higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES
NQF LEVEL 4

(11011034)

12 March 2018 (Y-Paper)
13:00–16:00

This question paper consists of 10 pages.

NCS

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TIME: 3 HOURS
MARKS: 200

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 best wine that accompanies fruit is a …

A light white wine.
B medium sweet wine.
C heavy sweet wine.
D dry fruity wine.

1.2 Tequila sunrise is best served in a …

A martini glass.
B sherry glass.
C tumbler glass.
D hurricane glass.

1.3 … is a way to train new staff members on silver service.

A Speed testing
B Job shadowing
C Multi-tasking
D Multi-skilling

1.4 If a barman finds a faulty plug, he should complete a … form.

A credit
B discrepancy
C maintenance
D purchase

1.5 Implementing a cleaning program helps in being …

A organised and deficient.
B controlled and different.
C controlled and efficient.
D organised and different.

1.6 The … of a meeting must be distributed after the meeting was held.

A memo
B minutes
C agenda
D archive

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1.7 Which documentation is used to order goods from a supplier?

A Credit note
B Requisition form
C Purchasing order form
D Stock sheet

1.8 In order for an old wine to reveal its full flavour and breath, it can be poured into a … before it is served.

A barrel
B carafe
C cradle
D decanter

1.9 Another name for a non-alcoholic cocktail is a … cocktail.

A draught
B virgin
C soda
D syrup

1.10 This course is served before all other courses.

A Dessert
B Hors d' oeuvre
C Cheese
D Salad

1.11 Sundries which have to be available for drinks service do not include …

A snacks.
B serviettes.
C coasters.
D toothpicks.

1.12 Frequent check-ups should be conducted by the … to ensure that all staff are working as a team.

A supervisor
B chef
C barman
D waiter

1.13 If you delegate tasks to someone, it means that you …

A get someone else to do all your tasks.
B get someone else to do some of your tasks.
C get someone else to do most of your tasks.
D get someone else to do none of your tasks.

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1.14 The FIFO system refers to the placing of …

A old stock in front of new stock.
B older stock next to new stock.
C new stock on other shelves.
D new stock in front of old stock.

1.15 It is illegal to serve alcohol to a person who is … years old.

A 17
B 18
C 19
D 20

(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 (2.1–2.10) in the ANSWER BOOK.

2.1 White wine is served around 14-15ºC to ensure complete customer satisfaction.

2.2 When developing new cocktails, the concept of the drink must be kept in mind.

2.3 Training new staff members for silver services starts of by making sure they know what the expected level of service is.

2.4 Before dispensing drinks to customers, you must taste the drink for correct consistency, colour and flavour.

2.5 When adapting a cleaning schedule, the manager should have a hands-on approach and be prepared to help wherever it is needed.

2.6 Giving out an agenda before a meeting makes a meeting more efficient.

2.7 Keep receiving area clear of boxes, equipment or other items that may cause people to trip and fall.

2.8 A well –handled problem can increase the loyalty of the affected customer.

2.9 Record the results of the inspection and draw up a report and give feedback to staff, show them the report as proof.

2.10 The purchase specification is valid for an unlimited period.

(10 × 1) **[10]**

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QUESTION 3

Give ONE word or a term for each of the following descriptions. Write only the word or term next to the question number (3.1–3.10) in the ANSWER BOOK.

3.1 Consists of a corkscrew, bottle opener and a knife to cut

3.2 Spirits that do not form part of the main spirits group when making cocktails

3.3 Preparing before service starts

3.4 Legislation followed by a restaurant when selling alcohol

3.5 A form used when chemicals are issued from the main storage area to housekeeping

3.6 Word that refers to the order in which people may speak

3.7 System that focusses on prevention to help ensure and maintain high levels of food safety

3.8 All necessary information regarding a product

3.9 Placed out to avoid accidents while cleaning

3.10 A form that is filled in if a discrepancy is picked up during receiving of stock

(10 × 1) **[10]**

QUESTION 4

4.1 Choose a stage in COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (4.1.1–4.1.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.1.1	Mixing two or more grape varieties together to get a unique wine	A	bottling
4.1.2	Keeping wine in barrels to mature	B	fermentation
4.1.3	Picking of grapes	C	harvesting of grapes
4.1.4	Process where grape juice is turned into alcohol	D	blending
4.1.5	Straining of wine to make wine clear	E	filtering and finning
		F	aging

(5 × 1) (5)

