higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 3

(11011003)

19 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages and 2 addenda.

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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 ADDENDA A and B from the question paper and place them in the ANSWER BOOK.
5. Write neatly and legibly.

NCSO

SECTION A

QUESTION 1

1.1 Choose the correct storage requirement from COLUMN B that matches the food item in COLUMN A. Write only the letter (A–K) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Bread	A	in air tight containers
1.1.2	Fresh fish	B	top shelf of refrigerator
1.1.3	Freshly cut fruit and vegetables	C	coldest part of the refrigerator
1.1.4	Dairy products	D	freezer
1.1.5	Ice cream	E	cellar
1.1.6	Raw meat and poultry	F	on crushed ice
1.1.7	Uncooked rice	G	dry store
1.1.8	Shell fish	H	bain marie
1.1.9	Egg	I	display fridge
1.1.10	High-risk hot foods	J	shelf in kitchen
		K	kept in protective, porous packaging

(10)

1.2 Identify from the table below the most common food poisoning pathogens, the food that they are found in and the symptoms that a patient may experience. Write only the answer next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

PATHOGEN	FOOD THEY ARE FOUND IN	SYMPTOMS
1.2.1	Meat, eggs and uncooked foods	Nausea, diarrhea, stomach cramps, vomiting and fever.
Staphylococcus aureus	1.2.2	Nausea, diarrhea, stomach pains and vomiting.
1.2.3	Canned and bottled food	Dizziness, blurred vision, difficult breathing, headaches, nausea and vomiting
Clostridium perfringens	1.2.4	Cramps, nausea and diarrhea
Bacillus cereus	Starchy foods	1.2.5

(5)

1.3 Choose a way to confirm a booking from COLUMN B that matches the type of prospective guest description in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	A guest that is making use of an inexpensive, quick and modern way of making a booking	A	telephone
		B	e-mail
1.3.2	A guest that has limited access to communication facilities	C	central reservation website
1.3.3	Guests that likes to have a documented dialogue between them and the hotel	D	letter
		E	fax
1.3.4	Guests that are unsure of what they want	F	messenger
		G	face-to-face
1.3.5	Travelers that plan trips long in advance and rely on postal services to deliver correspondence		

(5)

1.4 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

A refund may be granted if:

1.4.1 The service was unacceptable.

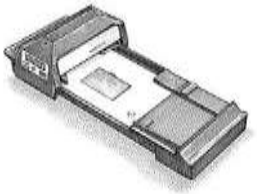
1.4.2 The customer bumped over their own drink.

1.4.3 The customer forgot to specify how his/her steak should be prepared but still finished the whole meal before complaining that the steak was over cooked.

1.4.4 A customer paid in advance but did not use all the planned facilities.

1.4.5 The customer's deposit is more than all the services he/she received. (5)

1.5 Choose a term from COLUMN B that matches a picture in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

COLUMN A	COLUMN B
1.5.1 	A manual till B manual card machine C barcode scanner D billing machine E electronic cash register F hand-held (Point-Of-Sale) G speed point
1.5.2 	
1.5.3 	
1.5.4 	
1.5.5 	

(5)

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1.6 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.6.1–1.6.5) in the ANSWER BOOK.

1.6.1 The action of adding what the customer owes and presenting it to him/her in printed format.

1.6.2 The customer action when he/she leaves and pays what is owed.

1.6.3 Another word for refund folio.

1.6.4 When two parties become upset about it if a refund request is refused.

1.6.5 When staff or customers cheat to get a refund.

(5)
[35]

TOTAL SECTION A: 35

SECTION B

QUESTION 2

2.1 Thandi is a 17-year-old hospitality student that has just moved into her own flat. She has listed the food items that she has eaten for the last 24 hours.

maize meal porridge; butter; amazi; apple; mince samoosa; chicken leg quarter; hot chips; instant noodles; chocolate bar; fizzy cold drink

2.1.1 Explain what would constitute a 'nutritious meal'. (4)

2.1.2 Classify Thandi's list of food items into food groups on ADDENDUM A. (10)

2.1.3 Advise Thandi on the number of servings per food group that an individual needs to have daily. Write your answer on ADDENDUM A. (6)

2.1.4 Discuss FOUR shortcomings in Thandi's list of food and suggest what should be added or removed to make this list balanced and nutritious. (4 × 2) (8)

2.2 Predict what pests have infested a storage room if the following signs are detected:

2.2.1 Small footprints in the dust

2.2.2 Maggots and pupae

2.2.3 Webbing in flour

2.2.4 1 cm-long brown pouch

2.2.5 Tiny black dead bodies in sugar or standing water. (5)

2.3 Explain THREE pest prevention strategies and use examples to illustrate each strategy. (3 × 2) (6)

2.4 Describe THREE examples of unexpected operational problems that a cashier may experience. Suggest TWO corrective actions that the cashier could follow to resolve each of these problems. Tabulate your answer.

