higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

# NATIONAL CERTIFICATE (VOCATIONAL)

## HOSPITALITY SERVICES
### NQF LEVEL 4

(11011034)

**22 November 2018 (Y-Paper)**
**13:00–16:00**

**This question paper consists of 10 pages.**

NCV

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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.

NCAV

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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 Customer service while serving wine can best be improved by …

A asking the customer to wait when the restaurant is busy.
B having the correct knowledge of wine.
C greeting the customers and make them feel welcome.
D marketing the wine specials of the day.

1.2 A cocktail that is layered, starting with the heaviest spirits and finishing off with the lightest on top.

A Building
B Blending
C Stirring
D Shaking

1.3 … is a way that could be used to train new staff during silver service.

A Speed testing
B Job shadowing
C Multitasking
D Multiskilling

1.4 It is illegal to serve alcohol to persons under … years old.

A 21
B 20
C 19
D 18

1.5 The 'quiet' hours in a hotel from … can be used for deep cleaning.

A 00:00 to 06:00
B 06:00 to 11:00
C 11:00 to 18:00
D 18:00 to 23:00

1.6 The following question could be used to determine the appropriate delegates for the meeting:

A Where the meeting will be held?
B Who will chair the meeting?
C At what time will the meeting be?
D What decisions should be made?

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1.7 Only … personnel are allowed to issue goods from the storeroom.

A qualified
B clean
C kitchen
D authorised

1.8 … customers constitute politeness and friendliness.

A Assaulting
B Apprehending
C Acknowledging
D Appreciating

1.9 … minutes are a word-for-word recording of everything said in the meeting.

A Narrative
B Action
C Resolution
D Verbatim

1.10 A total of … persons should be involved in stocktaking at a time in one area.

A 6
B 7
C 3
D 2

(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.

2.1 Chardonnay is a white grape variety used to make white wine.

2.2 Always be polite and friendly to customers when serving cocktails.

2.3 Advising customers on the menu during silver service will result in customers being dissatisfied.

2.4 One needs to report faulty equipment to the security.

2.5 When a problem is picked up regarding a cleaning schedule, it needs to be reviewed and adapted.

2.6 One needs to invite only the persons directly involved in the decision making to the meeting.

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2.7 If products take too long to be delivered, it will have an impact on the price of the product.

2.8 Drink service equipment must be cleaned after use to help maintain it.

2.9 Attendance registers do not have to be circulated during a meeting.

2.10 Stock should be counted at least once a month.

(10 × 1) **[10]**

**QUESTION 3**

3.1 Match the following wine varieties in COLUMN A with the characteristics in COLUMN B. 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 | Cabernet Sauvignon | A | soft grapes with body and staying power that produces some very high quality wine |
| 3.1.2 | Merlot | B | full-bodied wines with a deep ruby colour, and a young fruity taste |
| 3.1.3 | Gamay | C | softer wines than cabernets, and are generally quite fruity |
| 3.1.4 | Colombard | D | a harsh full-bodied wine, but it has the taste of blackcurrants and other berries. |
| 3.1.5 | Semillon | E | crisp wine with flavours of guava and granadillas. |
| | | F | spicy bold scented wines of great character |

(5 × 1) (5)

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3.2 Choose a term in COLUMN B that matches a picture in COLUMN A. Write down 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  | A martini glass |
| 3.2.2  | B margarita glass |
| 3.2.3  | C hurricane glass |
| 3.2.4  | D brandy balloon |
| 3.2.5  | E whiskey glass |
| | F red wine glass |

(5 × 1) (5)
**[10]**

## QUESTION 4

Give ONE word/term for each of the following descriptions. Write down only the word/term next to the question number (4.1–4.10) in the ANSWER BOOK.

4.1 Used to carry drinks to the table from the bar area

4.2 Used in cocktail making to separate the ice from the liquid

4.3 Served as a palate cleanser during silver service

4.4 A person that is under the influence of too much alcohol

4.5 A form that can be found in the inventory to keep track of products

4.6 A list of items to be discussed at a meeting

4.7 A form that is filled in to move stock form one area to another

4.8 Beer that is served from a tap

4.9 The process where the majority rules in the decision making at a meeting

4.10 All information regarding stock

(10 × 1) **[10]**

## QUESTION 5

Arrange the following steps in the process of dealing with a violent and disruptive customer in the correct sequence. Write down only the letters (A–J) in the correct order in the ANSWER BOOK.

