higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

9 March 2018 (X-Paper)
09:00–12:00

This question paper consists of 9 pages.

NCV

TIME: 3 HOURS
MARKS: 180

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.

NCV

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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 When taking drinks orders, always ensure that …

A you work from the left of a customers when taking order.
B you take the order correctly and according to procedure.
C you only take two orders at a time to simplify the job of the bar tender.
D customers are happy.

1.2 One of the environmental control systems found in the cellar is the …

A temperature.
B air.
C ice.
D drinks.

1.3 Factors that have an impact on stock levels when using the par-stock system includes:

A Rate of demand (consumption level)
B Control of stock and prevent shortage
C To prevent loss of sales.
D To prevent wastage

1.4 When the linen receiving area is pest free it means …

A it is being cleaned twice a day.
B it is dirty and not well kept.
C it is cleared of boxes or other obstacles
D it is clean and not well kept.

1.5 In which manner should difficult guests be dealt with?

A By being rude
B By not showing them respect
C By calling the police
D By not entering into argument with the guest

1.6 A constant stock level is held at each service point in the establishment:

A Imprest system
B Cellar transfer book
C Bin cards
D Cellar stock book

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1.7 The best way to pack a takeaway order is to …

A put in five serviettes per person in a takeaway order.
B put heavy items on top of the light ones.
C place the bread rolls at the bottom to keep them warm.
D place cold dessert or salad containers in a separate bag.

1.8 Estimated portion sizes for serving margarine is …

A 5 ml.
B 10 ml.
C 15 ml.
D 20 ml.

1.9 The English term for *le garcon de la salle* is …

A floor waiter.
B station head waiter.
C lounge waiter.
D head waiter.

1.10 How often should stocktaking in a cellar be done?

A Weekly
B Daily
C Monthly
D All of the above

(10 × 1) **[10]**

QUESTION 2

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (2.1–2.10) in the ANSWER BOOK. Correct the statement if it is FALSE.

2.1 Organising ensures that different people do not perform the same task in different parts of the organisation.

2.2 Housekeeping should not have a work schedule as it will affect their creativity.

2.3 Add-on selling involves recommending something in the same food line, but in a more expensive price range.

2.4 If a customer complains about the temperature of food, you should ignore him/her.

2.5 Check-out rooms are usually cleaned last of all the rooms.

2.6 Staff from other departments must have access to storage area.

2.7 Faulty equipment can be dismantled and stored away without reporting.

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2.8 If a guest is underage and orders alcoholic beverages, you must serve them.

2.9 Only a manager may greet customers promptly and politely.

2.10 Tea should be served using your hands to carry the drinks.

2.11 A traditional cafeteria is a form of counter service. **[20]**

QUESTION 3

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (3.1–3.15) in the ANSWER BOOK.

3.1 A wide range of drinks served before a meal.

3.2 A cloth-covered salver/tray that prevents glasses from slipping and can absorb spillages.

3.3 The time it takes for stock to be delivered by the supplier after it has been ordered.

3.4 A tall, elegantly cut glass named after its lamp-like shape and used for exotic mock-tails.

3.5 Monitor stock consumption levels over a period of time and assess the outcome in line with what was planned.

3.6 These enable guests to identify visitors or hotel staff before opening the door.

3.7 Used as a sign when cleaning floors to warn people of potential danger.

3.8 Stock is physically weighed/counted and recorded, and not only counted by using records.

3.9 These include areas such as delivery and dispatch areas for beverages.

3.10 An efficient system of providing a good storage temperature for beer, coolers and pre-mixed alcoholic beverages.

3.11 A term that refers to a plate with doily used underneath another dish.

3.12 Harmful bacteria that produce toxic substances in food.

3.13 To check, control or supervise the departmental performance and provide training, if necessary.

3.14 Customers help themselves to everything; this encourages a feeling of value for money.

3.15 With this method of service, a trolley is placed next to the customer's table and food is served onto their plates from the trolley.

(15 × 1) **[15]**

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QUESTION 4

Complete the following sentences by filling the missing word(s). Write only the word(s) next to the question number (4.1–4.15) in the ANSWER BOOK.

