higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY GENERICS
## NQF LEVEL 4

## XX FEBRUARY 2020

**This marking guideline consists of 12 pages.**

Copyright reserved

## SECTION A

## QUESTION 1

1.1

1.1.1 B
1.1.2 A
1.1.3 C
1.1.4 D
1.1.5 C
1.1.6 C
1.1.7 D
1.1.8 A
1.1.9 D
1.1.10 D
1.1.11 D
1.1.12 A
1.1.13 B
1.1.14 A
1.1.15 C

(15)

1.2

1.2.1 True
1.2.2 False
1.2.3 True
1.2.4 False
1.2.5 True
1.2.6 True
1.2.7 True
1.2.8 True
1.2.9 True
1.2.10 False
1.2.11 True
1.2.12 True
1.2.13 False
1.2.14 True
1.2.15 False

(15)

1.3

1.3.1 G
1.3.2 F
1.3.3 A
1.3.4 C
1.3.5 E

(5)

1.4

1.4.1 Financial computer programs/hard copy files
1.4.2 Shock
1.4.3 Hinduism
1.4.4 Texture
1.4.5 Cycle
1.4.6 Development plan
1.4.7 Delegation
1.4.8 Partnership
1.4.9 Letter
1.4.10 Appendix

(10)

**TOTAL SECTION A: 45**

**SECTION B**

**QUESTION 2**

2.1 2.1.1 Floor plan of the building (1)

2.1.2 Yes (1)

2.1.3
- It ensures that people all over the world understand safety signs,✓ especially international tourists or people of other languages that do not necessarily speak or understand the local languages.✓
- Illiterate people who cannot read can understand the pictures on the signs✓ (3)

2.2 2.2.1
- Clean up spill in walk-in fridge immediately. ✓
- Check that doors work properly✓ and the emergency release button works✓.
- Ensure all shelving in fridge are sturdy✓ and in working order✓.
- Train staff on cleaning, using and testing procedures✓ for the fridges
- Regular checks for example daily inspections✓ should be done daily✓.
- Repairs should be done as soon as possible and when needed ✓ (Any 5 × 1) (5)

2.2.2

| EQUIPMENT AND MACHINERY CHECKLIST | YES | NO |
|---|---|---|
| • Refrigeration chambers are in good working order<br>• Properly maintained<br>• Documentation is available for safety officer<br>• There is signage on whom to contact in the case of a breakdown<br>• Servicing dates are visible<br>• There is a fire extinguisher in the area<br>• Staff has been trained on using refrigeration chambers<br>• Staff is trained in using firefighting equipment<br>• Doors are working<br>• There are no obstructions on the floor<br>• Thermometer works correctly<br>• There is an emergency shut-off button<br>• Clean up spill in walk-in fridge immediately<br>• Check that doors work properly<br>• Ensure all shelving in fridge are sturdy | | |

(Any applicable answer) (9 × 1) (9)

2.2.3
- The training specialist at Siphiwe's Walk-in Refrigerators
- A machinist at Siphiwe's Walk-in Refrigerators
- Owner of Siphiwe's Walk-in Refrigerators (Any 2 × 1) (2)

2.2.4
- Use a lot of practical examples.
- Translate or illustrate the checklist into simple pictures or diagrams
- Use a formal presentation for maintenance and less formal presentation for the kitchen staff
- Have documentation on display to help guide staff
- Use interactive methods as this will help staff to fully understand. (5)

2.3 2.3.1
- Because failure of equipment could result in death✓, injury✓ or damages.✓
- It's part of the company's legal obligations,✓ such as health insurance✓ and insurance✓ which relies on the equipment being functional✓.
- Consistent non-compliance could result in the company being shut down✓ and law suits.✓ (5)

2.3.2
- Keep calm.
- Sound the fire alarm.
- Instruct switchboard operator to notify the duty manager and general manager, who will decide if it is necessary to inform security and/or the fire brigade.
- Switch off ALL gas and electrical equipment, as well as the air-conditioning, before proceeding to the assembly area.
- If the fire is in the designated work area and is too big to control, leave the area and make sure that nobody is left in the area.
- Staff should only use the appropriate firefighting equipment if they are confident that they can use it safely.
- Once the alarm has been sounded, evacuate the area and proceed to the nominated assembly area.
- Do not wait to clear your locker.
- Close the doors and windows before leaving and make sure the door is closed behind you.
- Walk briskly – do not run.
- If there is a great deal of smoke, cover your nose and mouth with a wet towel and crawl on hands and knees.
- Move towards the ground floor or outside of the building.
- If you are trapped, ensure that all the windows and doors are closed and stop the gaps with wet linen.
- Stay near the windows so that you can be seen.
- Once outside the building, make your way to the assembly point and await roll call and further instructions. (Any 9 × 1) (9)

