higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

11 March 2020

This marking guideline consists of 9 pages.

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SECTION A

QUESTION 1

1.1 B
1.2 C
1.3 D
1.4 C
1.5 D
1.6 C
1.7 A
1.8 D
1.9 A
1.10 C

(10 × 1) **[10]**

QUESTION 2

2.1 True
2.2 False
2.3 True
2.4 False
2.5 True
2.6 True
2.7 False
2.8 False
2.9 True
2.10 True

(10 × 1) **[10]**

QUESTION 3

3.1 C
3.2 A
3.3 B
3.4 D
3.5 F
3.6 E
3.7 G
3.8 J
3.9 I
3.10 H

(10 × 1) **[10]**

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QUESTION 4

4.1 Hollow square✓
- Conferences, meetings, seminars✓

4.2 U- shape✓
- Conferences, meetings, seminars✓

4.3 Boardroom✓
- Meetings✓

4.4 Classroom✓
- Meetings, lectures, seminars✓

4.5 Cinema style✓
- Large audiences for meetings✓

(5 × 2) **[10]**

QUESTION 5

5.1 Highball/Collins/Zombie glass
5.2 Espresso machine
5.3 Brandy balloon/goblet
5.4 Martini glass
5.5 Margarita glass
5.6 Whiskey tumbler/Old-fashioned glass
5.7 Beer mug
5.8 Carafe
5.9 Automatic filter coffee machine
5.10 Vending machine

(10 × 1) **[10]**

TOTAL SECTION A: 50

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NOTE TO MARKERS: Students must answer in full sentences to be awarded marks unless indicated differently.

SECTION B

QUESTION 6

6.1
- Remove any guest items from the bed.
- Remove the duvet/bedspread and blankets and place it on a chair.
- Strip the beds of dirty linen and place in a laundry bag.
- Place pillows on the chair.
- Check all bed coverings for tears, etc.
- Turn the mattress regularly to decrease its wear and tear.
- Select the correct linen for the bed (single, double, etc.).
- Straighten the mattress and the mattress cover.
- Check the mattress cover for stains and tears.
- Replace the mattress cover if necessary.
- Ensure the bed frill is clean, straight and even, as required.
- Place a clean bottom sheet on the bed and mitre the corners (make a box-like corner).
- Place the duvet/bedspread over the bed ensuring that it is centred.
- Place clean pillowcases on the pillows.
- Fold the top of the bedspread over the pillows.
- Check the bed for smoothness. (Any 7 × 1) (7)

6.2 What should a hazard sign look like:
- Clear✓ and readable✓ (2)

Where should it be placed:
- One sign at the beginning of your cleaning area✓
- One sign at the end of your cleaning area✓
- Place a sign at any entrance area to cleaning area✓ (3)

6.3
- Though the person on the other end of the phone cannot see you, this does not mean that your body language cannot be heard.
- When you answer the phone, smile because you will sound happy and friendly.
- Good posture is important. The tone of voice produced by your physical posture may indicate relaxation, tension, concern, etc.
- A good posture to adopt is to sit reasonably upright, learning forward and feeding back paraphrases to the person.
- You may find yourself making gestures such as nodding – these are not wasted as they are translated though the tone. (5)

6.4 Personal or financial information about customers and staff members including:

- Telephone numbers
- Addresses
- Room numbers
- Guest names
- Information regarding guests
- Organisation policies
- Staff movements
- New appointments and resignations (Any 5 × 1) (5)

6.5
- Damage to surface or area
- Wastage of money
- Wastage of time (3)

[25]

QUESTION 7

7.1 7.1.1
- All damaged items must be removed from service and put aside to deal with later.
- It would not be very efficient to stop the daily routine and deal with each damaged item one by one.
- Damaged items should be recorded and reported according to procedures.
- Once the linen has been collected by the outside laundry service, or returned after laundering, damaged items or torn linen must be taken to the supervisor who will record these items in order or stock counts to balance and thus explain financial losses. (Any 2 × 1) (2)

7.1.2
- Always keep the door locked.
- Keys should be kept by the designated authorised person and never be given to staff.
- Never allow anyone to enter the storage area unless they are authorised to do so.
- Follow your establishment's organisational requirements with regard to security.
- Have CCTV cameras at the door. (Any 3 × 1) (3)

7.1.3
- Late delivery of items may affect the operation of the housekeeping department, as well as that of other departments in the hotel that rely on clean linen to be able to work effectively.
- Shortage of linen will affect everybody, including guests.
- Immediately report this to a superior.
- Contact the laundry service company to find out what the problem is.
- If late delivery is likely to affect the flow of the operation you need to consider asking the supervisor for linen to be issued from the storage room.
- You may need to inform other departments of the delay in deliveries, if their schedules may be affected. (Any 3 × 1) (3)

7.2
- Direct line:✓ This is a direct✓ and immediate telephone link-up✓ especially between heads and managers.✓
- Internal incoming phone call:✓ This a call between people in the same organisation.✓ There is no cost involved in such a call as internal lines are used.✓ In a hotel the telephone in a guest's bedroom is internally connected to the different departments within the hotel and guests can make these calls free of charge.✓
- External incoming calls:✓ These calls come into the building via external lines provided by Telkom.✓ The caller has to pay for these calls.✓ The amount charged depends on the distance and the length of the calls.✓

(Any 2 × 4) (8)

7.3
- Mask
- Disposable gloves
- Plastic apron
- Safety shoes
- Goggles (Any 3 × 1) (3)

