higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# MARKING GUIDELINE

## NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY SERVICES
## NQF LEVEL 4

## XX February 2020

**This marking guideline consists of 10 pages.**

Copyright reserved

## SECTION A

## QUESTION 1

1.1 B
1.2 A
1.3 B
1.4 D
1.5 C
1.6 D
1.7 B
1.8 B
1.9 D
1.10 B

(10 × 1) **[10]**

## QUESTION 2

2.1 2.1.1 C
2.1.2 F
2.1.3 A
2.1.4 D
2.1.5 B

(5 × 1) (5)

2.2 2.2.1 E
2.2.2 A
2.2.3 C
2.2.4 B
2.2.5 F

(5 × 1) (5)
**[10]**

## QUESTION 3

3.1 False
3.2 True
3.3 True
3.4 True
3.5 True
3.6 True
3.7 True
3.8 False
3.9 False
3.10 True

(10 × 1) **[10]**

Copyright reserved

## QUESTION 4

4.1 Mocktail/Virgin cocktail
4.2 Guéridon trolley
4.3 Performance appraisal
4.4 Veto power
4.5 Jigger/Optic measure/Tot glass
4.6 Cloche
4.7 Detergent
4.8 Delegate
4.9 Muddler
4.10 Silver salver

(10 × 1) **[10]**

## QUESTION 5

5.1 Skin (1)

5.2
- Harvesting of grapes
- De-stemming
- Crushing of grapes
- Primary fermentation
- Pressing
- Aging
- Blending wine
- Filtration
- Bottling

Note to markers: Only mark the stages correct that appear in the correct order. Ignore all possible wrong answers that may appear between the answers that follow in the correct order. (9)
**[10]**

**TOTAL SECTION A: 50**

## SECTION B

## QUESTION 6

6.1
- Keep storage areas locked at all times.
- When unlocked make sure a responsible person is on duty.
- Do not give keys to anyone – only to authorised persons.
- Label keys.
- Report any security breaches. (5)

6.2
- Follow a cleaning schedule at all times.
- Remove all debris and boxes lying around immediately.
- Keep an eye out for pests and insects.
- Use all-purpose cleaner to clean storage areas. (4)

6.3
- Problem solving
- Decision making
- Post mortems
- Creating ideas
- Giving information
- Brainstorming (Any 4 × 1) (4)

6.4 6.4.1
- Use humour.
- Find a way to agree.
- Use 'instead' not 'but'.
- Focus on the behaviour not the person. (Any 2 × 1) (2)

6.4.2
- Help to manage time properly.
- Stay on schedule by using the agenda.
- Appoint a timekeeper. (Any 2 × 1) (2)

6.5 6.5.1
- It will ensure that customers are always happy.
- It is essential to follow cleaning programme in order to work efficiently.
- A healthy sanitised work environment will result to excellent customer services.

(Any 2 × 1)

Note to markers: Students must write full sentences to be awarded marks (2)

6.5.2
- It will ensure repeat business
- Equipment's which is well maintained will last longer

Note to markers: Students must answer in full sentences to be awarded marks (2)

6.6
- Appearance of bar counter and bar chairs
- Appearance of displays, flowers and plants
- Arrangement of tables and chairs
- Any promotional material
- Freshness of snacks
- Lighting
- Temperature
- Music volume
- Music appropriateness
- Any odours (Any 5 × 1) (5)

6.7
- Ensure that customers do not wait long.
- Check that service staff are presenting and serving drinks in the correct manner.
- Monitor feedback from customers.
- Observe the manner in which staff speak and interact with customers.
- Check personal hygiene and appearance of staff. (5)

6.8
- Communicate with them in a way that is caring and efficient.
- Be polite and genuine when greeting customers.
- Create a friendly atmosphere when they approach you.
- Treat customers with respect.
- Be helpful. (Any 4 × 1) (4)

6.9
- Stirring
- Blending
- Shaking
- Layering/Building (4)

6.10
- Flavour
- Concept
- Colour (3)

6.11
- Answer all questions immediately.
- If you do not have the answer, ask someone that does.
- Listen attentively.
- Give your undivided attention.
- Do not patronise the customer.
- Do not make fun of the customer. (Any 5 × 1) (5)

6.12
- Country of origin
- Vintage
- Taste
- Food that accompanies the wine
- Correct temperature
- Price
- Characteristics (Any 3 × 1) (3)

**[50]**

Copyright reserved 

## QUESTION 7

7.1 First in,✓ first out✓ (2)

7.2 7.2.1

- There must be no items on the floors.
- The shelves must be clean.
- The floor must be kept clean and free of spills.
- Practise the FIFO principle.
- The shelving must be away from wall to allow cleaning.
- Chemicals and non-food products must be stored separately.
- It must have metal or plastic shelving. (Any 2 × 1) (2)

Note to markers: Students must answer in full sentences to be awarded marks

7.2.2

- Thermometers must be accurate
- Temperature must be between 1 °C and 5 °C
- Door seals, hinges and handles must be clean.
- Light covers must be clean and rust-free.
- Fans, grids and shelves must be clean.
- Nothing must be stored on the floor, and metal or plastic shelves must be 20 to 30 cm above the floor to allow cleaning.
- Practise the FIFO principle in stock rotation.
- Do not overload fridges.
- Store Raw food separate from cooked foods (Any 2 × 1) (2)

Note to markers: Students must answer in full sentences to be awarded marks

7.2.3

- Light covers must be free from dirt or dust
- Temperature must be -18 °C
- All doors and seals must be clean
- Practise FIFO principle.
- Do not overload freezers.
- Defrost freezers when necessary to make sure they clean and working properly.
- Shelves must be 20 to 30 cm above the floor to allow for cleaning.
- Freezers must have metal or plastic shelving (Any 2 × 1) (2)