**[40]**

**QUESTION 3**

3.1.1 Buffet menu (1)

3.1.2
- Can reduce the number of staff needed✓ as guests serve themselves
- Simple presentation of foods✓ avoid overcrowding, focus on quality not quantity✓
- Standardised garnishing is used✓, decorative arrangements must not be overwhelming or too elaborate✓
- Less equipment needed ✓
- Simplified menus✓ and set recipes can be used✓
- Costing is simplified ✓ because you cost per head and at one price✓
- Food can be prepared ahead of time✓ (4)

3.1.3
- Muslims
- Hindus (2)

3.1.4
- Roast beef
- Slow-cooked pork
- Malva pudding served with a brandy sauce (3)

3.1.5
- Because it contains saturated animal fat✓ as well as butter and✓ eggs✓ which will add cholesterol✓ to the body which will affect the heart. ✓
- The Eclairs have sugar✓ which will also add more fat to the body from the high sugar which the body will store✓, which will also affect the heart. (3)

3.2 3.2.1
- Staff could lack skills to prepare the dish
- Could be time-consuming to make
- Possible waste of ingredients as dishes might have to be redone due to incorrect cooking
- Not enough ingredients available due to incorrect cooking

ANY TWO

3.2.2
- Problem finding ingredients of a specific quality or sourcing exotic ingredients
- ingredients may not be in season ANY TWO

3.2.3
- Unavailability or shortage of cooking equipment may mean that additional equipment must be purchased which leads to additional costs
- Substandard equipment could hinder the cooking of a dish and using the available equipment which could spoil the overall dish presentation
- It could also lead to injuries and that could cause stress on other staff who have to support the injured staff ANY TWO

3.2.4
- Certain dishes could be expensive to make. e.g. due to ingredients that are difficult to source or are out of season
- If a dish was not very popular then storing the ingredients could not be worth making the dish as the costs and profits could be lying in the store room.
- There might be a dish or dishes that are too expensive for the clientele/consumers which could prevent them from ordering these dishes or eating at the establishment. ANY TWO

(4 × 2) (8)

3.3
- Spit braai equipment and utensils
- Protective clothing for the chefs
- Kitchen needs extra ventilation or extraction
- Standardised recipes for the dish
- Photographs and/or notes explaining the steps to prepare the dish
- Photographs of the final, plated dish ready for serving
- Physical demonstration on the preparation and plating of the dish
- Notes with suggestions etc. (3)

3.4 3.4.1 Factor = $\frac{\text{Desired yield}}{\text{Known yield}}$✓

= $\frac{24}{6}$✓

= 4✓ (3)

3.4.2

| INGREDIENTS | CALCULATIONS |
|---|---|
| Water | 250 ml x 4 = 1 L ✓ |
| Butter | 120 g x 4 = 480 g✓ |
| Flour | 180 g x 4 = 720 g✓ |
| Eggs | 3 x 4 = 12✓ |
| Vanilla essence | 5 ml x 4 = 20 ml✓ |
| Melting chocolate | 100 g x 4 = 400 g✓ |
| Fresh cream | 30 ml x 4 = 120 ml✓ |
| Long Life cream | 250 ml x 4 = 1 L✓ |
| Icing sugar | 10 g x 4 = 40 g✓ |
| Caramel essence | 5 ml x 4 = 20 ml✓ |

(10 × 1) (10)

3.4.3 Selling price = $\frac{\text{food cost}}{(100 - \text{required gross profit}) \times 100}$✓

$\frac{\text{R5,90}}{(100 - 60)}$✓ × 100✓

R14.75✓ (3)
**[40]**

## QUESTION 4

4.1
- Specific – What are you going to do? How are you going to do it?
- Measurable – Establish criteria to measure progress.
- Attainable/Achievable – Identify goals that are important to you and realistic.
- Relevant/Realistic – The goal should help you achieve what you want.
- Timely/Time-bound – Establish a reasonable time frame in which to achieve the goal. (5)

4.2

| STRENGTHS | WEAKNESSES |
|---|---|
| • Work experience<br>• Supervisor/manager experience<br>• Computer literate<br>• Driver's license<br>• Patience<br>• Has time management skills<br>• Communicates well<br>• Leadership abilities<br>• Necessary hospitality qualifications attained and correct<br>• Strong character<br>• Holds certification if a specialist skill is needed<br>• Has contacts or networks in chosen field<br>• Has a good track record within organisation<br>• Associated professional organisations ANY FOUR | • Lack of work experience in position<br>• Poor or no computer skills<br>• Lack of hospitality knowledge and/or qualifications<br>• Poor practical skills e.g. cooking skills<br>• Shy or timid personality<br>• Does not take initiative<br>• Negative personal characteristics e.g. swearing, does not get along with other people<br>• Poor communication skills<br>ANY FOUR |

- **Deduct 1 mark if student does not answer in table form**

(2 × 4) (8)

4.3 4.3.1
- Leadership skills
- Planning and organising skills
- Interpersonal communication skills
- Motivational skills (4)

4.3.2
- Guidance counsellor
- Psychologist
- Subject expert
- Facilitator who presented a seminar/training (3)

