higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

6 March 2020

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1	B	(1)
1.2	B	(2)
1.3	D	(1)
1.4	C	(1)
1.5	B	(2)
1.6	A	(1)
1.7	A	(1)
1.8	C	(1)
1.9	A	(1)
1.10	B	(1)
1.11	D	(1)
1.12	B	(1)
1.13	D	(1)
		[15]

QUESTION 2

2.1	True
2.2	True
2.3	True
2.4	False
2.5	False
2.6	True
2.7	False
2.8	True
2.9	False
2.10	True

(10 × 1) **[10]**

QUESTION 3

3.1	Prioritising
3.2	Letter of inquiry
3.3	Turn-away report
3.4	Confidential information
3.5	Carbohydrates
3.6	Booking or reservation
3.7	A till/Cash register
3.8	A float
3.9	Menu
3.10	Traveller's cheque

(10 × 1) **[10]**

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QUESTION 4

4.1 D
4.2 K
4.3 A
4.4 G
4.5 J
4.6 H
4.7 F
4.8 B
4.9 E
4.10 C

(10 × 1) **[10]**

TOTAL SECTION A: 45

SECTION B

QUESTION 5

5.1
- The type and style of establishment
- Target market
- Food habits and preferences of customers
- Production and service constraints
- Equipment
- Personnel and availability of ingredients
- Age groups and religious groups – kosher, halal (Any 5 × 1) (5)

5.2 5.2.1
- Cyclical menu is compiled to cover a certain period, for example two weeks, one month,✓ etc.
- It consists of a number of set daily menus✓ used by the particular establishment for a specific period.✓
- Normally the menus are repeated✓ once the cycle is completed.✓
- They are normally utilised by establishments such as industrial catering restaurants,✓ canteens,✓ hospitals,✓ hostels✓

(Any 3 × 1) (3)

5.2.2
- Table d'hôte – this is a menu which offers a meal consisting of two✓ or three courses at a set price.✓
- The menu may offer a choice of dishes for all courses,✓ but it is usually limited to two, three or four.✓
- It is often used in small hotels,✓ canteens, hostels, at functions and old-age homes where there are limited facilities✓ and cooking skills.✓ (Any 3 × 1) (3)

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5.3 5.3.1 Fish – tartar sauce

5.3.2 Roast beef – horseradish sauce

5.3.3 Pork – apple sauce

(3 × 1) (3)

5.4
- To indicate the quantity and quality of ingredients to be used – a purchase specification.✓
- The yield/portion size obtainable from the recipe✓
- The food cost per portion✓
- The nutritional value of a particular dish✓
- To facilitate: menu planning,✓ purchasing and internal requisitioning, ✓ food preparation,✓ portion control.✓ (5)

5.5
- Raw ingredients can be contaminated
- Preparation stage
- Cooking stage
- Presentation stage (4)

5.6
- The quantity,✓ number,✓ weight,✓ size✓ is exactly what was ordered.
- The quality,✓ grade,✓ appearance,✓ temperature,✓ condition of packaging is acceptable.✓
- The paperwork,✓ delivery note/invoice is correct✓ (5)

5.7
- Red meat
- Poultry
- Fish
- Milk
- Eggs
- Cheese (Any 3 × 1) (3)

5.8
- Red meat – once or twice a week
- Poultry – at least twice a week
- Fish – two portions as often as possible
- Milk – drink two servings (250 ml) or more each day
- Eggs – 4 eggs per week
- Cheese – two slices per day (Any 3 × 1) (3)

5.9
- Menu costing is calculating the cost of the ingredients✓ used to prepare each✓ of the dishes on the menu.
- Menu pricing is the calculation of the selling price✓ of the dishes offered on the menu.✓ (4)

[40]

QUESTION 6

6.1
- Keep the card throughout the transaction.
- Make an imprint of the card.
- Check the front of the card.
- Capture the transaction.
- Check the signature panel on the back of the card.
- Obtain and compare signatures.
- Keep the original transaction slip.
- Use a sales draft and place on the manual card machine. (Any 7 × 1) (7)

6.2
- minimum of two company pens in good working condition✓ and loaded stapler.✓
- printer stationery✓
- speed point stationery/ till roll
- prelists✓
- credit card vouchers✓ (Any 5 × 1) (5)

6.3
- Inaccurate transaction✓ – not only will the company suffer from accounting imbalances and profit losses, but the customer may be upset by being charged incorrectly.✓
- Personal accountability✓ – staff that handle and process payments are personally responsible and accountable for computer transactions and for any outstanding payments while on duty.✓
- Profit losses✓ – misplaced✓/stolen cash✓/cheques can lead to accounting imbalances and eventually have a huge impact on the company profit.✓ This invariably affects the employee who may be paid less to overcome losses.✓ (Any 2 × 3) (6)

6.4
- Recheck cash counted.
- Recheck float.
- Recheck payouts/refunds/forex.
- Recheck that none of the prelist dockets/credit card vouchers have been recorded in the wrong column
- Report to your supervisor. (Any 4 × 1) (4)

