higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

(11011004)

8 March 2018 (Y-Paper)
13:00–16:00

This question paper consists of 11 pages.

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TIME: 3 HOURS
MARKS: 200

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. Calculators may be used.
5. Write in blue or black ink.
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 answer and write only the letter (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Which ONE is NOT a problem presented by HIV and AIDS in the hospitality industry?

A Poor health
B Low morale of staff members
C Low absenteeism
D Lack of education on HIV

1.2 Prevent slipping accidents by …

A training staff with regards to guests and their valuables.
B training the person who assembles equipment.
C mending leaking equipment.
D controlling people entering and exiting the workplace.

1.3 Fire and explosions could happen due to:

A Correct assembly of cleaning equipment.
B Poor or no maintenance of gas appliances.
C Linen not been stacked by size correctly.
D Safe wet cleaning methods and drying floor around exposed plugs.

1.4 Who would not be involved in a performance review for restaurant staff?

A Food and beverage manager
B Chefs
C Hygiene and safety officer
D Receptionist

1.5 It is necessary for every organisation to have a safety plan to …

A make sure who to contact in case of a cancellation.
B be able to contact the bomb squad.
C ensure that guests and employees are safe.
D make sure that the budget covers all overheads.

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1.6 Which ONE is NOT a challenge when food is transported?

A Space issue and storage time on long trips.
B Refrigeration system failing in the truck while in transit.
C Protesting on the route to the client.
D Having a sufficient size storage room in the receiving area.

1.7 This method can be used to determine where training is needed when one applies for a position:

A SWOT analysis.
B Personal test.
C Personal Development Plan.
D SMART test.

1.8 A process whereby a person is organising his/her work/task according to the level of importance.

A Planning.
B Delegation
C Prioritising
D Projecting

1.9 Career aspirations refers to:

A Desire or ambition in a chosen occupation.
B Desire or ambition in a sport or hobby.
C Desire or ambition in a social circle/group.
D Desire or ambition in a political party.

1.10 Viability refers to:

A Considering something in order to judge its value
B Whether or not something can be done or is worth doing
C Consider something in order to judge its degree of importance
D Attend to regulatory requirements such as a trading license

(10 × 1) **[10]**

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QUESTION 2

Choose a description from COLUMN B that matches a description in COLUMN A. Write only the letter (A–M) next to the question number (2.1–2.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1	Initial treatment of a person in a state of shock	A	chemical
2.2	Apply ice and raise the injured part	B	combustibles
2.3	Caustic soda, garden spray and paint removal can cause burns	C	maintenance form
2.4	The skin may look charred and blistered	D	keep warm by wrapping in a blanket
2.5	Complete a ... when working in public areas to check for any hazards	E	resuscitation
2.6	To revive somebody from unconsciousness or apparent death	F	close fracture
2.7	Materials like wood, paper, cloth are normally called	G	casualty
2.8	Lack of dietary iron	H	self-improvement
2.9	Helps food service professionals track variables that affect a menu's profitability	I	third degree burn
2.10	An event that might occur in the future, and which must be prepared for	J	contingency plan
		K	menu engineering
		L	anaemia
		M	food costing

(10 × 1) **[10]**

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QUESTION 3

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 To increase and decrease recipe yields.

3.2 A person who does not eat any source of animal products.

3.3 The objective of fire and safety inspections is to ensure that in the event of a … the company is protected.

3.4 One will need to continually update one's … to remain marketable in the workplace.

3.5 A fire extinguisher needs to be inspected …

3.6 When drawing up a business plan a …. should be completed last.

3.7 Checking … of a website shows that the information provided by this website is accurate.

3.8 … of a company, is an example of a diversion in a development plan that may need to be contained.

3.9 Drafting a development plan is a decision to take responsibility for a person's own …

3.10 An individual is moved to other jobs at the same level to broaden his/her knowledge and experience.

(10 × 1) **[10]**

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QUESTION 4

4.1 Re-draw the table/recipe below and calculate the total cost of the recipe.

CHEESE CROISSANTS (Serves 4)

INGREDIENT	QUANTITY	PRICE PER UNIT	CALCULATION	TOTAL
				ROUND OFF To 2nd decimal
Plain flour	140 g	R28 for 2,5 kg	(1)	(1)
Salt	1 g	R20 per 1 kg	(1)	(1)
Butter	112 g	R34 for 500 g	(1)	(1)
Eggs	1 egg	R13 for 6	(1)	(1)
Cheese	49 g	R60 per 1 kg	(1)	(1)
TOTAL COST:				(1)

(11)

4.2 Calculate the cost per portion. (Round off to the 2nd decimal) (1)

4.3 Calculate the selling price if the required gross profit is 45%. Show ALL calculations. (3)

4.4 Describe the procedure a chef should follow when briefing kitchen staff on this recipe. (5)
[20]

TOTAL SECTION A: 50

NCV

SECTION B

QUESTION 5

5.1 List ONE characteristic, ONE type of food that is allowed and ONE type of food that is not allowed for the following religions:

Tabulate your answer as follows:

RELIGION	CHARACTERISTIC	FOOD ALLOWED	FOOD NOT ALLOWED
Judaism	5.1.1 (1)	5.1.2 (1)	5.1.3 (1)
Hinduism	5.1.4 (1)	5.1.5 (1)	5.1.6 (1)
Islam	5.1.7 (1)	5.1.8 (1)	5.1.9 (1)

