higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 3

(11011033)

21 November 2018 (X-Paper)
09:00–12:00

This question paper consists of 12 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.

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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 The thermometer in a cellar should be checked to ensure that the temperature is not higher than …

A 15 °C.
B 16 °C.
C 17 °C.
D 18 °C.

1.2 … involve(s) a technique that can be used to remember who ordered which drink.

A Memorising
B A note pad and pen
C Table diagrams
D Association

1.3 A sauce that is traditionally served with fish:

A Tartar sauce
B Horseradish sauce
C Mint sauce
D Apple sauce

1.4 A counter service that involves guest moving around a counter without being blocked:

A Traditional counter service
B Cafeteria style
C Scaling of dishes
D Free flow

1.5 Replenishing of a take-away counter means to … it.

A clean
B stock
C close
D open

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1.6 CCTV cameras are installed to ensure that … is maintained in a housekeeping storeroom.

A the temperature
B darkness
C security
D maintenance

1.7 When a guest stops you while you are working during housekeeping, how should you react?

A Tell the guest to go away.
B Stop what you are doing and listen.
C Ignore the guest and carry on working.
D Tell the guest to ask someone else.

1.8 A benefit of working in an organised and efficient manner:

A More people must do more work.
B Fewer people must do less work.
C Time is saved.
D Time is wasted.

1.9 The amount of stock required by the establishment to keep up with customers' needs is called …

A pre-stock.
B par stock.
C perpetual stock.
D post-stock.

1.10 … is traditionally served with coffee.

A Lemon
B Ice
C Biscuits
D Sandwiches

1.11 When changing a keg in a cellar, what should be switched off before replacing it?

A Beer
B Electricity
C Gas
D Water

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1.12 When dealing with a defective drink vending machine, what is the first step to take?

A Inform the manager.
B Switch the machine off.
C Call the maintenance department.
D Empty out the machine.

1.13 … is/are an accompaniment traditionally served with curry.

A Chutney
B Lemon
C Bread
D Sambals

1.14 A person who is lactose intolerant does not eat any …

A beef.
B dairy.
C pork.
D shellfish.

1.15 It is important to understand stock rotation because …

A it assists in regular spot-checking.
B perishable stock items should be marked.
C poor rotation may result in damage.
D goods that are not rotated remain fresh.

(15 × 1) **[15]**

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 (2.1–2.15) in the ANSWER BOOK.

2.1 If a customer wants to increase the number of people at their table, their waiter should agree to it.

2.2 All portions for a counter service should be the same to ensure customer satisfaction.

2.3 The same serving spoon can be used to dish all food during counter service.

2.4 Always inform the manager when minimum levels of stock are reached in a housekeeping supply room.

2.5 ALL storerooms can be left unlocked during working hours.

2.6 Hands must be washed before linen is transported from one area to the next.

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2.7 Kegs can be placed on the floor without being secured.

2.8 A cola drink with ice is served in a highball glass from the left-hand side.

2.9 Wine is first presented to the host before opening the bottle.

2.10 The food counter should be wiped clean immediately after any spillage.

2.11 A housekeeping trolley should be pulled instead of being pushed.

2.12 Freshly laundered linen should be used immediately.

2.13 A hydraulic hoist must be used when transporting gas cylinders to the storage room.

2.14 A waiter may carry dirty glasses in his hands when clearing a table.

2.15 A host/hostess must also take drinks orders to help the waiters in the restaurant.

(15 × 1) **[15]**

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QUESTION 3

3.1 Choose the term in COLUMN B that matches the picture in COLUMN A. Write only the letter (A–F) next to the question number (3.1.1–3.1.5) in the ANSWER BOOK.

COLUMN A	COLUMN B
3.1.1 	A Waiter's friend
	B Speed pourer
	C Ice bucket and tongs
	D Measuring tot
	E Margarita glass
3.1.2 	F Martini glass
3.1.3 	
3.1.4 	
3.1.5 	

(5 × 1) (5)

3.2 Choose the correct document in COLUMN B that matches the description in COLUM A. Write only the letter (A–F) next to the question number (3.2.1–3.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.2.1	List of delivered goods with quantity, mass, individual price and total	A	requisition book
3.2.2	A document that is filled out when a discrepancy is picked up	B	stock sheet
3.2.3	Records all stock in a business	C	invoice
3.2.4	A document drawn up between the supplier and the buyer	D	credit note
3.2.5	A form that is completed to move stock from one department to another	E	delivery note
		F	purchase agreement

(5 × 1) (5)

3.3 Choose the packaging in COLUMN B that matches the product in COLUM A. Write only the letter (A–F) next to the question number (3.3.1–3.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.3.1	Pizza	A	clam box
3.3.2	Salad	B	cardboard container
3.3.3	Pie	C	plastic bowl
3.3.4	Burger	D	tinfoil tray
3.3.5	Lasagne	E	polystyrene tray and lid
		F	grease-proof bag

(5 × 1) (5)

[15]

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QUESTION 4

Give ONE word/term for each of the following descriptions. Write down only the word/term next to the question number (4.1–4.15) in the ANSWER BOOK.