6.5
- Understand and accept that there may be personality clash.
- Do not take the customer's complaint as directed at you personally.
- Find someone else who may relate better to the customer.
- Send a follow-up note or make a follow-up call. (4)

6.6
- Cashback voucher
- Token
- Credit balance
- Rebate voucher (Any 3 × 1) (3)

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6.7 6.7.1 Top-down selling technique requires the reception staff to start from the most expensive option✓ and then offer progressively cheaper ones if the guest does not intend to take the more expensive offer.✓

6.7.2 Bottom-up selling technique requires the reception staff to begin with the cheapest option✓ and then persuade the guest to take progressively more expensive packages.✓

(2 × 2) (4)

6.8
- Tidy the pay point area and replenish supplies, for example, bags and packing materials.✓
- All registers/terminals produce audit rolls.✓
- These rolls are used to reconcile cash and non-cash amounts against the total number of items sold
  - Electronic register/ terminal audit rolls give full details of items, including item description and cost.✓
  - Manual register only gives the amount for each item sold.✓
- Audit rolls from both electronic and manual register give a final total of the day's takings.✓
- These rolls are used to balance the register/terminal.✓
- The establishment will have a policy for when the register/terminal should be balanced✓
- When counting cash, remember the following:
- Separate cash from non-cash items such as credit card slips and cheques✓
- Sort cash into denominations, with notes all facing the same way, secured with elastic bands.✓
- Coins should be bagged according to bank requirements.✓
- Non-cash items should also be sorted and secured with paperclips.✓
- All refunds must be deducted from the day's takings.✓
- The cash float must also be deducted from the amount before the register/terminal can be balanced.✓ (Any 7 × 1) (7)

[40]

QUESTION 7

7.1 Professionalism refers to behaviour that will enhance your performance✓ and image at work.✓ It is about giving your best and going the extra mile.✓ (2)

7.2
- Taking pride in their work
- Show personal commitment
- Show initiative
- Do whatever it takes to get the job done
- Always looking for ways to make things easier for others
- Eager to learn and take on new challenges
- Paying attention to the needs of others
- Are team players
- Can be trusted with confidential issues
- Are honest, trustworthy and loyal
- Open to constructive criticism on how to improve
- Are accurate (Any 5 × 1) (5)

7.3
- Communication should follow the lines of authority.✓
- Policies and procedures should control bypassing of command structure.✓
- The content of message should be stored in recoverable format.✓
- Messages should be structured and restructured to meet audience requirements.✓
- An awareness of potential barriers to effective communication is a first step towards avoiding misunderstanding.✓
- By building feedback into communication situations,✓ members of organisations can help to avoid communication breakdown.✓

(Any 3 × 2) (6)

7.4
- Make a daily to-do list.
- Set priorities according to ABC method/system.
- Schedule your work.
- Delegate. (Any 4 × 1) (4)

7.5
- Newspapers✓or magazines ✓
- Department of Labour✓
- Employment agencies✓
- Friends and relatives✓/By word of mouth✓
- Vacancy boards and libraries (Any 5 × 1) (5)

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7.6
- Respond to new opening as soon as possible.✓
- Research the employer and the job before you apply.✓
- Direct your application to a person by name.✓ Avoid✓ writing 'to whom it may concern' or 'personnel manager'.✓
- If possible, deliver your application or CV in person✓ and try to meet the person doing the hiring.✓
- Keep a log of where you apply,✓ so that you don't apply for the same job over and over.✓ (5)

7.7
- Applicant's address
- Recipient's address
- Headline
- First paragraph
- Second paragraph
- Follow-up information
- Salutation
- Sign your name and print it (8)

[35]

QUESTION 8

8.1

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:_ Mr. Finley✓

Cancellation no: XN112019✓

Arrival date: _5 November 2019✓ Departure date: 11 November 2019✓

Accommodation required: _Executive suite✓ Rate: R4 500 per night✓✓

Remarks: Should be in a quite area✓✓

Cancellation date: 16 October 2019✓

Completed by: Ms Juanita Naidu✓ (10)

8.2
- Always answer the telephone in a polite and friendly manner.
- If the caller asks about room availability, ask for dates and room type.
- Explain the different room types and rates.
- Inform the caller of any special offer that may apply.
- Inform the caller of facilities and amenities in each room type and explain how the caller will benefit from each room type.
- Check whether the is anything else the caller wishes to ask about the hotel.
- Thank the caller for the enquiry and wish him or her a pleasant day.

(Any 5 × 1) (5)

8.3 8.3.1 Porter – to collect luggage from the rooms

8.3.2 Cashier – to prepare accounts/guest bill

8.3.3 Reservations – to resell the rooms/venue

8.3.4 Housekeeping – to clean the rooms/venue

(4 × 1) (4)

8.4
- To protect the establishment from loss of revenue✓ when a guest does not show up or cancels at the last minute.✓
- To confirm a booking✓
- To secure a booking

(Any 3 × 1) (3)

[22]

TOTAL SECTION B: 140
GRAND TOTAL: 180

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