OPERATIONAL PROBLEM	CASHIER' S ACTION
(3)	(3 × 2)

(9)

2.5 What information is needed before the selling price of a menu item can be calculated? (2)

[50]

QUESTION 3

3.1 During every cash-up process the cashier will generate and complete paper work. Answer the following QUESTIONS 3.1.1 and 3.1.2 on ADDENDUM B.

3.1.1 List FIVE cash-up steps. (5)

3.1.2 List the related documents that need to be generated or completed next to each step. (6)

3.2 List FIVE precautionary actions that the cashier can take to ensure the pay point is secure. (5)

3.3 Suggest THREE responsibilities of the customer in securing the payment process. (3)

3.4 Name THREE credit or debit cards that are accepted for payment. (3)

3.5 Draw up a set of guidelines for reception staff on how to handle a customer when a refund is refused. (8)

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3.6 List the information that should always appear on a booking form. (7)

3.7 When helping guests to make a booking at a hotel, it is very important to give the guest accurate information. The guest could be inconvenienced and the hotel disadvantaged if the information provided is incorrect.

3.7.1 Suggest THREE consequences it can have for the guests if incorrect information was provided to them. (3)

3.7.2 Suggest THREE consequences for the hotel if incorrect information was provided to guests. (3)

3.8 Explain the procedure to follow when a guest makes changes to his/her booking. (7)

[50]

QUESTION 4

4.1 Provide THREE reasons why good communication is necessary in the workplace and the positive impact it can have on the organisation. (3 × 2) (6)

4.2 Provide TWO possible reasons for the conflict shown in the picture below.



[www.makeadentleadership.com] (2)

4.3 Identify the type of conflict illustrated in QUESTION 4.2. Motivate your answer. (2)

4.4 Describe FOUR steps that can be followed to resolve conflict situations like the one illustrated in the picture above. (4)

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4.5 Refer to the job advertisement below to answer the questions.

Back | All by recruiter | Email

Sous Chef - Buffet, East Rand (5233)

Date Job Posted: 27-Jan-2017
Location: East Rand

R20 000 CTC

5 Star hotel has a vacancy for an experienced Buffet Sous Chef at large, busy restaurant with tiny kitchen

- Excellent cost control and cost management skills
- Experience in Menu planning and costing
- 2–3 years' experience as Sous Chef in a 5 star unit or top South African restaurant an added advantage
- Knowledge of modern food trends
- BEE candidates will be given preference
- Send your CV, including food pics, recent photo and references

Job ID 152803
Job Title: Sous Chef - Buffet, East Rand (5233)
Employer Type: Employer Type -> Hotels
Job Type: Job Classification -> Sous Chef
FT/PT: Job Type -> Full-time
Province: Location -> Gauteng
Town/City: East Rand
Salary Type: Monthly
Salary: R20 000 CTC
Start Date: ASAP

Apply Online

[Source: *https://www.hoteljobs.co.za/job/152803?cat=132*]

4.5.1 Name THREE skills required for this position. (3)

4.5.2 List FOUR attributes (qualities) required for this position and provide a reason for each one. (4 × 2) (8)

4.5.3 Identify the contact strategy that this employer prescribes under the following headings:

(a) Contact method (1)
(b) Documents that must be prepared (3)

4.5.4 Suggest SIX areas to research before showing up for any interview. (6)

4.5.5 List and describe FIVE headings that should appear on a CV when one wants to apply for a position (5 × 2) (10)

[45]

TOTAL SECTION B: 145
GRAND TOTAL: 180

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ADDENDUM A **EXAMINATION NUMBER:**

Food Group	**(2.1.2) Food Item**	**(2.1.3) Number of Servings Per Day**
Cereals		
Fruit		
Vegetables		
Meat		
Dairy		
Fats and sweets		

NCEC

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ADDENDUM B **EXAMINATION NUMBER:**

	(3.1.1) Cash-up process	**(3.1.2) Related document(s)**
1		
2		
3		
4		
5		

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