higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(11011003)

7 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 14 pages.

NCV

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. Answer ALL the questions within the practical context of the given situation.
5. Start each question on a NEW page.
6. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 Choose the most likely type of customer from COLUMN B that matches the menu items in COLUMN A. Write only the letter (A–F) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Hamburger, chips and cola combo meal	A	weight watcher
1.1.2	Pie, mashed potatoes, gravy and peas	B	teenagers
1.1.3	Chicken salad	C	businessmen on a lunch break
1.1.4	Falafel balls	D	a worshipper on his way back from mosque
1.1.5	Halaal mince samoosa	E	vegetarians
		F	Jewish rabbi

(5 × 1) (5)

1.2 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 The thawing of meat products.

1.2.2 When dealing with customers, one behaves in a way that suits the situation and shows consideration towards other people's needs and feelings.

1.2.3 The person that a receptionist should inform when a tour group notified her that their flight has been delayed for an hour.

1.2.4 This happens when the amount of money in the till is not the same as the amount on the till slip.

1.2.5 A summary of a person's work experience, educational background and skills.

(5 × 1) (5)

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1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

1.3.1 It is acceptable to receive a reservation request via WhatsApp.

1.3.2 Fraud is to cheat or do something against the law to get money or to get out of paying money that is owed.

1.3.3 If the computer freezes in the middle of taking a telephonic reservation, one should switch over to a manual system.

1.3.4 The temperature inside a dry store should be kept at maximum 10 °C.

1.3.5 The general rule is that fridges should be kept at a temperature between 0 °C and 6 °C.

(5 × 1) (5)

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1.4 Choose the document from COLUMN B that best matches the description in COLUMN A. Write only the letter (A–I) next to the question number (1.4.1–1.4.8) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	A piece of paper specially printed by the bank. It is used in place of money and has the client's name on it.	A	folio
1.4.2	A summary document generated by a billing machine at the end of a cashier's shift	B	till roll
1.4.3	This slip of paper is given to businesses by banks. Used when there is a power failure	C	cheque
1.4.4	A piece of paper printed with the amount of money the customer owed, the amount the customer paid, the VAT amount charged and, if relevant, the change given	D	travellers cheque
1.4.5	A method of payment used by tourists from overseas	E	sales draft
1.4.6	A piece of paper printed by a travel agent	F	voucher
1.4.7	Record of all charges posted to a guest's account	G	proof of payment slip
1.4.8	The paper feeds through a billing machine	H	z reading printout/final printout
		I	debit card

(8 × 1) (8)

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1.5 On 6 November, Mr Qeqe phones the hotel to cancel the reservation he had made and paid a deposit for. He informed the booking clerk that his wife had had a heart attack and was hospitalised. After checking, you found the R1 500,00 payment that he made by credit card the week before. The duty manager, Ms Dlamini, agreed that Mr Qeqe could be granted a voucher to the value of his deposit, valid for six months, in line with the hotel's refund policy.

Use the information above to complete the voucher. Write only the answers next to the question number (1.5.1–1.5.8) in the ANSWER BOOK.

<table>
<tr><td colspan="2"> Happy Holidays Resort 001532</td><td colspan="2">Voucher</td></tr>
<tr><td>Name</td><td>(1.5.1)</td><td>Date</td><td>(1.5.2)</td></tr>
<tr><td colspan="3">Voucher to the value of: (1.5.3)</td><td>R (1.5.4) 1</td></tr>
<tr><td>Reason/ explanation</td><td colspan="3">(1.5.5)</td></tr>
<tr><td rowspan="2">Valid</td><td rowspan="2">(1.5.6)</td><td>Cashier</td><td>(1.5.7)</td></tr>
<tr><td>Approved</td><td>(1.5.8)</td></tr>
</table>

(8 × 1) (8)

NC(M)

