higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

10 March 2020 (X-paper)
09:00–12:00

This question paper consists of 11 pages.

395Q1S2010

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TIME: 3 HOURS
MARKS: 180

INSTRUCTIONS AND INFORMATION

1. Read all the questions carefully.
2. Answer all the questions.
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 (1.1–1.15) in the ANSWER BOOK.

1.1 Fresh fruit juice should be stored in the …

A dry store.
B freezer.
C refrigerator.
D cupboard.

1.2 To clear plates during counter service … should be used.

A a housekeeping trolley
B a silver salver
C a bucket
D your hands

1.3 ONE of the following items should not be replenished during take-away service:

A Condiments
B Straws
C Cutlery
D Serviettes

1.4 To secure a housekeeping storeroom staff must …

A leave the door unlocked.
B allow any person into the storeroom.
C make sure only one person has the key.
D remove the CCTV cameras.

1.5 Advantage of external laundry:

A Greater control over linen
B Stock is more secure
C No laundry space required
D Easy to control stock

1.6 Par levels:

A Minimum and maximum stock
B Minimum stock
C Maximum stock
D No stock

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1.7 Customers queueing at the counter taking food themselves or receiving it from a service assistant and placing it on a tray:

A Traditional counter service
B Free-flow service
C Carousel service
D Scaling of dishes

1.8 A hamburger is best packaged in …

A tinfoil.
B polystyrene.
C paper.
D cardboard.

1.9 Low levels of stock in guest bedrooms must be reported to …

A maintenance.
B security.
C reception.
D housekeeping.

1.10 Disadvantage of using external linen supplies:

A Delivery may not be reliable
B Capital not tied up in equipment
C Laundry space is not required
D Establishment does not need to repair equipment

1.11 The … principle should be used in a cellar when dealing with stock.

A FOFO
B FIFI
C FIFA
D FIFO

1.12 Feedback from customers can be obtained by …

A service reports.
B questionnaires.
C stock sheets.
D delivery notes.

1.13 Traditional accompaniment for beef:

A Tartar sauce
B Lemon
C Horseradish sauce
D Orange

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1.14 You are doing housekeeping and a guest wants to ask you a question:

A Carry on with your work.
B Stop what you are doing.
C Tell them you are busy.
D Refer them to someone else.

1.15 ONE of the following is not a quality check when receiving clean linen:

A Stains
B Ironed
C Amount
D Frayed

(15 × 1) **[15]**

QUESTION 2

2.1 Choose a term from COLUMN B that matches a picture 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		A	optic measure
		B	speed pourer
		C	bottle opener
		D	ice bucket and tongs
2.1.2		E	drip mats
		F	thimble measure
2.1.3			
2.1.4			
2.1.5			

(5 × 1) (5)

2.2 Choose a term from COLUMN B that matches a description 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	Only serves wine to customers	A	busboys
2.2.2	Assistant waiters fetching and carrying plates of food	B	runners
2.2.3	Welcomes and seats customers	C	hostess/host
2.2.4	In charge of all waiters	D	head waiter
2.2.5	Runs the front of house	E	restaurant manager
		F	sommelier/wine waiter

(5 × 1) (5)

2.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (2.3.1–2.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
2.3.1	Rooms in which there are no people	A	early make-up room
2.3.2	Rooms in which guest are staying a couple of days	B	stay-over rooms
2.3.3	Rooms used to promote the hotel	C	due-out rooms
2.3.4	Rooms cleaned first	D	out of service rooms
2.3.5	Rooms from which guest are ready to check out	E	show rooms
		F	vacant rooms

(5 × 1) (5)

[15]

QUESTION 3

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (3.1–3.15) in the ANSWER BOOK.

