higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY SERVICES
## NQF LEVEL 2

(11011032)

**12 March 2018 (X-Paper)**
**09:00–11:30**

**This question paper consists of 10 pages.**

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**TIME: 2½ HOURS**
**MARKS: 150**

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**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. Leave a line between each answer in SECTION B.
5. Write neatly and legibly.

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## SECTION A

## QUESTION 1

Various possible options are provided as answers to the following questions. Choose the correct answer and write only (A–D) next to the question number (1.1–1.10) in the ANSWER BOOK.

1.1 Carrying glasses and ashtray on a tray …

A looks professional.
B looks unprofessional.
C does not save time.
D saves energy.

1.2 The trolley used by the room service assistant should ...

A be light, easy to push and have space for all items needed for food.
B take a lot of time to stack, and be easy to clean.
C be well-balanced and heavy.
D have enough shelves and a bag for dirty linen and waste.

1.3 When carrying glasses by hand …

A you should carry too many at the same time.
B you should knock them against other things.
C you should carry them by the stem or foot.
D you should carry them using a plate.

1.4 When you lay a tablecloth you should adhere to the following rule:

A Place the flower arrangement on the stain so that it is hidden.
B The cloth should touch the floor.
C Handle the cloth as little as possible to avoid creasing it.
D If the right side is dirty, put it wrong side up.

1.5 Protective clothing includes the following:

A Plastic apron, closed shoes
B Rubber gloves, open shoes with rubber soles
C Mask, woollen gloves
D Overall, open shoes with rubber soles

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1.6 Glasses and ashtray can be carried in your hand …

A if you don't have a tray.
B if you are not clearing tables.
C to avoid breakage.
D to ensure that no fingerprints are visible.

1.7 How would one handle a broken glass correctly?

A Sweep the broken glasses only after reporting it to the manager.
B Wash glassware together with the other dishes.
C Wrap broken glass in brown or newspaper before throwing it away in the outside dustbin.
D Do not handle glassware with care because they are hard.

1.8 If chemicals are diluted too much, they will …

A burn your eyes.
B not clean the area properly.
C save money for the company.
D damage the surface you are cleaning.

1.9 You are cleaning the lobby and find a broken tile behind a pot plant. You should …

A sweep it under the carpet.
B pick it up and throw it in the rubbish bin.
C place a warning sign.
D call security.

1.10 Define the term *mise en place.*

A Tray with a serviette on it
B Goblets used to serve wine
C Used to clear glasses
D Preparation before service stars

(10 × 1) **[10]**

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## QUESTION 2

2.1 Choose a description from COLUMN B that matches the type of call in COLUMN A. Write only the letter (A–E) next to the question number (2.1.1–2.1.4) in the ANSWER BOOK.

| | | COLUMN B | |
|---|---|---|---|
| 2.1.1 | Direct call | A | the President phones the Minister of Education on her personal phone |
| 2.1.2 | Internal incoming call | B | you phone your colleague in the office next door |
| 2.1.3 | External incoming call | C | you phone the hotel and ask to speak to the manager |
| 2.1.4 | Switchboard | D | your mom phones you at school on your cell phone |
| | | E | a customer phones to complain and the call is diverted to maintenance |

(4 × 1) (4)

2.2 Choose a drink-service item from COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question number (2.2.1–2.2.5) in the ANSWER BOOK.

| COLUMN A | | COLUMN B | |
|---|---|---|---|
| 2.2.1 | Used to open beer bottles and drinks with crown tops | A | optic |
| 2.2.2 | Used to measure free hand | B | coasters |
| 2.2.3 | Used to measure spirits correctly | C | bottle opener |
| 2.2.4 | Corkscrew and knife to open bottles of wine | D | tot measure |
| 2.2.5 | Inserted into the neck of a bottle to make pouring easier | E | waiter's friend |
| 2.2.6 | Used to prevent damage to counters or tables | F | pourer |
| | | G | blender |

(6 × 1) (6)

**[10]**

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## QUESTION 3

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write 'true' or 'false' next to the question number (3.1–3.10) in the ANSWER BOOK. Correct the statement if it is FALSE.

3.1 Floors should be buffed when they are still wet.

3.2 Before service, glasses must be steamed and wiped with a paper towel.

3.3 A silver salver is used to clear dirty wine goblets and other glasses from the table.

3.4 Avoid knocking glasses against one another or against other things as they break very easily.

3.5 Customer areas in take-away shops must be cleaned and cleared only after closing time.

3.6 An ice bucket is used to keep food warm.

3.7 When preparing a chemical for cleaning, you should follow the instructions on the bottle.

3.8 To prepare a hard floor for cleaning, you need to sweep it first.

3.9 Remove ashtrays only when they are full.

3.10 Coffee machines must be cleaned while they are still hot. **[15]**

## QUESTION 4

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 Another name for a wine glass is a wine …

4.2 A set of rules compiled by the government to protect the safety of employees and customers in the workplace

4.3 Contains both a detergent and a disinfectant

4.4 Cups, saucers, bowls, plates are known as …

4.5 A document describing all the details and information for an event

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4.6 A room set-up where THREE chairs are placed at each table facing the head table

4.7 Person who responds when an employee shocks him-/herself with electricity.

4.8 Knives, fish knives, and forks are called …

4.9 If dirty water is not disposed of correctly it will cause a bad …

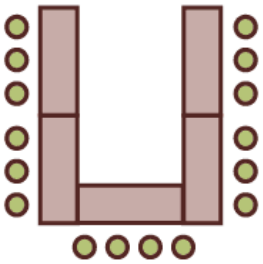
4.10 Glasses must be washed at …°C.