Note to markers: Students must answer in full sentences to be awarded marks

7.3
- Persons with important information or feelings on the subject
- Persons who must be informed about certain issues
- Persons who may benefit from the information
- Persons with expert knowledge or information or training (4)

7.4 7.4.1
- Objective
- Knowledgeable
- Good coordinator
- Good and aware listener
- Ability to clarify an issue
- Responsive to the needs of delegates
- Draw information from the delegates
- Leader (Any 3 × 1) (3)

7.4.2
- Builds leadership skills throughout the team
- Increases awareness of how demanding chairing a meeting is
- Avoids overburdening one member of the team (Any 2 × 1) (2)

7.5
- Store chemicals away from food.
- Rotate stock.
- Check for leakages.
- Sealed chemicals must remain in the storage area.
- Only authorised personnel should handle chemicals.
- Training should be given to personnel. (Any 4 × 1) (4)

7.6
- Trade within the predetermined legal hours.
- Obtain a permit for extended hours of trading.
- Comply with the age-restriction law.
- Maintain health and hygiene standards.
- Adhere to intoxication limits. (5)

7.7
- Name
- Price
- Taste
- Alcohol content
- How product complements food (5)

7.8
- Place a soup spoon on the right-hand side of the customer's place setting.
- Bring trolley with soup tureen and place next to the table.
- Ladle soup into a hot soup bowl.
- Place soup bowl in front of customer. (4)

Copyright reserved 

7.9 7.9.1

- If you are unsure ask for identification.
- Inform the customer that there are certain laws which the establishment needs to abide by and cannot be compromise
- Offer non-alcoholic alternatives.
- Report incident to the manager. (4)

Note to markers: Students must answer in full sentences to be awarded marks

7.9.2

- Apologise to the customer and offer her or him some compensation.
- Immediately send somebody to go and buy what is needed.
- Use tinned or frozen fruit if this is available and appropriate.

Note to markers: Students must answer in full sentences to be awarded marks (3)

7.10

- If wines are not served at the correct temperature, the flavour may not be its best, and therefore you will not ensure complete customer satisfaction.
- It may result in the production of tartrates which guests mistakenly think are an indication of poor quality wine.

Note to markers: Students must answer in full sentences to be awarded marks (2)

7.11 7.11.1

- It is not necessary to change the glasses, unless this is requested by the host.
- You should still let the host taste the new bottle if he or she wishes to.
- Serve all guests once the host has approved the wine.

Note to markers: Students must answer in full sentences to be awarded marks (3)

7.11.2

- All the glasses must be changed
- You should repeat the opening and tasting process
- Let the host taste the wine and serve guests once host has approved the wine.

Note to markers: Students must answer in full sentences to be awarded marks (3)
**[50]**

## QUESTION 8

8.1
- Name of the required item as it appears on the stock sheet
- How many or how much of the item is required
- Name of the department requesting the item
- Name of the person who requested the item
- Time and date (5)

8.2
- Ensures that you have enough time to prepare your goods-receiving area for delivery of new stock
- Ensures that you do not receive more than one delivery at the same time
- To avoids delays in dealing with the arrival of stock.
- Knows when to add additional costs onto stock or products because of extra expenses incurred in acquiring the stock.

(Any 3 × 1)

Note to markers: Students must answer in full sentences to be awarded marks (3)

8.3
- Verbatim minutes
- Narrative minutes
- Resolution minutes
- Action minutes (Any 2 × 1) (2)

8.4
- Minutes are taken during the meeting.
- Minutes serves as a record of what happened in the meeting.
- Minutes must be typed and sent out soon after the meeting.
- Study the agenda before the meeting to help with minute taking.
- For each heading on the agenda there should be a corresponding heading on the minutes.
- Write a summary of each point on the agenda. (Any 4 × 1) (4)

8.5
- Hold regular training sessions.
- Inform staff of the expected level of cleaning.
- Inform staff of organisational goals.
- Motivate staff to meet organisational goals.
- Assist staff in handling difficult cleaning procedures and ensure that they learn from you. (5)

8.6
- Keep staff informed of service objectives.
- Transform organisational goals to personal goals.
- Recognise individual as well as team success.
- Give a day off or a bonus.
- Monitor staff performance.
- Provide feedback.
- Determine obstacles and remove it. (Any 5 × 1) (5)

Copyright reserved 

8.7
- Investigate why the customer refuses to pay.
- Determine if the customer is required to pay the bill.
- Inform the customer about your decision.
- Call security and inform them about the incident.
- Gather all information regarding the customer. (5)

8.8
- Switch off the equipment, and place an out of order sign.
- Report the problem immediately to your supervisor.
- Call any technicians needed to repair it.
- Make an alternative plan while the equipment is being repaired. (4)

Note to markers: Students must answer in full sentences to be awarded marks

8.9
- Wrong drinks were made.
- Customers changed their mind.
- Wrong mixer was used in making the drink.
- Foreign object was in the drink.
- Drink was 'off'. (5)

8.10
- Price
- Ingredients
- Relative strength of alcohol (3)

8.11
- Be knowledgeable regarding wines.
- Be trained in wine service. (2)

8.12 8.12.1 Yes✓ The ID number on this document indicates the age of the person.✓ (2)

8.12.2
- Green identity document
- Passport
- Driver's licence (Any 2 × 1) (2)

8.12.3
- Revoked liquor licence
- Receiving a fine
- Shutdown of business
- Lawsuit
- Jail sentence (Any 3 × 1) (3)

**[50]**

**TOTAL SECTION B: 150**
**GRAND TOTAL: 200**

Copyright reserved