3.1 Cellars can only be cleaned once a month.

3.2 Greet customers promptly to avoid dissatisfaction.

3.3 Pack all heavy items at the bottom of the bag for take-away service.

3.4 One needs to bend one's knees when picking up heavy items from the floor.

3.5 Do not accept a delivery that is incorrect.

3.6 To keep the cold room operating efficiently, the temperature should be checked daily to be -18 °C.

3.7 A counter service attendant must know the menu in order to make recommendations.

3.8 Taking orders by phone is also a way to improve service levels.

3.9 There is a difference between housekeeping supplies for a 5-star hotel and a 3-star guesthouse.

3.10 Linen must be counted at least once a week to ensure sufficient stock.

3.11 Gas cylinders must be kept secure by cradles fixed to the wall.

3.12 Wait for trays to be empty before replenishing stock during counter service.

3.13 Keep eye contact with the customers when you serve them during take-away service.

3.14 Spilled detergent has to be mopped up immediately.

3.15 Use a trolley to transport linen which is too heavy.

(15 × 1) **[15]**

QUESTION 4

Give ONE word or a term for each of the following descriptions by writing it next to the question number (4.1–4.15) in the ANSWER BOOK.

4.1 Space in a bottle of drink which has not been filled up to the stopper

4.2 When customers help themselves to food at the counter

4.3 Used to make cups, bowls, plates, trays, clamshell containers, cups and clear containers for salads and sandwiches

4.4 Period of time housekeeping supplies can be stored

4.5 Amount of linen received from laundry

4.6 List of delivered goods displaying amounts, mass, individual prices and total amount of money

4.7 Customers helping themselves to some of the dishes at the counter

4.8 List of dishes available in a restaurant

4.9 Time it takes for housekeeping supplies to be delivered from being ordered

4.10 Checks done to ensure standard is kept when linen is received

4.11 Stock weighed, counted and recorded

4.12 All food served to customers at the counter

4.13 Amount of food or drink generally served

4.14 Document filled in when something is wrong on receiving a delivery

4.15 Data collection form completed for linen

(15 × 1) **[15]**

TOTAL SECTION A: 60

SECTION B

QUESTION 5

5.1 Explain the correct way to clean the ice machine in a cellar. (4)

5.2 Provide FOUR guidelines on advising customers ordering drinks. (4)

5.3 How should a waiter handle the following situations when greeting a customer at the restaurant door?

5.3.1 Customer who has made a booking (3)

5.3.2 Customer who has not made a booking (4)

5.4 Discuss FIVE ways to keep service areas hygienically clean and tidy. (5)

5.5 List FOUR storage conditions for a storeroom. (4)

5.6 What are the requirements of a good housekeeping trolley? (6)

[30]

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QUESTION 6

6.1 Explain the correct procedure in taking a drinks order. (7)

6.2 State FOUR types of information regarding drinks a waiter should give customers. (4)

6.3 What will happen if a counter service attendant does not adhere to hygiene and health standards? (4)

6.4 How can chemicals be handled safely? (5)

6.5 Name FIVE points to consider when securing customer areas in a hotel. (5)

6.6 Why is it important to keep record and do quality checks when receiving linen? (5)
[30]

QUESTION 7

7.1 How should a storeroom manager deal with the following unexpected operational situations?

7.1.1 Shortage of cleaning equipment (2)

7.1.2 Unauthorised access to the cellar (3)

7.2 Explain how tea should be served to a customer. (5)

7.3 Discuss each of the following types of table service:

7.3.1 Russian service

7.3.2 French service

(3 × 2) (6)

7.4 What should be done when guests complain about the following?

7.4.1 Taste of food

7.4.2 Temperature of food

(2 × 2) (4)

7.5 Why is stock rotation important? (4)

7.6 Explain how a housekeeping attendant should deal with a guest in a polite and friendly manner. (6)
[30]

QUESTION 8

8.1 Identify the responses for the following unexpected situations:

8.1.1 Wine that has been spilt

8.1.2 Broken coffee machine

(3 × 2) (6)

8.2 Explain how to serve a can of coke to a customer. (5)

8.3 What would happen if a customer service attendant does not follow portion control when serving customers? (3)

8.4 How could one improve counter service? (2)

8.5 State FIVE guidelines to work in an organised and efficient manner during housekeeping. (5)

8.6 State the procedure for a room inspection. (5)

8.7 Identify FOUR factors which influence the par levels of linen in a hotel. (4)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 180

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