist, porter.
B Front-of-house manager, restaurant supervisor, food service.
C General manager, food and beverage manager, housekeeper.
D Food and beverage manager, housekeeper, cleaners. (1)

1.10 The daily reservations report includes:

A Renovation status report.
B Group status report.
C Density chart report.
D Geographic statistics report. (1)

1.11 When doing research for jobs, the following must be kept in mind:

A Let them see your sweat.
B They do not need to know about your morals and values.
C They do not need to know your interests and dislikes.
D Do not make yourself appear to be more capable than you are. (1)

1.12 In an interview room, the following must be kept in mind:

A Do not shake hands with an interviewer.
B Avoid nervous mannerisms.
C Fidget with your clothes only.
D Expose your tattoos. (1)

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1.13 This person of authority could help you with career options:

A Business associations.
B Personnel agencies.
C Chamber of commerce.
D Department of Labour. (1)

[15]

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1.1–2.1.10) in the ANSWER BOOK.

2.1 The details recorded in the hotel diary are placed in order under dates of arrival. This helps in the preparation of an arrival list.

2.2 Conflict could stimulate growth, innovation and change.

2.3 Domestic pets carry harmful bacteria; therefore, they should not be permitted where food is prepared or served.

2.4 Spoilt high-risk foods can easily lead to cross-contamination of other foods if stored correctly.

2.5 Hot-card response means it is safe to continue with the card transaction.

2.6 Tokens are usually promotional gifts that are valid for a limited period.

2.7 It is not necessary for the duty manager to authorise all refunds and to sign the pre-checkout folios.

2.8 A refund claim is as open to fraud as any other transaction.

2.9 Commercially important persons are guests who may need extra care and attention, such as handicapped guests or the elderly.

2.10 Effective working relationships and good teamwork improve the service delivery of the hospitality organisation.

(10 × 1) **[10]**

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QUESTION 3

Give ONE term for each of the following descriptions by writing it next to the question number (3.1.1–3.1.10) in the ANSWER BOOK.

3.1 Allocating time to a task and ensuring everything is done within a specific time limit.

3.2 This letter is used to contact an employer where no known opening exists.

3.3 A report on the number of reservations denied.

3.4 Information that is not available to the public.

3.5 This food group is the principal source of energy.

3.6 An arrangement made by customers to stay at an organisation for a set time.

3.7 Billing equipment that has space for each type of note and coin.

3.8 An amount of money that is given to a cashier at the beginning of a shift.

3.9 A means of communication with guest about dishes an establishment has to offer.

3.10 This type of cheque may be issued by either a travel agent or a foreign exchange division in the tourist's own country.

(10 × 1) **[10]**

QUESTION 4

Choose a/an item/word from COLUMN B that matches a description in COLUMN A. Write only the letter (A–K) next to the question number (4.1–4.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1	This type of scan enables one to view every reservation in the system	A	stop-go chart
4.2	Rooms are classified into groups of similar types and no allocation is made	B	team work
4.3	It summarises the information on the main chart	C	personal detail
4.4	A report on the projected revenue from future room sales	D	advance reservation power scan
4.5	Filling/recording of the original booking	E	attributes
4.6	Actual sales required to cover all costs without achieving a profit	F	pin pads
4.7	Small box with a ten-digit keypad on them	G	revenue forecast report
4.8	Less work per person	H	breakeven
4.9	Things that are good or useful in your personality	I	priorities
4.10	Information on health, criminal offences, identity number	J	maintaining reservations records
		K	density chart

(10 × 1) **[10]**

TOTAL SECTION A: 45

SECTION B

QUESTION 5

Apart from nutritional balance in the dishes offered, other factors should also be considered when planning a menu.