A Call security to remove the offender.
B If they don't stop the behaviour, ask offender to leave.
C File the incident report for future reference.
D Call the manager.
E Record the incident.
F Blacklist the offender.
G Call the police and lay a criminal charge.
H Train staff to handle the situation.
I Politely and firmly ask the offender to stop the behaviour.
J Explain the situation to the manager. (10 × 1) **[10]**

**TOTAL SECTION A: 50**

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## SECTION B

## QUESTION 6

6.1 Describe the following products by focusing on the difference in the method of their making and their origin.

6.1.1 Champagne (2)

6.1.2 *Methode Cap Classique* (2)

6.1.3 Sparkling wine (1)

6.2 How would a wine waiter deal with a customer to ensure polite and friendly service? (3)

6.3 Give the FIVE main spirits groups used to prepare cocktails. (5)

6.4 Which methods could help a barman make a sale or promote cocktails? (2)

6.5 6.5.1 When is the most appropriate time to clear a table during silver service? (1)

6.5.2 Explain the best method to clear the main course during silver service. (5)

6.6 List FOUR proceedings that should be observed during drinks service to maintain a good standard of service. (4)

6.7 Who could be disqualified from obtaining a liquor licence? (4)

6.8 Explain the importance of a cleaning schedule. (3)

6.9 Give TWO ways in which to communicate a cleaning schedule to staff. (2)

6.10 Describe FOUR meeting protocols. (4)

6.11 Name the FOUR diverse types of meetings. (4)

6.12 Which security checks should be done to ensure the safety of stock? (5)

6.13 List THREE types of goods that could be received in a hotel. (3)
**[50]**

## QUESTION 7

7.1 7.1.1 Explain any FOUR correct processes or procedures a wine waiter must follow when serving wine. (4)

7.1.2 What are the benefits of using suggestive selling when serving wine? (3)

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7.2 Which points need to be kept in mind when choosing a garnish for a new cocktail that is being developed? (3)

7.3 Name FOUR ways how to handle garnishes hygienically. (4)

7.4 Why is it important to keep sufficient stock in hand during silver service? (2)

7.5 Provide the procedure to follow when training staff in service skills. (4)

7.6 What are the consequences of selling alcohol to under-aged or intoxicated persons? (3)

7.7 List FIVE ways in which to motivate staff to increase sales during drink service. (5)

7.8 How could the misuse of chemicals be prevented? (6)

7.9 Why is it important to reach a decision within a meeting? (2)

7.10 Explain the procedure to follow in managing the following discussions or problems in a meeting:

7.10.1 Dealing with a complex issue

7.10.2 Exceeding time limits

7.10.3 Managing conflict

(3 × 2) (6)

7.11 Provide ONE quality check for the following goods received at a hotel. The same quality check cannot be repeated.

7.11.1 Tomatoes

7.11.2 Tinned jams

7.11.3 Soap

(3 × 1) (3)

7.12 Give FIVE suggestions on how frozen goods should be correctly handled and stored. (5)

**[50]**

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## QUESTION 8

8.1 Why must wine be served at the correct temperature? (2)

8.2 How can a wine waiter ensure that he/she works within the prescribed time limits? (5)

8.3 Suggest FIVE ways how to improve customer service when making and serving cocktails. (5)

8.4 What type of information would a customer like to know when promoting a cocktail? (3)

8.5 Explain the procedure to follow when serving the main course during silver service, with specific reference to the serving of meat, potatoes, vegetables and gravy. (5)

8.6 8.6.1 Explain why it is important to ensure that staff is trained in product knowledge. (2)

8.6.2 State FIVE bits of information that a wine waiter should be able to share with guests if they want to order a specific bottle of wine. (5)

8.7 Why must staff comply with service standards? (2)

8.8 Explain why it is important to conduct rigorous cleaning inspections. (2)

8.9 Identify the following types of inspections that can be carried out:

8.9.1 It is only done when the situation makes it necessary.

8.9.2 It forms part of the daily cleaning and work practises.

8.9.3 The use of checklists ensures that cleaning schedules are carried out.

(3 × 1) (3)

8.10 Apart from the chairperson, name THREE roles that people can perform in a meeting to ensure that it runs smoothly. (3)

8.11 Provide FIVE points that could be included in an agenda of a meeting. (5)

8.12 Describe the benefits of reducing lead times of a supplier. (4)

8.13 How should a stock discrepancy be handled when stock is received at a hotel? (4)

**[50]**

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

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