higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

2 December 2020 (X-paper)
9:00–11:30

This question paper consists of 9 pages.

205Q1N2002

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TIME: 2½ HOURS
MARKS: 150

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.

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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 Linen stock is a valuable and costly investment for any operation. Failure to secure linen storage areas will result in…

A happiness.
B cleaning floors and shelves.
C theft or loss of stock.
D customer satisfaction.

1.2 The received clean linen must be moved to the appropriate storage area, using a…if items are too heavy to handle.

A drip tray
B trolley
C tray
D optic

1.3 A…is a large round bowl suitable for large mixes of alcoholic or nonalcoholic drinks.

A carafe
B beer glass
C tot measure
D punch bowl

1.4 The storage area should be kept …and only the person in charge should have a key.

A opened
B cleaned
C locked
D dry

1.5 Overhead projectors, slide projectors and screen projectors, television and video cassette recorders are a part of …equipment.

A kitchen
B conference
C bar
D restaurant

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1.6 A …is a type of counter service.

A buffet
B plat du jour
C black board
D carousel system

1.7 Food service items include…

A toilets
B crockery
C porters
D chefs de rang

1.8 A … is an example of a chemical disinfectant.

A brush
B toilet cleaner
C sponge
D mop

1.9 A … is used to record details of a function.

A crumbed down
B function sheet
C cinema
D banquet

1.10 A/An … consist of a corkscrew, a small knife and a lever.

A overhead optics
B pourer
C waiter's friend
D coaster

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1-2.10) in the ANSWER BOOK.

2.1 Quality control procedures are important to prevent damage of items and to ensure that correct standards are maintained.

2.2 Telephone messages must be recorded on the correct message pad.

2.3 Environment control systems includes heating, ventilation and music systems.

2.4 Regular clothing should be worn when cleaning toilets to avoid spreading of germs.

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2.5 Stripping is used to remove all floor finishes like old polish or sealer completely.

2.6 Trays and trolleys are used in room service to transport cutlery, crockery, glasses and food.

2.7 Any bottled sauces or other tall objects, like a pepper mill required for a meal should be laid flat to avoid accidents when the tray is carried.

2.8 When handling customers' laundry, ensure that laundry bags are delivered to the linen room or that it is handled according to the organisation's specific procedures.

2.9 A clean storeroom will not keep the area free of pests such as cockroaches and rodents, which cause contamination.

2.10 Jammed or broken machines should be reported to the supervisor on duty.

(10 × 1) **[10]**

QUESTION 3

Explain each of the following terms:

3.1 Cinema style

3.2 Slush maker

3.3 Soda dispenser

3.4 Display cabinet

3.5 Filter coffee

3.6 Instant coffee maker

3.7 Hot chocolate dispenser

3.8 Salad case

3.9 Liqueur

3.10 Mattress cover

(10 × 2) **[20]**

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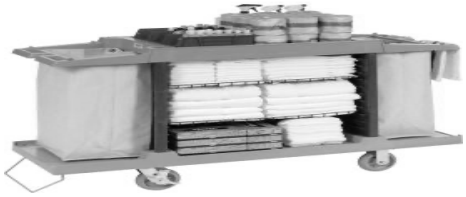
QUESTION 4

Identify each of the following pictures by writing only the answer next to the question numbers (4.1–4.10) in the ANSWER BOOK.

4.1



4.2



4.3



4.4



4.5



4.6



4.7



4.8



4.9



4.10



(10 × 1) (10)

TOTAL SECTION A: [50]

SECTION B

QUESTION 5

5.1 What is the impact of food delays on the quality of the food and on the customer? (2)

5.2 How should one deal with the following unexpected situations?

5.2.1 Jammed or broken machine

5.2.2 Insufficient supplies or ingredients

(2 × 2) (4)

5.3 List FIVE ways of drying and storing crockery correctly. (5)

5.4 Name SIX procedures for refreshing the function room. (6)

5.5 Name SEVEN packages in which take-aways could be served. (7)

5.6 Cleaning a bathroom in the correct and most effective manner is important.

5.6.1 State FIVE basic hygiene risks. (5)

5.6.2 Give THREE ways in which housekeeping attendants could protect themselves from the risks named in QUESTION 5.6.1. (3)

[32]

QUESTION 6

6.1 Preparing and changing beds according to the organisational procedure or situation-driven is important.

6.1.1 Use FIVE steps and describe the sequence of making up a bed. (5)

6.1.2 Identify FOUR types of beds used in quest bedrooms. (4)

6.1.3 Name FIVE different machinery used for cleaning soft floor coverings. (5)

6.2 State the correct way of doing a quality control check when receiving clean laundry from an external laundry. (6)

[20]

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QUESTION 7

7.1 Processing of incoming and outgoing telephone calls as well as confidentiality of information of customers in the business industry is important.

7.1.1 Name FOUR different types of incoming calls and briefly explain each of them. (4 × 3) (12)

7.1.2 State SEVEN ways of taking down telephone messages. (7)

7.1.3. Give THREE reasons why telephone calls are confidential. (3)

7.2 Give EIGHT ways in which to interact with customers in the hospitality industry in a polite and friendly way. (8)

[30]

QUESTION 8

8.1 List FIVE maintenance report procedures during the cleaning of public areas. (10)

8.2 State FOUR ways to take a drinks order. (4)

8.3 Name FOUR types of glasses used in a restaurant bar. (4)

[18]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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