higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS
NQF LEVEL 4

(11011004)

20 November 2018 (Y-Paper)
13:00–16:00

Calculators may be used.

This question paper consists of 10 pages and 1 addendum.

NCV

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. Write neatly and legibly.
5. Calculators may be used.

NCV

SECTION A

QUESTION 1

1.1 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 (1.1.1–1.1.8) in the ANSWER BOOK.

1.1.1 Any faults listed on a firefighting equipment inspection report must be fixed within …

A 30 days
B 60 days
C 21 days
D 14 days (1)

1.1.2 The … must take responsibility to ensure that all organisational policies are carried out in the event of an injury in a hotel.

A maintenance manager
B general manager
C witness
D first aid representative (1)

1.1.3 … smothers flames when a pot of oil is on fire.

A A fire hose
B A fire blanket
C A foam extinguisher
D A carbon dioxide extinguisher (1)

1.1.4 … should acquire the ability to cope with stress and bounce back from failure and defeat.

A Entrepreneurs
B Companies
C Stand-alone clients
D Business partners (1)

1.1.5 The industrial food sector is mostly concerned with...

A the age spread of target market
B operations of contracted clients
C fine, up-market dining
D family focused dining (1)

1.1.6 If a recipe yields 4, and one is required to produce 25 portions for a class function, the factor will be …

A 6
B 6,25
C 5
D 5,25 (2)

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1.1.7 If the food cost of a cheese sandwich is R5,50, and the required gross profit is 45%, the selling price will be …

A R12,00
B R15,00
C R13,00
D R10,00 (2)

1.1.8 … refer to the chances one has to engage in activities which will lead to one's development.

A Skills development opportunities
B Skills development activities
C Personal evaluation
D Special assignment (1)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Relieves superior while he/she is on leave	A	on the job coaching
1.2.2	Assumes responsibilities of superior for a few days	B	understudy training
1.2.3	Individual is placed in a group to make recommendations to problems	C	special assignment
1.2.4	Individual undertakes an in-depth study of a problem	D	project team assignment
1.2.5	Taken to assist in uplifting one's skills in one's own time	E	replacement assignment
		F	home study courses
		G	study manuals

(5 × 1) (5)

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 (1.3.1–1.3.15) in the ANSWER BOOK.

1.3.1 Safety equipment evaluations should be done at least twice a year.

1.3.2 The department of labour has the responsibility for enforcing the OHS act.

1.3.3 An al a carte menu does not give information on price.

1.3.4 Christianity has no clearly defined diet.

1.3.5 To calculate food cost one needs the recipe, conversion table and a price.

1.3.6 Personal character, strengths and weaknesses should be a major consideration in determining an individual's training and development needs.

1.3.7 Staff should keep right in a passage while delivering stock to the stockroom.

1.3.8 The executive summary is the least critical part of the business plan.

1.3.9 Starting a business slowly will give one time to think through all the hurdles and challenges.

1.3.10 A performance review can only be done by an internal staff member.

1.3.11 Food preferences can be determined by putting suggestions boxes in the dining room or cafeteria.

1.3.12 A selection of dishes with varying nutritional content will restrict customers in making choices according to their needs.

1.3.13 The consistency of a food type depends on its degree of firmness and viscosity.

1.3.14 The availability of suppliers and distance for delivery will affect the price of supplies.

1.3.15 The colder the product the shorter the cooking time.

(15 × 1) (15)

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1.4 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

1.4.1 Safety signs with a solid blue circle indicating that something must be done.

1.4.2 Costs that one could incur when starting a business.

1.4.3 This company is formed by filling a founding statement with CIPRO.

1.4.4 Grouping activities in order of their importance.

1.4.5 Act 85 of 1993.

(5 × 1) (5)

1.5 Calculate the total food cost of the recipe below. Show all CALCULATIONS and ROUND OFF to the 2nd decimal.

SAMP	
50 g Samp 2 g Salt 1 g Pepper 5 g Butter	Samp R8.95 for 1 kg Salt R4.99 for 500 g Pepper R16.99 for 100 g Butter R26.99 for 250 g

(10)

[45]

TOTAL SECTION A: 45

SECTION B

QUESTION 2

2.1 Asanda is a chef in Rose Water Hotel. She suffers from diabetes. One morning she showed signs of a diabetic emergency and collapsed in the kitchen. Her colleagues started to panic and tried to help her by forcing her to drink some water and called an ambulance.

2.1.1 Suggest TWO physical signs that could have indicated that there was something wrong with Asanda? (2)

2.1.2 Identify a mistake Asanda's colleagues made and explain why it is incorrect. (2)

2.1.3 What steps should Asanda's colleagues have followed after she collapsed? (5)

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2.2 Jack wants to open a small take-away shop in a building where there has never been any food outlet. He needs advice regarding the safety legislation.