5.1 Which factors should be considered when menus are developed for different occasions? (5)

5.2 Differentiate between the following menu styles:

5.2.1 Cyclic menu (3)

5.2.2 Table d'hôte (3)

5.3 Certain food combinations complement one another. Mention which sauces go well with the following food items:

5.3.1 Fish

5.3.2 Roast beef

5.3.3 Pork

(3 × 1) (3)

5.4 Explain FIVE objectives of a standard recipe. (5)

5.5 State FOUR stages during which food can be contaminated with bacteria. (4)

5.6 What should you check and inspect during food deliveries? (5)

5.7 Name THREE types of food which are considered a complete source of protein. (3)

5.8 How many times per week should we consume the proteins mentioned in QUESTION 5.7? (3)

5.9 Distinguish between *menu costing* and *menu pricing*. (4)

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QUESTION 6

6.1 If, during a card transaction, the power went off, how would you perform a manual card transaction? (7)

6.2 Which relevant stationery should be at a pay point at all times? (5)

6.3 Explain the impact that unauthorised access to pay points by staff will have on the organisation. (6)

6.4 How would you deal with cash discrepancy during cash-up? (4)

6.5 Advise how to deal with an upset guest even after everything possible was done to make him/her feel better. (4)

6.6 State THREE types of refunds that an organisation can issue. (3)

6.7 Ask the new receptionist to distinguish between:

6.7.1 Top-down selling technique and

6.7.2 Bottom-up selling technique

(2 × 2) (4)

6.8 Explain to a new receptionist the process of closing off and cashing up the cash register. (7)

[40]

QUESTION 7

Study the scenario below and answer the questions.

As individuals we look forward to the world of work, where every theory learnt in the classroom will be put into practice. This can be summed up into good work ethics and how we behave when we meet people with different values and opinions which may clash with ours.

7.1 Define the term *professionalism.* (2)

7.2 State FIVE characteristics of professionalism. (5)

7.3 Describe THREE guidelines for effective communication with your superior. (6)

7.4 How would you manage your time to become a better organised individual? (4)

7.5 State FIVE sources where employment opportunities could be advertised. (5)

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7.6 To increase the chances of getting your desired job, you may have to review a number of advertisements.

Explain how you would respond to an advertisement. (5)

7.7 Rearrange the following format of a covering letter.

7.7.1 First paragraph

7.7.2 Second paragraph

7.7.3 Sign your name and print it

7.7.4 Headline

7.7.5 Applicant's address

7.7.6 Follow-up information

7.7.7 The recipient's address

7.7.8 Salutation

(8 × 1) (8)

[35]

QUESTION 8

Study the information below and answer the questions.

Mr Finley wanted to surprise his wife of 30 years with a nice holiday, so he made reservations at the Country Holiday Resort in Durban, from 5 November to 11 November 2019. He requested an executive suite in a quiet area, which costs R4 500 per night. He went for his medical check-up on 15 October to make sure that he is in good health for travelling from Namibia to South Africa. To his surprise, the doctor discovered a mild kidney failure that needs to be attended to as soon as possible, resulting in the cancellation of his long-planned holiday.

On 16 October Mr Finley had to make that sad call to the Resort. He spoke to Ms Janitta Naidoo, the receptionist, who gave him the cancellation number XN112019, to finalise his cancellation.

8.1 Complete the cancellation form. Write your answers on ADDENDUM A provided in your ANSWER BOOK. (10)

8.2 How would Ms Naidoo show good telephone etiquette/manners and, at the same time, promote the establishment? (5)

8.3 Why is it important to send a guest departure list to the following departments?

8.3.1 Porter's desk

8.3.2 Cashier

8.3.3 Reservations

8.3.4 Housekeeping

(4 × 1) (4)

8.4 State TWO reasons why is important to request a deposit when making a guest booking. (3)

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TOTAL SECTION B: 140
GRAND TOTAL: 180

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EXAMINATION NUMBER: | | | | | | | | | | | | | |

CENTRE NUMBER: | | | | | | | | | | |

QUESTION 8.1

ADDENDUM A

COUNTRY HOLIDAY RESORT

Address: 7 Tot street
Durban
7542
Telephone: (031) 234 4567
Fax: (031) 234 4577
Email: chol.res@trivaga.com

AMENDMENT/CANCELLATION FORM

Guest name: _____

Cancellation no: _____

Arrival date: _____ Departure date: _____

Accommodation required: _____ Rate: _____

Remarks:_____

_____

Date: _____

Completed by: _____

[10]

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