4.1 A standard way of serving coffee is serving from the right and clearing from the … side.

4.2 Foamed … is used to make cups, bowls, clamshell containers and trays for takeaway containers.

4.3 A …is smaller than a hotel and might do their laundry themselves.

4.4 If … material such as tent cards, drink lists, posters is used, it must be accurate and up to date.

4.5 For efficient service, use a … when serving drinks.

4.6 … is the absence of danger.

4.7 The … provides regulations regarding work environment and systems, machinery, handling and storage of items.

4.8 ... refers to the level of stock that is consumed by customers and calculated over a given period.

4.9 Most establishments maintain contracts with … companies to ensure all areas are monitored and fumigated.

4.10 The … of the establishment, including furniture, fixtures and fittings and the variety and types of rooms.

4.11 Perishable items such as tea, coffee, sugar and other foodstuffs must be checked for expiry or …

4.12 A high level of moisture in the linen storage area will cause … and other problems.

4.13 Issue the same clean linen as the dirty linen handed in according to size, number and …

4.14 … checks are informal inspections done randomly by the management and without checklist.

4.15 … condiments refer to those items that are placed on the table or offered to guests to enhance or complement their meal.

(15 × 1) **[15]**

TOTAL SECTION A: 60

SECTION B

QUESTION 5

5.1 Explain THREE rules to be followed, to ensure organised, clean and secure cellars and beverage store room. (3 × 2) (6)

5.2 How should glass waste be removed from the cellar? (4)

5.3 What procedure would you follow when serving non-alcoholic drinks? (5)

5.4 Taking drinks orders according to procedure is very important in the hospitality industry.

Give FIVE ways in which you would take drinks orders according to organisational procedure. (5)

5.5 Explain the correct procedure for loading a tray/salver, so that it balances. (4)

5.6 Identify the glasses illustrated and give the uses of each.

5.6.1



5.6.2



5.6.3



(3 × 2) (6)

[30]

QUESTION 6

6.1 Discuss FIVE methods one should follow when serving coffee. (5)

6.2 Briefly explain the roles of the following people in the hospitality industry.

6.2.1 Restaurant manager (*Directeur du restaurant*)

6.2.2 Reception head waiter(*Maître d'hòtel de reception*)

6.2.3 Wine butler or wine waiter(*chef de vin* or sommelier)

(3 × 2) (6)

6.3 Explain the importance of greeting customers politely and promptly. (4)

6.4 What are the implications of not adhering to good hygiene practices during counter services? (4)

6.5 What points should be shared with guests when describing the menu? (4)

6.6 Suggest THREE points that should be adhered to in order to keep food counters and services areas clean and tidy during service. (3)

6.7 What recommendations can you make when customers want to order food at your takeaway establishment? (4)

[30]

QUESTION 7

7.1 Explain the reasons for using display cabinets in the takeaway establishment. (2)

7.2 Why it is important to keep the service area clean in the takeaway establishment? (2)

7.3 Explain how you would handle the following situations.

7.3.1 Guest complains about the temperature of food. (3)

7.3.2 Shortage of food service items. (2)

7.4 What are the reasons for maintaining security in the storeroom? (4)

7.5 Give FIVE reasons why stock should be rotated on a regular basis. (5)

7.6 Discuss FIVE rules to follow for the safe handling of equipment. (5)

7.7 Explain how you would handle discrepancies when receiving deliveries. (2)

7.8 Suggest how a housekeeping trolley should be well stocked to make sure that all rooms are properly serviced. (5)

[30]

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QUESTION 8

8.1 Discuss how you should allocate rooms and duties to different staff members. (4)

8.2 Why it is important to inspect completed work when providing housekeeping services? (3)

8.3 What security measures should be in place to ensure that storeroom is secured from unauthorised access? (5)

8.4 How would you deal with customers in a polite and friendly manner? (2)

8.5 How would you store linen in accordance with organisational procedure? (4)

8.6 Give FIVE reasons why linen should be issued correctly. (5)

8.7 What tips would you give to staff that will assist in completing tasks in an organised and efficient manner? (5)

8.8 What would you do in the following situation?

When guest numbers suddenly increases or decreases. (2)
[30]

TOTAL SECTION B: 120
GRAND TOTAL: 180

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