(9 × 1) (9)

5.2 Jack is the dietician at a Netcare Hospital in Kuils River. Which FIVE main diets will he have to consider when dealing with the nutrition of patients in the hospital? (5)

5.3 The following is a sample of a dinner menu served in the hospital:

DINNER MENU

STARTER
Cream of Chicken Soup

MAIN
Beef Stroganoff served with Roasted Mediterranean Vegetables and Cous Cous

DESSERT
Chocolate Mousse served with Strawberries

Tea or Coffee

Which FOUR factors do you think Jack considered when he planned this menu? (4)

5.4 Rewrite the menu, but only amend certain dishes, so that ALL types of vegetarians can consume this menu. (4)

5.5 Give your opinion on how the menu should be introduced to patients. (5)

5.6 Explain how the following could influence the choice of dishes when planning a menu for this organisation.

5.6.1 Resources available (2)

5.6.2 Kitchen staff skills (2)

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5.7 How should the relation between cooking time and temperature change when the ingredient ratio increases? (4)

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QUESTION 6

Read the case study below to answer the following questions:

Lucky has just passed matric and one of his subjects was Consumer Studies. He struggled in school and his family cannot afford to pay for further studies. Lucky plays football and enjoys playing in a team. His Consumer Studies teacher told him about a learnership for assistant chefs that is sponsored by the Department of Labour and that Lucky can apply for. Lucky has heard that chefs can always find jobs but he has limited knowledge about what chefs do as he has not had much exposure to different cuisines or cooking.

6.1 Draw up a SWOT analysis for Lucky to determine if he will be a suitable candidate for the learnership. (10)

6.2 Help Lucky to understand the following job-related activities that are offered in the learnership by describing the following:

6.2.1 On-the-job coaching

6.2.2 Understudy training

6.2.3 Special assignment

(3 × 2) (6)

6.3 Suggest why the following skills and competencies would be important for Lucky if he wants to be successful in the learnership.

6.3.1 Relevant professional/skill knowledge

6.3.2 Creativity

(2 × 2) (4)

6.4 Why should a performance evaluation be conducted on Lucky during the learnership? (5)

6.5 The learnership takes up most of Lucky's time; how can he manage his time more effectively so that he can continue playing football? (2)

6.6 Design a development plan to assist Lucky in developing his culinary skills. Use the following format.

SKILL	OUTCOME EXPECTED	TRAINING	MODE OF DELIVERY	TIME FRAME	WORK OPPORTUNITY	SUPPORT PERSON	EVALUATION DATE

(8)

6.7 Lucky's parents have separated and his mother and he have moved 50 km away from where he is doing the learnership.

Make recommendations on how Lucky should deal with the changes in his life to enable him to complete the learnership. (6)

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6.8 What can Lucky do to improve his chances of getting a permanent position once he completed the learnership? (4)

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QUESTION 7

Thobeka is the new Health and Safety officer at Hotel Mosaic in Durban. She is responsible for the evaluation and improvement of the existing evacuation plans and procedures as well as the training of all staff for emergency situations.

7.1 What should Thobeka take into consideration when drawing up an evacuation plan? (5)

7.2 Bomb threats have become more frequent in occurrence and the existing evacuation plan is old and outdated.

Draw up an evacuation plan that could be used during a bomb threat. (9)

7.3 This is an existing evacuation plan for a fire at Thobeka's company:

- Call the fire department.
- Notify management of the fire.
- Sound the alarm.
- Assist guests out of the building.
- Lock up your personal belongings.
- Open all the windows.
- Leave all electrical equipment as they are and leave immediately.

7.3.1 Is this plan appropriate? (1)

7.3.2 Give reasons for your answer. (3)

7.4 What should Thobeka keep in mind when she communicates an evacuation plan to the staff? (2)

7.5 Name TWO formats Thobeka could use to communicate the information in QUESTION 7.2. (2)

7.6 Redraw and complete the following table with specialists that could provide Thobeka with information regarding health and safety issues.

ABBREVIATION	NAME and MAIN DUTY
SFA	7.6.1 (2)
NOSA	7.6.2 (2)
SACA	7.6.3 (2)
SETA	7.6.4 (2)

(4 × 2) (8)

[30]

QUESTION 8

Starting a business can be risky. The younger entrepreneurs have certain advantage over older generation simply because they have fewer home-based commitments, lots of energy, creative new ideas and the ability to adapt to new challenges of self-employment.

8.1 Differentiate between self-employment and employment, TABULATE your answer. (4 × 2) (8)

8.2 What are the risks of being self-employed? (4)

8.3 Why is it important to use accurate sources of information when assessing employment opportunities? (4)

8.4 Describe the main characteristics of the following company models:

8.4.1 Sole proprietor

8.4.2 Private company

8.4.3 Close corporation

(4 × 3) (12)

8.5 When a young entrepreneur is sourcing funding from a financial provider, they often require a company business plan to accompany the application for funding.

Write recommendations on how to set out/write the following sections for a business plan:

8.5.1 The executive summary of a business plan. (4)

8.5.2 The general company description. (5)

8.6 Suggest THREE types of target markets that might be interested in buying or distributing a variety of bottled fruit preserves. (3)

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TOTAL SECTION B: 150
GRAND TOTAL: 200

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