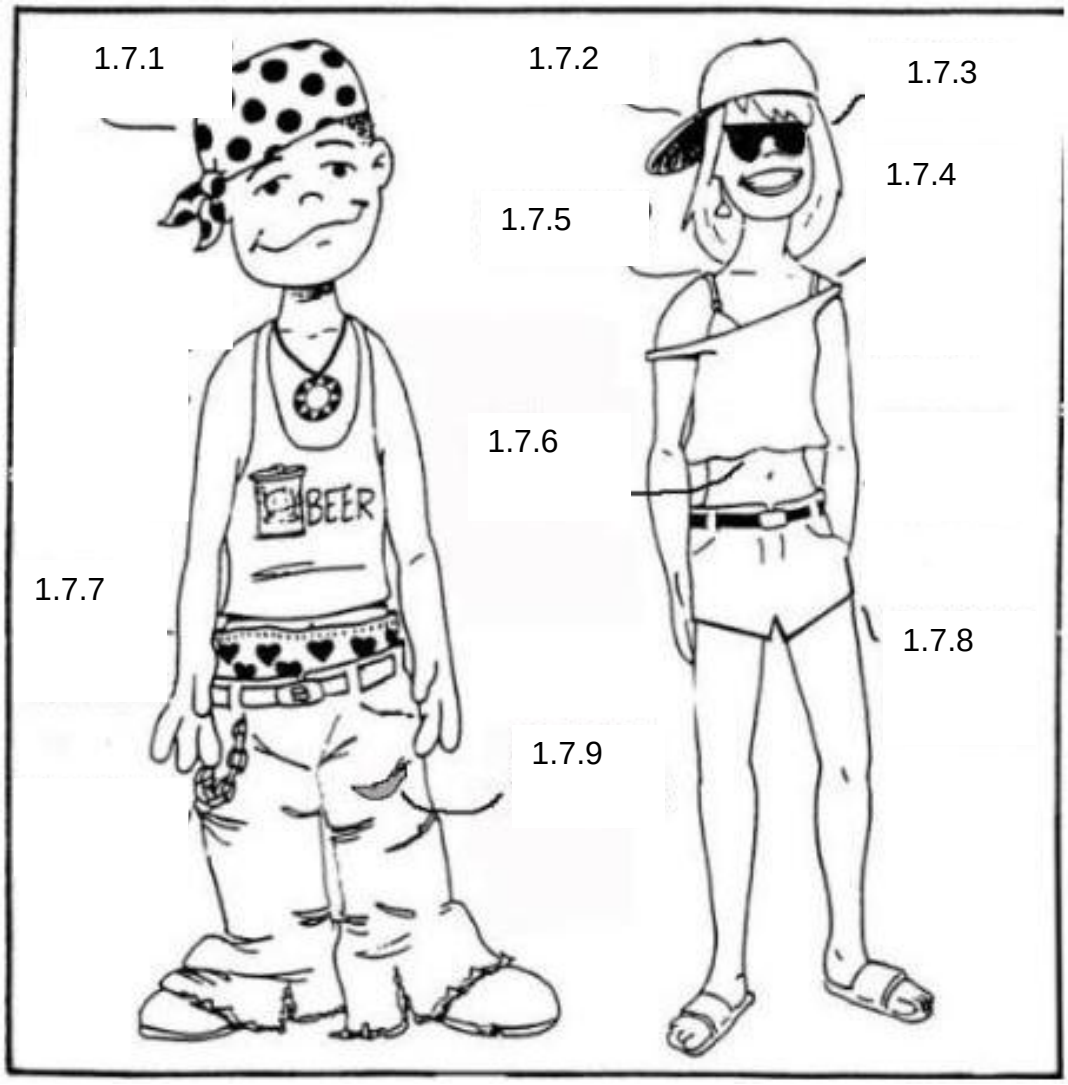
1.6 Choose the most appropriate department from COLUMN B to which the guest request in COLUMN A should be referred. Write only the letter (A–K) next to the question number (1.6.1–1.6.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.6.1	Set up a cot in guest room	A	banqueting
1.6.2	Late arrival	B	kitchen
1.6.3	Open a guest folio	C	maintenance
1.6.4	An unusual VIP request that traditionally is not catered for by the hotel	D	front-of-house manager
		E	kiosk
1.6.5	Special diet request	F	concierge
1.6.6	Arrange concert tickets	G	reception
1.6.7	Request for a shuttle to collect guests at the airport	H	door porter
		I	laundry
1.6.8	Audiovisual equipment to be set up in the conference room	J	housekeeping
		K	accounts
1.6.9	Arrange a gift basket		
1.6.10	A guest wants to have a suit dry-cleaned		

(10 × 1) (10)

NE(V)

1.7 Dressing for a job interview needs special attention. Label this picture to illustrate what should NOT be worn to an interview. Write only the answers next to the question number (1.7.1–1.7.9) in the ANSWER BOOK.



(9 × 1) (9)
[50]

TOTAL SECTION A: 50

SECTION B

QUESTION 2

2.1 Food poisoning can cause serious illnesses and needs to be prevented. Study the diagram below and answer the questions.



Tabulate your answers to QUESTION 2.1.1, 2.1.2 and QUESTION 2.1.3 in the ANSWER BOOK as follows:

2.1.1 SOURCE OF POISONING	**2.1.2 ASSOCIATED PATHOGEN**	**2.1.3 PREVENTATIVE MEASURE**

2.1.1 Identify FIVE sources of food poisoning that are found in the picture.

2.1.2 Link FIVE associated pathogens causing illnesses to each source.

2.1.3 Suggest ONE preventative measure for each illness.

(3 × 5) (15)

2.2 List and describe FOUR appropriate places to search for job advertisements. (4 × 2) (8)

2.3 Describe FIVE steps that should be followed once an appropriate job advertisement has been found. (5)

2.4 Study the job advertisement placed in the Cape Argus on 30 September 2016 below.

Hotel Receptionist

Date listed 30/09/2016

Location Stellenbosch, Cape Winelands

Job type Full-time

Asara Wine Estate and Hotel – 5 star hotel in Stellenbosch – is looking for a Hotel Receptionist