Compile a list for Jack that indicates the duties of the employer when it comes to Health and Safety of employees. (5)

2.3 Recommend TWO organisations that could approve renovation/building plans, so Jack can renovate the building. (2)

2.4 What could the implications for Jack's business be if the building environment is not secure? (3)

2.5 Jack has just contracted a reputable cleaning chemical supplier. He has to provide training on how to handle the chemicals in the kitchen correctly.

2.5.1 Describe in detail how the staff should use chemicals in the kitchen in a safe way. (5)

2.5.2 How could Jack communicate the above information to the cleaning staff? (3)

2.5.3 Complete the building evacuation plan on ADDENDUM A by indicating the following on the plan:

a) Where the emergency exits should be. (2)

b) The best route the kitchen staff should follow to evacuate the building safely. (Use arrows to indicate the route.) (3)

c) Where the fire extinguisher signs should be. (2)

2.5.4 Why are safety and exit signs important? (2)

2.5.5 What steps should staff take when dealing with the lost property of customers? (4)

[40]

QUESTION 3

3.1 Provide the English version of the following types of menus written in French.

3.1.1 Table d' hotê menu

3.1.2 Plat du jour menu

3.1.3 Carte du jour menu

(3 × 1) (3)

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3.2 Which TWO food service sectors use the menu styles mentioned in QUESTION 3.1. (2)

3.3 What should one take into account when choosing equipment needed for food production? (3)

3.4 What could the consequences be if a company under-utilises the skills of employees? (4)

3.5 Read the extract below and answer the questions.

MENU

Lamb Rogan Josh served with a Roti, Egg Pilaf Rice, Pepper Pickle
or
Chicken Samoosas served with Chilli Chutney, Pilaf Rice and Green Salad
or
Tandoori Chicken Kebab served with a Cucumber Raita and Roti

3.5.1 Which ethnic group is more likely to enjoy this menu? (1)

3.5.2 Give reasons for the answer in QUESTION 3.5.1. (4)

3.5.3 Adapt the menu above to make it suitable for vegetarians. (5)

3.6 What is the importance of demonstrating the new dishes on the menu (compiled in 3.5.3) to staff? (5)

3.7 Design a form that staff can use to evaluate the dishes on the adapted menu to ensure that a balanced menu is offered. (6)

3.8 Differentiate between a lacto-vegetarian and a partial vegetarian. (2)

[35]

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QUESTION 4

Anne-Marie is a receptionist in a hotel. She had to call her manager for assistance as a client was unhappy with the length of time they had to wait to check in while she was on the phone with another client.

4.1 Describe some of the actions Anne-Marie can take to analyse her strengths in the workplace. (3)

4.2 Anne-Marie needs to develop her multi-tasking skills. The development plan below was drawn up for her by her manager.

Evaluate Anne-Marie's personal development plan by identifying the problems in her plan and solving these problems by making recommendations.

Skills	Outcomes	Training	Mode of delivery	Time frame	Work opportunity	Support person
Multi-tasking	Be able to complete one task at a time	On the job training	Attend classes during the day	3 years	Promotion to a more senior position	Subordinates

(4 × 2) (8)

4.3 Name THREE persons outside the organisation who could evaluate Anne-Marie's performance. (3)

4.4 Suggest FIVE resources Anne-Marie could use to be more organised. (5)

4.5 Anne-Marie's manager is deciding on which performance plan will best suit Anne-Marie's development.

Discuss the benefits of using a Performance Improvement Plan (PIP) against the benefits of using a Performance Development Plan (PDP).

Tabulate the answer as follows:

Performance Improvement Plan (PIP)	Performance Development Plan (PDP)

(2 × 3) (6)

4.6 Provide FOUR reasons why it is important to conduct a performance review with Anne-Marie. (4)

4.7 Identify TWO individuals who work directly with Anne-Marie that could help Anne-Marie stay on track with her development plan. (2)

4.8 What recommendations could any of these individuals in 4.7 make to Anne-Marie to assist her with the mistake she made in the scenario above? (4)

4.9 What external circumstances could hinder Anne-Marie's development and performance? (5)

[40]

QUESTION 5

Read the extract below and answer the questions.

A Modern Day Classic: The Untold Story of the Spinach King
Posted on March 11, 2015

Lufefe Nomjana is one of South Africa's most celebrated young entrepreneurs. After creating spinach bread, he quickly found international fame as the 'spinach king.' But the journey of the entrepreneur wasn't always easy. After being exposed to the 'wrong side' of life he found his way back to his 'purpose' and started the company, all to leave a legacy for his family.