4.1 A container used to store and distribute items in a take-away service

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

4.3 A room used to promote the type of rooms the establishment offers

4.4 Declaring linen unfit for use

4.5 A hole or well into which waste water runs from the gully

4.6 A round silver tray, covered with a services cloth, used to serve drinks

4.7 Food is served from a side table or trolley to the customer's plate

4.8 Type of counter service where food is pre-plated and sent around on a conveyer belt for customers to serve themselves

4.9 Customers helping themselves to everything

4.10 Mixing chemicals with water

4.11 Type of counter service where customers collect a tray, move along a counter, collect food, and pay at the end

4.12 Stock rotation system used in housekeeping

4.13 Printed by reception in a hotel for housekeeping to be able to plan their work

4.14 Form used to document dirty linen during housekeeping

4.15 When stock is physically weighed and recorded

(15 × 1) **[15]**

TOTAL SECTION A: 60

SECTION B

QUESTION 5

5.1 Provide the correct procedure for cleaning an ice machine in a beverage cellar. (4)

5.2 5.2.1 Explain to a new drinks waiter the correct way in which to provide customers with accurate information. (3)

5.2.2 Name TWO types of information that a drinks waiter needs to provide to a customer. (2)

5.3 What is the best way to interact with a customer during a counter service? (3)

5.4 Provide FOUR guidelines in the correct order to pack a take-away order to prevent the food from being squashed. (4)

5.5 Explain to a new housekeeping assistant how to lift a heavy box when transporting the box from the receiving area to the storage area. (4)

5.6 Place the following room statuses in the correct cleaning order, starting with the room that should be cleaned first and ending with the room that should be cleaned last:

Stay-over rooms
VIP rooms
Check-out rooms
Day rooms
Due-out rooms
Do-not-disturb rooms (6)

5.7 List FOUR ways to store linen correctly. (4)
[30]

QUESTION 6

6.1 Identify FOUR rules to ensure an organised, clean cellar or beverage storeroom. (4)

6.2 How should a drinks order be taken from a customer? (7)

6.3 Explain the following basic selling skills:

6.3.1 Upselling

6.3.2 On-selling

(2 × 2) (4)

6.4 Why it is important to keep service counters clean? (1)

6.5 Provide FOUR guidelines for storing chemicals safely in the storeroom. (4)

6.6 Give SIX characteristics of a well-equipped housekeeping trolley. (6)

6.7 6.7.1 Which actions should take place when linen is received at the housekeeping section?

6.7.2 Name TWO types of quality checks to be done on linen when it is received at the housekeeping section.

(2 × 2) (4)
[30]

QUESTION 7

7.1 How would you respond to a situation in which a guest becomes a physical threat to staff and other customers? (5)

7.2 Explain to a new waiter how to seat a customer who does not have a reservation at a restaurant. (4)

7.3 List FOUR types of information a counter service attendant would provide to a customer regarding the food. (4)

7.4 How should a take-away service assistant deal with the situation, in which a customer complains about the temperature of the food they have received? (3)

7.5 Why should stock such as linen in housekeeping be rotated? (4)

7.6 7.6.1 What is the importance of inspections during housekeeping?

7.6.2 Provide THREE guidelines for checking a room during an inspection.

(2 × 3) (6)

7.7 Identify FOUR conditions in a linen storeroom that should be looked after to ensure linen is not contaminated, damaged or stolen. (4)
[30]

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QUESTION 8

8.1 Name THREE reasons why waste should be handled and removed hygienically. (3)

8.2 A customer orders rooibos tea with milk from the waiter.

Provide the correct procedure for serving the tea. (7)

8.3 Explain the following service methods during table service:

8.3.1 French service

8.3.2 Russian service

(2 × 2) (4)

8.4 Provide FOUR ways in which counter service can be improved. (4)

8.5 List FOUR ranges of packaging used in a take-away establishment. (4)

8.6 How could a housekeeping assistant work in an organised and efficient way? (5)

8.7 In housekeeping, the following unexpected situation occurs: Unauthorised access to the storage areas.

Provide the correct procedures to deal with the situation. (3)

[30]

TOTAL SECTION B: 120
GRAND TOTAL: 180

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