higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

XX February 2020

This marking guideline consists of 8 pages.

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SECTION A

QUESTION 1

1.1 C
1.2 B
1.3 C
1.4 C
1.5 C
1.6 A
1.7 A
1.8 B
1.9 D
1.10 A
1.11 D
1.12 B
1.13 C
1.14 B
1.15 C

(15 × 1) **[15]**

QUESTION 2

2.1
2.1.1 E
2.1.2 B
2.1.3 F
2.1.4 C
2.1.5 A

(5 × 1) (5)

2.2
2.2.1 F
2.2.2 B
2.2.3 C
2.2.4 D
2.2.5 E

(5 × 1) (5)

2.3
2.3.1 F
2.3.2 B
2.3.3 E
2.3.4 A
2.3.5 C

(5 × 1) (5)
[15]

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QUESTION 3

3.1 False
3.2 True
3.3 True
3.4 True
3.5 True
3.6 False
3.7 True
3.8 True
3.9 True
3.10 True
3.11 True
3.12 False
3.13 True
3.14 True
3.15 True

(15 × 1) **[15]**

QUESTION 4

4.1 Ullage
4.2 Unassisted service
4.3 Foamed polystyrene
4.4 Shelf life
4.5 Quantity
4.6 Invoice
4.7 Partly assisted service
4.8 Menu
4.9 Lead time
4.10 Quality checks
4.11 Physical stocktaking
4.12 Assisted service
4.13 Portion size
4.14 Credit note
4.15 Tally sheet

(15 × 1) **[15]**

TOTAL SECTION A: 60

SECTION B

QUESTION 5

5.1
- Switch off the machine.
- Take out all the ice.
- Wash with hot soapy water inside and out and rinse with clean water.
- Make sure all filters and condenser are free of dust.
- Assemble the machine and switch it on.
- Check that it works. (Any 4 × 1) (4)

5.2
- Inform them of any unavailable items.
- Inform them about specials and promotions.
- Explain the cost of different drinks.
- Explain the portion size.
- Advise customers on children's drinks.
- Inform them of the main ingredients.
- Do not force a customer to order a drink. (Any 4 × 1) (4)

5.3 5.3.1
- Check the number of customers and name under which the booking has been made.
- Check if the table is ready.
- Walk the customers to the table and seat them. (3)

5.3.2
- Ask the number of customers.
- Find out if they are smokers or non-smokers.
- Establish who the host is.
- Walk the customers to an open table and seat them. (4)

5.4
- Follow a cleaning schedule.
- Use cleaning practises which will remove and destroy harmful bacteria.
- Clean as you work.
- Know how to store and prepare food hygienically and safely.
- Prevent cross contamination.
- Wear the correct protective clothing. (Any 5 × 1) (5)

5.5
- Ventilation
- Lighting
- Humidity
- Temperature (4)

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5.6
- Light and easy to push
- Separate storage compartments for cleaning agents
- Space to carry cleaning agents and cleaning equipment
- Separate compartments for clean and soiled linen
- Adequate shelving
- Well-balanced so that it does not topple
- Easy to clean (Any 6 × 1) (6)

[30]

QUESTION 6

6.1
- Give customers time to decide after they have sat down.
- The order must be taken according to the organisational standards of the establishment.
- Write down the drinks order.
- Read the order back to the customers.
- If you are unsure ask for clarification.
- Stand on the right-hand side of the customer.
- Keep eye contact with the customer and listen carefully. (Any 7 × 1) (7)

6.2
- Brand name
- Price
- Strength of alcohol
- Ingredients (4)

6.3
- Someone could get sick.
- Money could be lost.
- Food could become contaminated.
- Food will spoil.
- Accidents and injuries could result.
- A bad smell could be caused. (Any 4 × 1) (4)

6.4
- Wear correct protective clothing.
- Training must be given to staff.
- Store chemicals correctly.
- Use chemicals for what they are meant to be used.
- Only authorised persons should use chemicals. (5)

6.5
- Ensure that all unoccupied rooms are locked.
- Look out for suspicious-looking persons.
- Check that master keys are issued correctly.
- Do not allow keys to be used by unauthorised persons.
- Staff from other departments should not enter bedrooms unless authorised to do so.
- Lock away master keys which are not used. (Any 5 × 1) (5)

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6.6
- To maintain the required amount of linen on hand
- To prevent having extra stock and wasting of money
- To assist in stocktaking
- To balance account to outside laundry suppliers easier
- To help prevent loss and theft of linen (5)

[30]

QUESTION 7

7.1 7.1.1
- Fill in an order form.
- Find alternative solution. (2)

7.1.2
- Find out why the person is there.
- Call security to escort the person out.
- Fill in an incident report. (3)

7.2
- Gather teacups, saucers, teaspoons, milk jug, 2 teapots, sugar (if not on the table).
- Make sure all items are clean and not chipped.
- Place all items on a service salver.
- All handles must face to the right.
- Serve from the right-hand side of the customers. (5)

7.3 7.3.1
- The waiter presents the food to the diner.
- The food is portioned next to the table.
- The food is then served to the diner.

7.3.2
- The waiter brings the food to the table in serving dishes.
- The food has already been portioned.
- The diners help themselves to food.

(3 × 2) (6)

7.4 7.4.1
- Apologise to the customer.
- Find out what they did not like and suggest something else.

7.4.2
- Apologise to the customer
- Reheat the food or bring a new portion.

(2 × 2) (4)

7.5
- Supplies may have to be thrown out which will cost money.
- Supplies will not meet the standards set by the establishment.
- Guests will be dissatisfied.
- Stock will not be of the best quality. (4)

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7.6
- Great customers politely while smiling.
- Never use slang.
- Always say please and thank you.
- Do not stare at guests.
- Never dismiss a guest's request.
- Remain professional at all times
- Respect the guest's personal space.
- Never discuss personal matters with guests. (Any 6 × 1) (6)

[30]

QUESTION 8

8.1 8.1.1
- Apologise to the guest.
- Wipe up the spill immediately.
- Bring a new wine for the customer.

8.1.2
- Place an out of order sign on the machine.
- Fill in a maintenance report.
- Find an alternative option to use.

(3 × 2) (6)

8.2
- Place a highball glass and a can of coke on a service salver.
- Make sure the glass is cold and clean and not chipped.
- Serve the drink from the right-hand side of the customer.
- Place all items on the right-hand side of the customer
- Ask the customer if you could pour the drink. (5)

8.3
- Customers will be upset if others get bigger portions.
- The counter could run out of food.
- The cost of food production will go up. (3)

8.4
- Staff could be trained or have a refresher course.
- Make sure all staff have the correct service utensils
- Monitor the performance of the staff.
- Work as a team. (Any 2 × 1) (2)

8.5
- Follow set procedures.
- Keep accurate records of stock.
- Keep storage areas organised.
- Rotate stock regularly.
- Do not over-stock on items.
- Finish a task before you start a new one.
- Plan your work to avoid unnecessary moving around.
- Clean as you go.
- Be aware of your role and responsibilities. (Any 5 × 1) (5)

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8.6
- Identify the rooms to be checked.
- Check VIP, early arrival and special guest rooms first.
- Record your inspection on a checklist.
- Check each room according to a checklist.
- Keep in mind what the guest will see.
- Use your senses to determine bad odours.
- Vacant rooms must be reported immediately. (Any 5 × 1) (5)

8.7
- Size of the establishment
- Standard being set by the establishment
- Budget allocated for linen
- Internal or external laundering of linen (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 180

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