(10 × 1) **[10]**

**QUESTION 5**

Identify the correct function layout in the illustrations below. Write down only the layout next to the question number (5.1–5.5) in the ANSWER BOOK.

5.1



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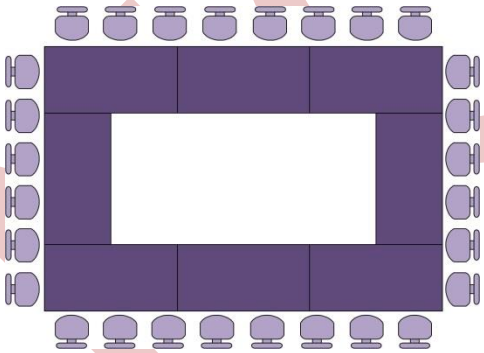

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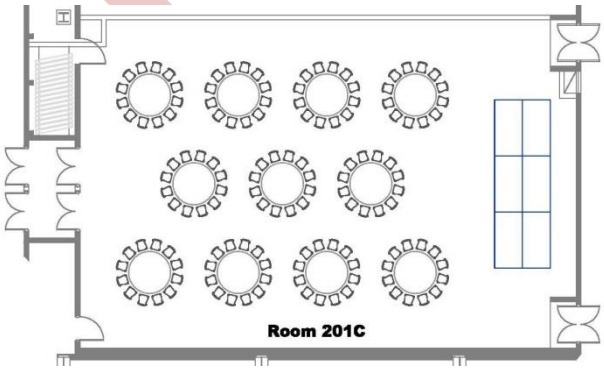

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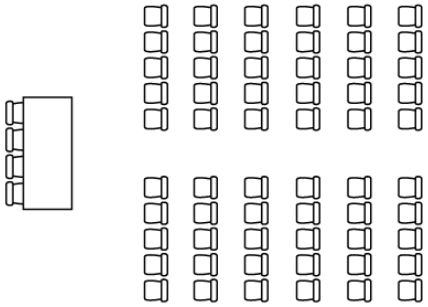

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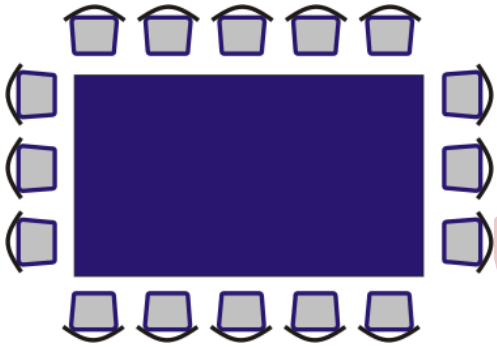

(5 × 1) **[5]**

**TOTAL SECTION A: 50**

## SECTION B

## QUESTION 6

6.1 6.1.1 Name and explain THREE counter service types. (3 × 3) (9)

6.1.2 Discuss the following methods of service used during take-away service:

Fully assisted service
Partly assisted service
Unassisted service (2 × 3) (6)

6.2 Name the procedure that should be followed when cleaning the following public areas:

6.2.1 Lift

6.2.2 Lobby

(6 × 2) (12)

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6.3 Discuss THREE precautions you need to take when spills of bodily fluids are found on linen. (3 × 2) (6)

6.4 Why is it important to turn a mattress regularly? (4)

6.5 List THREE rules one should follow when making the beds of guests staying over for four days. (3)

6.6 Identify FOUR types of cutlery needed to lay a room-service tray for a full English breakfast. (4)

6.7 6.7.1 Name FOUR types of linen used in guest bedrooms. (4)

6.7.2 Provide THREE quality checks when receiving clean linen. (3)

6.7.3 How should linen be stored? (2)

**[53]**

**QUESTION 7**

7.1 Why should one not serve food to a customer in a chipped plate? (2)

7.2 7.2.1 Define the term *FIFO*. (1)

7.2.2 Why is FIFO so important? (3)

7.3 Name FOUR factors that would influence a function room set-up. (4)

7.4 Explain the term *refres*h during a function. (3)

7.5 Name the procedure for cleaning a bathroom. (10)

7.6 Why should a housekeeping attendant wear protective clothing while cleaning a bathroom? (2)

7.7 Advise a new housekeeping attendant on how he/she should interact with a customer in a polite and friendly manner. (4)

7.8 How should a housekeeping attendant deal with an unexpected situation such as a blocked toilet? (4)

7.9 7.9.1 Where should warning signs be placed when a passageway is being cleaned? (3)

7.9.2 Why is warning signs important during the cleaning procedure? (1)

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7.10 7.10.1 Provide the appropriate manner in which a telephone should be answered. (3)

7.10.2 List SEVEN types of information that should be recorded when taking a message. (7)

**[47]**

**TOTAL SECTION A: 100**
**GRAND TOTAL: 150**

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