7.4
- Place all guest belongings on the sideboard or bed
- If cloths are lying around fold and place on end of the bed
- Never open guest cupboards or drawers (3)

7.5
- Report to the maintenance manager
- Place a hazard sign to prevent and accident
- Fill in a maintenance report (3)

[25]

QUESTION 8

8.1 8.1.1 The setting will be as for table d'hôte (set menu) as orders for the services of breakfast in the room are known in advance.✓ This setting generally includes all the cutlery and crockery required for the meal since it is already known what the guest will be eating.✓ The cover for a full English breakfast will be as follows:✓

- Joint knife and fork
- Fish knife and fork
- Dessert spoon and fork
- Side knife
- Side plate
- Breakfast cup, saucer and teaspoon
- Jug of cold milk
- Sugar pot and spoon
- Stands under plates for teapot/coffee pot and hot water
- Jug/Hot-milk jug
- Butter dish
- Preserve/Jam dish with spoon cruet set
- Serviettes
- Toast rack
- Bread basket (Any 2 × 1) (2)

Note to markers: The same items cannot be repeated/marked correct in questions 8.1.1, 8.1.2 and 8.1.3

8.1.2 The setting includes the following:

- Side plate
- Side knife
- Serviette which is normally placed on the side plate under the side knife
- Bread basket containing brioche or croissants in a serviette to keep them hot or a toast rack on an under plate
- Butter dish on a side plate with a doily
- Butter knife if it is not individually pre-packed butter
- Preserve dish
- Preserve spoon if it is not individually pre-packed preserve
- Breakfast cup, saucer and teaspoon
- Stands or under plates for coffee/teapot and hot-milk/hot-water jug
- Sugar basin
- Jug of cold milk (Any 3 × 1) (3)

Note to markers: The same items cannot be repeated/marked correct in questions 8.1.1, 8.1.2 and 8.1.3

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8.1.3 Setting is laid for a basic main course:

- Napkin (serviette)
- Main (joint) knife and fork
- Side plate and knife
- Wine glass
- Soup: soup spoon
- Main dish: joint knife and fork
- Steak: steak knife
- Fish: knife and fork
- Dessert: dessert spoon and fork (Any 2 × 1) (2)

Note to markers: The same items cannot be repeated/marked correct in questions 8.1.1, 8.1.2 and 8.1.3

8.2
- Lighting
- Heating
- Air conditioning
- Music (4)

8.3
- Hazard/Warning signs
- Protective clothing, e.g. gloves
- Rubbish bags to collect rubbish
- Buckets and mops for washing floors
- Brooms for sweeping floors
- Portable containers or trolleys for transporting cleaning supplies
- Vacuum cleaners to clean carpets, rugs, hard floors, fabric-covered furniture and curtains
- Cloth for dusting, wiping and polishing surfaces
- Floor buffers to polish/buff hard floor surfaces (Any 6 × 1) (6)

8.4.1
- Wipe counter tops
- Clean and shine glass display cabinets
- Wipe inside the cabinet
- Sweep and mop floor

(Any 3 × 1) (3)

8.4.2
- Wipe countertops clean during service (hygiene)
- Keep countertops clean from empty cups or cartons (declutter) (2)

8.4.3
- Pack away all items
- Restock all condiments
- Clean menus
- Floors must be swept, mopped and dried

(Any 3 × 1) (3)
[25]

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QUESTION 9

9.1
- Cracked crockery is a health risk to customers.
- Bacteria can hide and multiply in the cracks.
- These bacteria may cause food poisoning if they are transferred to a customer's body.
- First impressions are very important.
- Damaged or dirty cutlery and crockery look very unprofessional.
- This may result in the customer never visiting the restaurant again and money will be lost. (Any 3 × 1) (3)

9.2
- Refresh the function room while guest are on a break
- Empty out the contents of the trash can
- Ashtray must be cleaned and replaced
- Dirty glasses should be removed and replaced with clean ones
- Stationary must be restocked
- Replenish all refreshments
- Positions chairs neatly
- Open windows or switch on air cons
- Use air fresheners (Any 7 × 1) (7)

9.3
- Always wash hands✓ after handling waste and refuse.✓
- Be very careful of any waste that may carry HIV. Always wear gloves✓ when dealing with anything that has bodily fluids on it, e.g. blood, semen, mucous, saliva, etc.✓
- Always wear protective gear,✓ e.g. goggles, gloves, plastic aprons, safety shoes, etc. when cleaning toilets and the bathroom area.✓
- Used needles and razors are big health hazard✓ as they contain human blood/bodily fluid that can be infected with diseases and germs.✓ These items must be wrapped in paper or newspaper and then sealed in plastic bags.✓
- Never leave waste lying✓ around where guests could catch an illness and/or disease✓ by cutting themselves with razors, used needles, broken glass, etc.
- The wrapped and sealed items✓ should be placed in the waste bins✓ for collection by the external collection company. (Any 5 × 2) (10)

9.4
- Check that the receiving area is clean, neat and tidy before the linen is delivered.
- Check that the packaging of returned linen has not been damaged.
- Check and record all deliveries against documentation:
  - Number of bags and items
  - Types and sizes of items
- Check items for quality-control purposes to see if it has been cleaned thoroughly.
- There must be no marks, stains or fading.
- There must be no tears, frayed edges or loose seams.
- Do not leave clean linen unattended – make sure it is secure.

(Any 5 × 1) (5)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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