4.2 Choose a cocktail equipment item in COLUMN B that matches a use in COLUMN A. Write only the letter (A–F) next to the question number (4.2.1–4.2.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.2.1	Crushing of ingredients at the bottom of a glass	A	strainer
4.2.2	Separating ice from liquid when pouring	B	three-piece shaker
4.2.3	Making cocktails by shaking	C	swizzle stick
4.2.4.	Measuring and dispensing alcohol	D	muddler
4.2.5	Stirring drinks after they have been made	E	pourer
		F	optic

(5 × 1) (5)

4.3 Choose a role player in a meeting in COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (4.3.1–4.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
4.3.1	Records what has been said in the meeting	A	chairperson
4.3.2	Keeps person on track to prevent time wastage	B	delegate
4.3.3	Leads the meeting	C	minute taker
4.3.4	Is there to participate in the meeting	D	timekeeper
4.3.5	Avoids any disruptions in the meeting when people come late	E	doorkeeper
		F	document holder

(5 × 1) (5)

[15]

TOTAL SECTION A: 50

SECTION B

QUESTION 5

5.1 List FIVE types of information a wine waiter must provide to a customer when promoting different wines. (5)

5.2 Why is it important to serve wine at the correct temperature? (2)

5.3 Explain how a cocktail barman can prepare cocktails with a consistent quality. (5)

5.4 How can a delay in cocktail service affect customer service? (2)

5.5 Providing a silver service takes a great deal of skill and knowledge.

5.5.1 Name TWO areas of knowledge a waiter should have to be able to advise customers. (2)

5.5.2 Explain the procedure to follow when a spillage occurs during silver service. (3)

5.6 Give THREE ways in which equipment can be maintained throughout a service. (3)

5.7 Name FOUR legal requirements for a restaurant that sells alcohol. (4)

5.8 Discuss how one should deal a customer complaining about the taste of food. (4)

5.9 Explain why it is important to follow the work routines of a department. (2)

5.10 Name THREE ways in which a cleaning schedule can be communicated to staff members. (3)

5.11 Give FOUR examples of good meeting etiquette. (4)

5.12 How does one determine the need for a meeting? (3)

5.13 Give the procedure for handling and storing the following goods:

5.13.1 Perishable goods. (3)

5.13.2 Non-perishable goods. (3)

5.13.3 Non-foodstuffs. (2)

[50]

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QUESTION 6

6.1 Recommend a dish to be served with the varieties of wine listed below.

6.1.1 Pinotage

6.1.2 Sauvignon Blanc

(2 × 1) (2)

6.2 How would a wine waiter present the wine list to a customer? (5)

6.3 In cocktail making, customer service is very important.

6.3.1 Explain to a new cocktail waiter the techniques to use to improve customer service. (4)

6.3.2 Name THREE types of information customers could ask for while a cocktail waiter is promoting wine. (3)

6.4 Describe the procedure for serving sauces during silver service. (5)

6.5 Give FIVE ways in which waiters can be motivated to increase drinks sales. (5)

6.6 What are the different factors on which the set-up procedure for a bar depends? (5)

6.7 State the importance of training staff in product knowledge. (1)

6.8 How can a manager and staff minimise the misuse of chemicals? (5)

6.9 Explain TWO ways of reaching a decision in a meeting. (2 × 2) (4)

6.10 Give THREE guidelines to stop members from deviating from the topic in a meeting. (3)

6.11 Name THREE types of equipment needed in a receiving area. (3)

6.12 What are the benefits of holding stock if one reduces supplier lead times? (2)

6.13 Give THREE quality checks for perishable goods such as vegetables. (3)

[50]

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QUESTION 7

7.1 Give the procedure for serving wine in each of the situations listed below.

7.1.1 Guest re-orders the same wine. (3)

7.1.2 Guest re-orders a different wine. (4)

7.2 What factors must be taken into account when checking the identification of a person ordering cocktails? (4)

7.3 How can a cocktail waiter deal with a customer in a polite and friendly manner? (3)

7.4 Name SIX pieces of silver service equipment needed to serve the main course of a roast, potatoes and vegetables. (6)

7.5 As a manager in the hospitality industry one needs to deal with unexpected operational situations.

Explain how one should deal with the situations below.

7.5.1 Equipment failure. (4)

7.5.2 Being short-staffed. (4)

7.5.3 Non-delivery of goods. (3)

7.6 Ongoing inspections happen every day in the hospitality industry.

Name TWO other types of inspections and explain why/when each is done. (2 × 2) (4)

7.7 State TWO questions you should ask yourself to ensure that you have invited the relevant people to attend the meeting. (2)

7.8 Give FIVE guidelines for arranging a meeting. (5)

7.9 Explain why it is important to reconcile stock. (4)

7.10 Explain the importance of completing the necessary documentation when receiving deliveries. (4)

[50]

TOTAL SECTION B: 150
GRAND TOTAL: 200

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