higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 2

(11011032)

22 November 2018 (X-Paper)
09:00–11:30

This question paper consists of 11 pages.

NCV

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.

Copyright reserved

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.

A 5
B 10
C 20
D 15

1.2 To ensure that cutlery and crockery have a perfect shine, a ... cloth should be used.

A damp
B lint free
C semi-dry
D hard

1.3 Glasses should be stored …

A in an open cupboard.
B in a locked cupboard.
C in a clean storeroom.
D in a dirty storeroom.

1.4 To warn guests that cleaning is in progress, a … should be used

A security guard
B red and white tap
C slippery when wet floor sign
D promotional sign

1.5 To prepare tiled floors for cleaning …

A sweep the floor first.
B switch on the lights first.
C inform your supervisor first.
D inform your manager first.

1.6 We use a … to deliver food during room service.

A bain-marie
B trolley
C dispenser
D utensil

Copyright reserved

1.7 What should you do if you find guests' clothes lying on the floor while cleaning their room?

A Fold the clothes neatly and place them on the appropriate surface
B Send the clothes to the linen room
C Put clothes back in the guest's luggage bag
D Leave them lying on the floor

1.8 … is a compound capable of killing algae and bacteria and to maintain an effective level of disinfection.

A Disinfectant
B Sanitiser
C Goblets
D Martin glass

1.9 A … is an item used for counter services to dish up for customers.

A ladle
B soup spoon
C fish knife
D main fork

1.10 Preparation before service stands for …

A FIFO principles.
B mise en place.
C mock tail.
D stock.

(10 × 1) **[10]**

NCV

QUESTION 2

2.1 Choose a drinks machine from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.1.1	Contains already prepared drinks, e.g. fruit juice	A	soda dispenser
2.1.2	Enclosed cabinet, using ice or mechanical refrigeration, to dispense premixed soda or combine soda water and syrup stored in a cabinet	B	premix cold drink dispenser
2.1.3	Floor or counter mounted machine with one or two mechanically refrigerated cylinders having dashers to mix and refrigerate a water mixture to a flowing frozen dessert beverage	C	slush maker
2.1.4	Counter-mounted electrically heated unit that combines measurers of heated water with a measure of chocolate mix and dispenses the mixture at the touch of a button	D	vending machine
2.1.5	Machine that dispenses consumables, when customer places money in it	E	filter coffee maker
		F	hot chocolate dispenser or maker

(5 × 1) (5)

2.2 Choose service equipment from COLUMN B that matches a picture in COLUMN A. Write only the letter (A–F) next to the question number (2.2.1–2.2.5) in the ANSWER BOOK.

COLUMN A	COLUMN B
2.2.1 	A cold pan
	B hot cupboards
	C bains-marie
	D microwave
2.2.2 	E chafing dish
	F infrared heaters
2.2.3 	
2.2.4 	
2.2.5. 	

(5 ×1) (5)
[10]

QUESTION 3

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only '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 FIFO should be applied when restocking a vending machine.

3.2 When a filter coffee machine is broken, customers will be happy to order something else.

3.3 The person caring for glass must ensure that there are no fingerprints visible.

3.4 A tankard glass is not used to serve lager (beer).

3.5 An optic is a measuring instrument used to measure liquor.

3.6 A highball glass can take approximately 250 ml – 400 ml.

3.7 A cocktail is a non-alcoholic drink.

3.8 Napkins and serviettes are not all made of the same material.

3.9 Red wine is served and stored at 18 °C (temperature).

3.10 White wine is served and stored at -5 °C (temperature).

[15]

QUESTION 4

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 A … is used to clean the inside of the toilet bowl.

4.2 … are used to protect hands from bacteria, chemicals and dangerous items.

4.3 A … is used for polishing windows, mirrors, tiles and other glazed surfaces.

4.4 The cement between tiles is called …

4.5 A … is a sheet that fits securely over a mattress.

4.6 … are used to cover pillows.

4.7 Broken glass should be wrapped in … before disposing of it in a dustbin.

4.8 A … is used to dry crockery.

4.9 A … is placed underneath the mattress to cover the base of the bed.

4.10 A … is used to butter bread.

(10 × 1) **[10]**

TOTAL SECTION A: 45

Copyright reserved

SECTION B

QUESTION 5

Identify the types of glasses in the pictures below and provide a use for each. Write only the answer next to the question number (5.1–5.5) in the ANSWER BOOK.

5.1 

5.2 

5.3 

5.4 

5.5 

(5 × 2) **[10]**

QUESTION 6

Study the table below, and answer the questions.



6.1 What type of room setup is shown in the picture? (2)

6.2 Name TWO environmental control systems that should be available in a windowless room like this. (4)

6.3 How should you set the two above-mentioned systems so that it will be comfortable for the guests? (2 × 2) (4)

6.4 Name TWO table items shown in the picture. (2)

6.5 The duration of the meeting in the room will be 7 hours.

6.5.1 Give THREE reasons why the room should be refreshed during the day. (3)

6.5.2 When should the room be refreshed? (2)

6.5.3 Give THREE examples of how the room should be refreshed. (3)

Copyright reserved

6.6 One of the duties of a night manager is to prepare room service breakfast trays and deliver early breakfasts as well as to collect trays.

Advise the night manager on how to deal with the following situations:

6.6.1 The people on the shift before him did not complete their tasks of preparing the service area.

6.6.2 He walks down the corridor and there are trays outside the doors where guests had room service.

6.6.3 He has two room service orders for breakfast to be delivered at 07:30.

6.6.4 The service area has a lot of space and he has time on hand before the first room service order is placed.

6.6.5 When he delivers food, the guest complains about dirty cutlery.

(5 × 2) (10)
[30]

QUESTION 7

7.1 Why is it important to keep storage areas clean, tidy and free from rubbish? (3)

7.2 Provide SIX guidelines to ensure the food display contributes to sales during counter service. (6)

7.3 Which packaging can be used for the following food items during take-away:

7.3.1 Burger

7.3.2 Fish and chips

(2 × 1) (2)

7.4 7.4.1 Name TWO types of beds found in a hotel. (2)

7.4.2 How should housekeeping attendants handle a situation where they discover damaged linen while servicing the guest bedroom? (3)

7.5 7.5.1 If one would not wear the correct protective clothing while cleaning the bathroom, what could happen? (4)

7.5.2 Name THREE types of protective clothing. (3)

7.6 Explain how to operate a vacuum cleaner correctly. (6)

7.7 How would you deal with the following unexpected situations:

7.7.1 Faulty equipment (4)

7.7.2 Shortages of stock (2)
[35]

Copyright reserved

QUESTION 8

8.1 Why can a receptionist not give out personal information about a guest to anyone? (2)

8.2 Provide the procedure to deal with an abusive caller. (5)

8.3 When can a receptionist transfer a call? (2)

8.4 Name ONE source of where to find a telephone number. (1)

8.5 Provide THREE guidelines on how to store linen correctly. (3)

8.6 Explain the procedure for receiving of external laundry. (7)

8.7 Advise a new staff member on how to interact with customers in a polite and friendly manner while cleaning public areas. (5)

8.8 How does one clean a public telephone? (5)
[30]

TOTAL SECTION B: 105
GRAND TOTAL: 150

Copyright reserved