4.4 Employees will not know:
- how they are doing
- how to correct their performance
- when they are doing a good job
- if they are meeting the goals of the team, the department and the establishment ANY TWO

It can lead to:
- loss of motivation to perform at their best
- continued poor performance or
- losing clients for the establishment
- loss of money for the establishment ANY TWO

(2 × 2) (4)

4.5 4.5.1
- Formal teaching of skill
- Observing an experienced person performing the skill
- Practical on-the-job training under supervision (Any 2 × 1) (2)

4.5.2
- Practice with another experienced chef
- Watch a video on how to perform the skill (Any 1 × 1) (1)

4.5.3
- Any chef that is higher than a commis chef
- Lecturer/teacher (Any 1 × 1) (1)

4.6
- Do not stockpile paper in a tray: respond to it, file it or throw it away
- Establish and use a uniform filing system throughout the office.
- Try to handle every piece of paper only once on your desk.
- Sort it and write down comments and key ideas appropriately.
- Learn to read selectively.
- Use the ABC method.
- Periodically weed out old, outdated, unimportant and unused material from files. (Any 4 × 1) (4)

4.7
- She can discuss with the manager the possibility of changing her working hours✓ so that she can continue to learn and develop with the food beverage manager.✓
- She can rent a place near her workplace.✓
- She can try to move to a sister hotel closer to her new location.✓

(Any other relevant answer) (4)

4.8
- Marriage
- Children
- Death
- Lack of funds
- Ill health (Any 4 × 1) (4)

**[40]**

**QUESTION 5**

5.1 Earning a living✓ by working independently of an employer✓ either freelance✓ or by running one's own business.✓ (4)

5.2

| PRIVATE COMPANY | PUBLIC COMPANY |
|---|---|
| • The words- 'Proprietary Limited' (Pty) Ltd will appear at the end of the company's name.<br>• There must be a minimum of one director.<br>• Shareholders can be a minimum of 1.<br>• Shares are not offered to the public.<br>• Its right to transfer its shares is more restricted than a Public company. A private company cannot offer shares to the general public - they can however offer shares to **existing** shareholders, or professional investors and companies.<br>• There may be a maximum of 50 members. ANY FOUR | • The words-'Limited' Ltd will appear at the end of company's name.<br>• There must be a minimum of two directors.<br>• Shareholders can be a minimum of 7.<br>• Shares are offered to the public.<br>• Its right to transfer its shares is not as restricted as Private companies. Public company can offer its shares freely and is transferable to new shareholders, or professional investors and companies in the public.<br>• There is no maximum number of members<br>ANY FOUR |

Note to markers: the answers must show comparison to be marked as correct

(2 × 4) (8)

5.3
- Have the drive to carry on against extreme odds.
- Must endure during hard times when money will be short and there are increased demands from customers, banks, staff and family.
- Not having the necessary work experience and technical skills to do the job.
- Not knowing the market well enough.
- Not knowing what customers want.
- Not knowing where to find customers.
- Not knowing how to beat your competitors in the same type of business.
- Being unable to negotiate with suppliers.
- Being unable to manage people.
- Not being able to mediate between staff when they have differences
- Not being able to discipline employees when necessary.
- Being unable to interact socially with customers.
- Being unable to act confidently and convincingly with potential customers.
- Being unable to act or think clearly and logically under pressure.
- Being unable to listen to criticism from customers, staff, family, etc. without being offended or becoming overly defensive. (Any 5 × 1) (5)

5.4
- Media, newspapers and other publications, e.g. business magazines
- Look in unlikely places
- Talk to other people
- Look at other hospitality catering establishments close by
- Look for a lack of certain hospitality catering establishments in the area
- Study trends in other cities or towns
- Study trends in other parts of Africa
- Look at overseas trends (Any 4 × 1) (4)

5.5 Fixed costs such as:
- Either renting or buying a premises
- Furniture and fittings
- Security
- Equipment such as crockery, cutlery, linen and cleaning equipment
- Vehicle to transport goods
- Business insurance
- Salaries and wages ANY THREE

Variable costs such as:
- Resources such as ingredients
- Electricity, water, telephone, etc.
- Marketing tools
- Delivery costs ANY TWO

( 3 + 2) (5)

5.6 5.6.1 The following information on the people involved in the business should be provided:

- A list of the founders of the business including their qualifications✓ and experience✓
- A description of who will manage the business on a day-to-day basis✓
- An organisational chart if there are more than 10 employees,✓ showing the management hierarchy✓ and responsibility for key functions✓
- The experience that these individuals bring to the business✓ and the special or distinctive competencies that they offer✓ (6)

5.6.2 A person/organisation does not want to:

- Waste time and money on something that was falsely portrayed
- Waste time on the information of a company that has closed down.
- Get tied up in a legal dispute. (3)

**[35]**

**TOTAL SECTION B: 155**
**GRAND TOTAL: 200**

Copyright reserved