CORE COMPETENCIES

- Ability to work in a pressurised environment
- Willingness to work shifts
- Excellent organisational & communication skills
- Computer literacy
- Good attention to detail
- High customer-centric approach
- Presentable, well-spoken individual

Please send updated application letter, CV with recent photograph to Bronwyn Humphries via e-mail: hr@asara.co.za

Write an application letter in response to this advertisement. (9)

2.5 Choose the most appropriate response. Write only the letter (A– D) next to the number (4.5) in the ANSWER BOOK.

A guest requests a different audiovisual aid than what was confirmed for a conference at the hotel. The receptionist should …

A cancel the reservation.
B ignore the request.
C inform the guest of additional costs.
D refuse any changes. (1)

2.6 Explain what should be done if a double booking has occurred. (2)

[40]

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QUESTION 3

3.1 Mr and Mrs Jonas are checking out of the hotel. Mrs Jonas presents a credit card for payment.



[https://.gstatic.com/images]

3.1.1 Name TWO different methods of payment that could be used. (2)

3.1.2 Identify the equipment below:

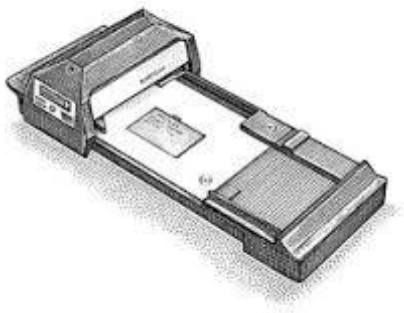
(A)



(B)



(C)



(D)



(4 × 1) (4)

3.1.3 Describe the actions that the receptionist should follow to conclude the credit card transaction.

During the transaction the machine (B) goes off-line. Mr Jonas becomes very frustrated and causes a scene. (10)

3.1.4 Explain what alternative steps could be taken to finish the transaction. (4)

3.1.5 Suggest how the cashier should handle this conflict situation. (6)

3.2 Define the term *balanced menu.* (4)

3.3 Give the formula that should be used to calculate the selling price of a meal if the gross profit has been given. (5)

3.4 List the FIVE basic food groups. (5)
[40]

QUESTION 4

4.1 The reception area is at the centre of any hotel. The receptionist will encounter different types of conflict while at work there.

4.1.1 Define the term *conflict.* (2)

4.1.2 Choose the type of conflict that best describes each of the following scenarios.

Intra-person conflict; interpersonal conflict; intergroup conflict; Intra-group conflict

A The receptionist struggles to process a guest check-in on her own in the expected time.

B One of the room attendants is very upset with another room attendant that uses cleaning chemicals and guest items off her trolley, causing her to run out when she needs it.

C The bar waitresses are unhappy with the restaurant waitresses. The restaurant manager allows them to keep their own tips, while the bar waitresses have to pool and share tips after each shift.

D One waiter often has to work extra shifts due to another waiter not arriving for his shift.

(4 × 1) (4)

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4.2 Predict in each of the cases below, who would be the recipients of the communication AND what written method of communication would be used. Write only your answer next to the number (4.2.1–4.2.8) in the ANSWER BOOK.

		RECIPIENT(S)	**METHOD OF COMMUNICATION**
A	The restaurant manager needs to arrange a uniform fitting with her staff	4.2.1	4.2.5
B	The executive chef needs to present his new menu to his superior	4.2.2	4.2.6
C	The reservation clerk applies for leave	4.2.3	4.2.7
D	The head housekeeper needs to report a leaking toilet	4.2.4	4.2.8

(4 × 2) (4 × 1) (12)

4.3 Explain the administrative procedure a receptionist should follow when cancelling a hotel reservation. (6)

4.4 Give a reason for each of the following fields on refund documentation. Write only the answer next to the number (4.4.1–4.4.8) in the ANSWER BOOK.

4.4.1 Document number

4.4.2 Date

4.4.3 Room number

4.4.4 Guest name

4.4.5 Explanation

4.4.6 Cashier name and signature

4.4.7 Manager signature

4.4.8 Guest signature

(8 × 1) (8)

4.5 List SIX guidelines to follow when compiling any menu. (6)

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4.6 Study the following dishes suggested to a conference client.

malva pudding; caramelised pumpkin; creamed spinach; Amarula ice-cream; white rice; Indian beef curry

4.6.1 Add a suitable starter to this menu. (1)

4.6.2 Rewrite the full menu in the correct format. (5)

4.6.3 Evaluate this menu, using the following headings as motivation that it is a balanced menu:

(a) Colour
(b) Texture
(c) Nutrients

(3 × 2) (6)
[50]

TOTAL SECTION B: 130
GRAND TOTAL: 180

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