higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

11 March 2020 (Y-paper)
13:00–15:30

This question paper consists of 9 pages.

487Q1S2011

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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. Start each question on a new page.
5. 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 A safe way of stacking crockery is up to … pieces.

A 5
B 10
C 15
D 25

1.2 ... indicates the required maximum and minimum stock levels.

A Cover
B Lead time
C Par stock
D Shelf life

1.3 Condiments and accompaniments may include …

A fish and chips.
B cocktails.
C service equipment.
D sugar and sweeteners.

1.4 Packaging should enhance portability, maintain food safety and hold up well in transport.

Correct packaging may therefore also include …

A tissue paper.
B cling wrap.
C polystyrene.
D tinfoil.

1.5 … have measurements stamped on it for freehand measuring.

A Drip trays
B Service cloths
C Aprons
D Thimble measures

1.6 ... fall under components made of wood.

A Mirrors
B Ashtrays
C Wardrobes
D Lampshades

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1.7 It comes in powder, liquid or paste form and is used mainly for cleaning enamels and ceramics toilets, vanity basins and some china:

A Abrasive cleaner
B Neutral detergent
C Organic soap
D Disinfectant

1.8 Unit consisting of one or more lamps or electric strip heaters:

A Drip tray
B Service cloth
C Ice machine
D Infrared heater

1.9 Preparation before service starts:

A Mise en place
B Table d'Hôte
C Silver service
D Á la carte

1.10 Used to record details of a wedding reception:

A Notepad
B Tally sheet
C Function sheet
D Stock sheet

(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 Condiments and accompaniments should be stored either in dry storage or a refrigerator.

2.2 Food should, where possible, not be covered in order to avoid deterioration and heat loss.

2.3 Crumbing down is the process that always takes place after the main course has been cleared and before the dessert order is taken and served.

2.4 FIFO means first-out-first-in.

2.5 Always dispose of waste in the correct manner.

2.6 Disposable paper, plastic or other products are designed and intended for single usage after which it should be discarded.

2.7 Linen and bed coverings can be placed on the floor when making a bed.

2.8 Chipped or cracked crockery should not be removed from service in order to be used when there is a shortage of items.

2.9 Food covers should be washed in hot water, sanitised and then air dried and stacked for storage.

2.10 Protective clothing must be worn to protect the employee from harm that may be caused by contact with harmful or harsh chemicals.

(10 × 1) **[10]**

QUESTION 3

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (3.1–3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.1	Scrubbing off excessive dirt	A	bleach
3.2	Removing stains	B	abrasive cleaner
3.3	Removing dirt build-up and stains on specific areas	C	scourer
		D	polisher/buffer
3.4	Removing dirt build-up on tiled floors and other surfaces giving it a shiny protective layer	E	detergent
3.5	Compound capable of killing algae and bacteria and maintaining an effective level of disinfection	F	sanitiser
		G	disinfectant
3.6	Used to remove dirt and grease from pots	H	drip tray
3.7	Destroys harmful micro-organisms	I	waiter's friend
3.8	Preventing stains on a mattress	J	mattress cover
3.9	Consisting of a corkscrew, bottle opener and knife for opening beer bottles and wine		
3.10	Deep tray covered with a slotted top which also helps in the case of spills that are caught up in the bottom part of the tray		

(10 × 1) **[10]**

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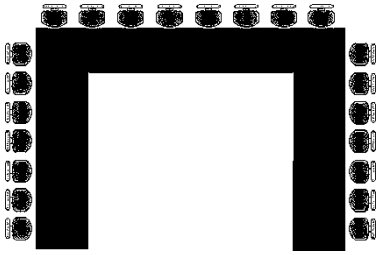
QUESTION 4

Identify each of the following room set ups and provide ONE type of function it can be used for:

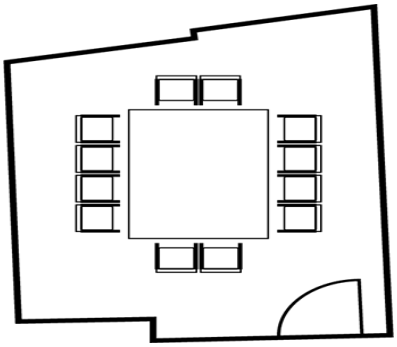
4.1



4.2



4.3



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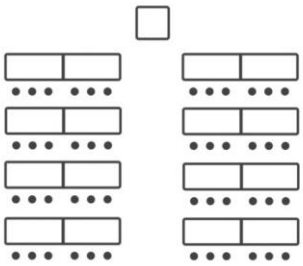
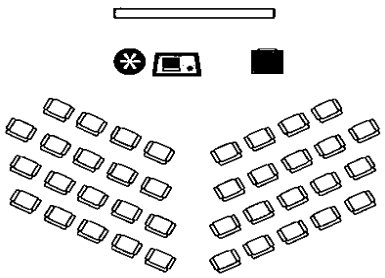


4.5



(5 × 2) **[10]**

QUESTION 5

Identify each of the following types of glassware and drinks machines:

5.1 

5.2 

5.3 

5.4 

5.5 

5.6 

5.7 

5.8 

5.9 

5.10 

(10 × 1) **[10]**

TOTAL SECTION A: 50

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SECTION B

QUESTION 6

6.1 Provide the procedure for making a bed correctly. (7)

6.2 Explain what a hazard sign should look like and where it should be placed when cleaning an area. (2 + 3) (5)

6.3 Explain the importance of body language when talking on a telephone. (5)

6.4 Confidentiality of information is very important when dealing with customers during a telephone conversation.

List FIVE types of information that should NOT be disclosed to customers. (5)

6.5 Predict THREE consequences of using the wrong dilution of chemicals while cleaning. (3)

[25]

QUESTION 7

7.1 Unexpected incidents can occur at any time.

Briefly explain how to deal with each of the following:

7.1.1 Damaged linen (2)

7.1.2 Unauthorised access to storage areas (3)

7.1.3 Late delivery of linen (3)

7.2 Discuss TWO types of incoming calls. (2 × 4) (8)

7.3 Identify THREE types of protective clothing worn when cleaning a guest bathroom. (3)

7.4 Explain how a guest's belongings should be dealt with when cleaning the guest bedroom. (3)

7.5 Explain how to deal with a broken tile in a hotel lobby. (3)

[25]

QUESTION 8

8.1 State the cutlery or crockery items that can be included in the covers below.
NOTE: The same items cannot be repeated in questions 8.1.1, 8.1.2 and 8.1.3

8.1.1 Full English breakfast (2)

8.1.2 Continental breakfast (3)

8.1.3 À la carte meal (2)

8.2 Give FOUR types of environment-control systems in a restaurant. (4)

8.3 List SIX types of cleaning materials and equipment that can be used in a public area. (6)

8.4 List different tasks for each of the following times done in a Take Away shop by an assistant to ensure that areas are clean and hygienic:

8.4.1 Before service (3)

8.4.2 During service (2)

8.4.3 After service (3)
[25]

QUESTION 9

9.1 Explain THREE reasons why it is important to deal with damaged cutlery and crockery in the correct way. (3)

9.2 Provide the procedure for refreshing a function room. (7)

9.3 Discuss FIVE personal-hygiene principles that should be followed to prevent basic hygiene risks.
(5 × 2) (10)

9.4 Which quality checks should be done when clean laundry is received from an external laundry? (5)
[25]

TOTAL SECTION B: 100
GRAND TOTAL: 150

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