[Source: *www.iamyoungpreneur.com*]

5.1 Identify the possible risks of self-employment that Mr Nomjana could have faced. (4)

5.2 Mr Nomjana chose "sole proprietorship" as a business model.

5.2.1 Suggest FOUR benefits of trading as a 'sole proprietorship'. (4)

5.2.2 List FIVE possible characteristics of a successful, self-employed individual. (5)

5.2.3 Where could Mr. Nomjana have obtained the necessary finance to start his business? (3)

5.2.4 What documents should Mr. Nomjana include in the addendum of his business plan? (4)

5.3 When one is about to start a business, there is a need to carefully source information.

Compile a list of FIVE places or ways Mr Nomjana can use to source information for his business. (5)

5.4 Describe the requirements for a cover letter so that it will make a good impression on the receiver. (5)

5.5 A financial plan is a reasonable estimate of a company's financial future.

5.5.1 Name FIVE important financial documents that should be included in a financial plan. (5)

5.5.2 Describe each of the documents named in 5.5.1. (5)
[40]

TOTAL SECTION B: 155
GRAND TOTAL: 200

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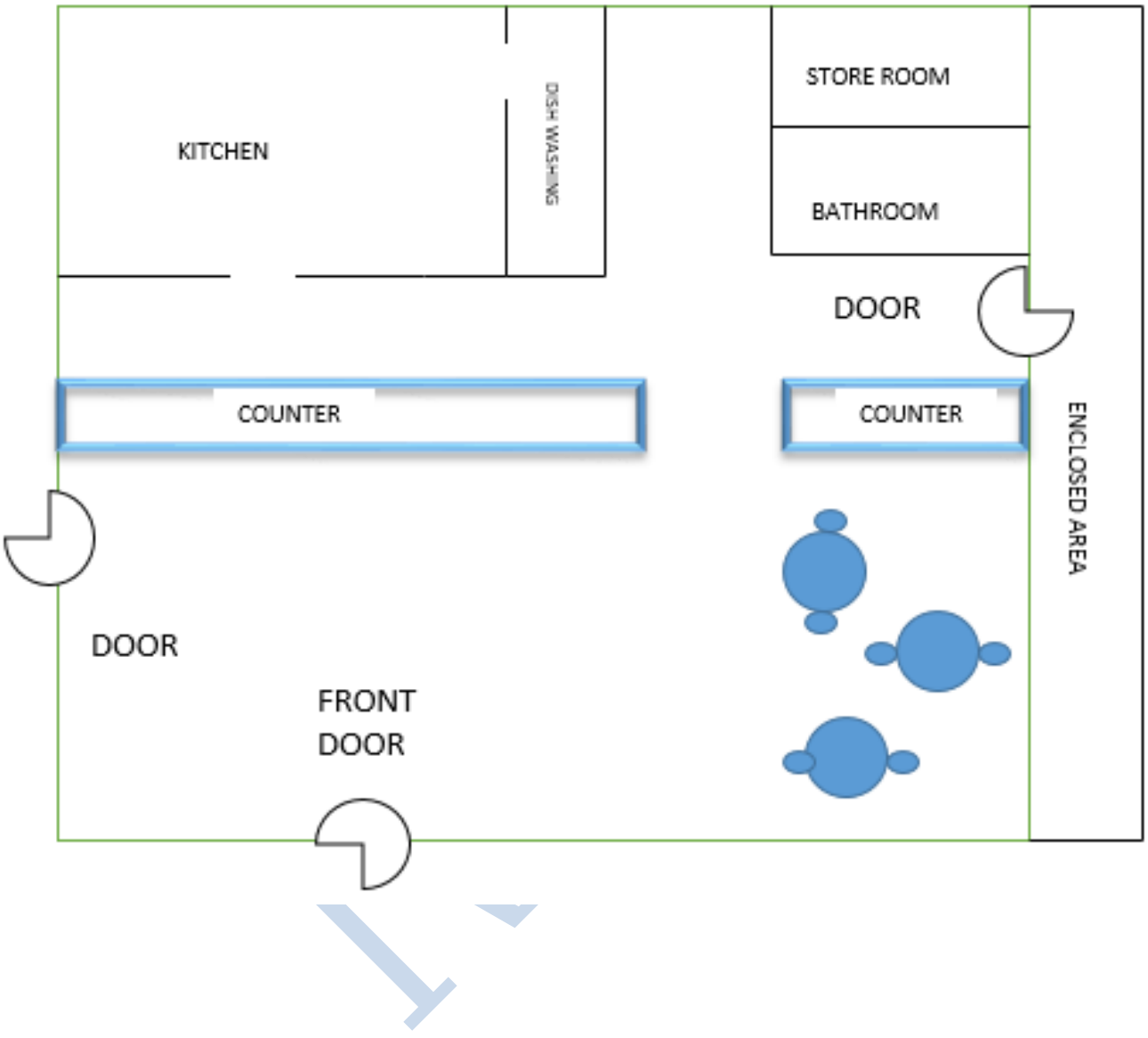
ADDENDUM A

EXAMINATION NUMBER:

2.5



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