



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE (VOCATIONAL)**

### **HOSPITALITY GENERICS**

**NQF LEVEL 2**

(11011002)

**8 December 2020 (X-paper)**

**09:00–11:30**

**This question paper consists of 8 pages.**

423Q1N2008

**TIME: 2½ HOURS**

**MARKS: 150**

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**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. Start each section on a new page.
  5. Use only a black or blue pen.
  6. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 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 (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 ... can be a high risk in the hygienic preparation of food.

- A Sanitised surfaces
- B A clean uniform
- C Food handlers
- D Sanitised equipment



1.1.2 ... can contribute to microbial spread.

- A Good personal hygiene
- B Last-In First-Out system
- C Good food handling practices
- D Hygienic food preparation areas

1.1.3 Principle of stock rotation:

- A First-In First-Out
- B First-In Last-Out
- C Last-In First-Out
- D Last-In Last-Out



1.1.4 Squeegees are used to clean ...

- A surfaces.
- B walls.
- C windows.
- D doors.

1.1.5 Trolleys are used to ...

- A decorate storerooms.
- B transport supplies.
- C clean kitchens.
- D store food.

1.1.6 ... should be used to remove stubborn dirt and stains.

- A Water
- B Hot, soapy water
- C Abrasive cleaner
- D Gloves



1.1.7 Food must reach an internal temperature of ... degrees Celsius when cooked.

- A 20
- B 75
- C 92
- D 100



1.1.8 ... will help a team to develop successfully.

- A The mission and goal
- B Team members' own motives
- C Individualism
- D Arguments

1.1.9 A ... is used to scoop vegetables and seafood from a liquid.

- A fork
- B spatula
- C spider
- D wooden spoon

1.1.10 ... is NOT part of stages in the formation of group development.

- A Forming
- B Roaming
- C Norming
- D Storming



(10)

1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 The reception office is the main focal point of a guesthouse.

1.2.2 The head housekeeper cleans the guest rooms.

1.2.3 The main function of banqueting is to cater for events.


1.2.4 Team members share information.

1.2.5 The team leader takes all the decisions alone.

1.2.6 A group and a team is the same thing.






1.2.7 Participative leadership is one of the characteristics of a high-performance team.

- 1.2.8 Influenza is a common disease that could be ignored in the food production area. 
- 1.2.9 The main reason for wearing a chef's uniform is to portray a good image.
- 1.2.10 It is important to cover the mouth when coughing or sneezing.

(10)

- 1.3 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–L) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	This waste must be wrapped in newspaper before discarded.	A	freshness
1.3.2	Has a flexible blunt metal blade	B	glass
1.3.3	Chop through meat bones	C	bones
1.3.4	Not to be placed near the preparation area	D	kitchen waste
1.3.5	Smallest living organisms not visible with the naked eyes	E	sani-bins 
1.3.6	All deliveries should be checked for this criteria	F	palette knife
1.3.7	Used for compression of metal, paper and plastics	G	cleaver
1.3.8	Used to burn items as a means of disposing	H	micro-organisms
1.3.9	Make sure they are completely dead before disposing 	I	compactor
1.3.10	Do not flush down the toilet 	J	incinerator
		K	cigarettes/matches
		L	soiled nappies




(10)  
[30]**TOTAL SECTION A: 30**

**SECTION B****QUESTION 2**

2.1 Study the picture below and answer the questions.





[Source: [www.bing.com/images](http://www.bing.com/images)]

- 2.1.1 Name THREE pieces of personal protective equipment (PPE) that the person preparing the food, should wear.  (3)
- 2.1.2 Describe THREE practices in the picture above that are not acceptable in a food preparation area. (3)
- 2.1.3 Maintaining personal hygiene has always been very important to anyone who works with food. During the Lockdown period due to the Corona Virus, the president of South Africa publicly announced some measures to prevent the virus from spreading. In your opinion, how has the Corona pandemic changed or added to the requirements of practising good personal hygiene in the Hospitality industry?  (6)
- 2.2 Describe TWO advantages or uses of microorganisms in food preparation. (4)
- 2.3 You are responsible for the basic training of a new person in the kitchen. Apart from regular washing of hands, what other FIVE basic rules for preventing cross-contamination will you teach the person? (5)
- 2.4 The HACCP system is a process that could be followed to maintain high standards of food safety.
- 2.4.1 What is the meaning of the acronym, HACCP? (3)
- 2.4.2 Explain how the HACCP system works.  (6)

**[30]**


**QUESTION 3**


- 3.1 Name THREE sectors of the hospitality, travel and tourism industry. (3)
- 3.2 Describe THREE of the benefits that tourism has for South Africa. (3 × 2) (6)
- 3.3 Mr Masondo works in the tourism industry. The Corona pandemic has had a negative effect on his business.   
Discuss the reasons why Mr Masondo’s business could be losing money. (7)
- 3.4 Mrs Green owns an event planning business. She has been asked to plan and execute a 21<sup>st</sup> birthday party for 200 people.  
She will need different teams of staff to work on the planning of the event.  
Recommend SIX teams that should be involved and describe what their role will be in the planning of the event. (6 × 2) (12)
- 3.5 Describe the role and/or responsibility of the following team members:
  - 3.5.1 Team leader
  - 3.5.2 Team sponsor
  - 3.5.3 Team facilitator 
  - 3.5.4 Steering council
  - 3.5.5 All team members (5)
- 3.6 Describe FIVE of the factors that can affect teams in the learning environment. (5)
- 3.7 What is the main purpose of a team? (2)

**[40]**



**QUESTION 4**



- 4.1 What THREE examples of each of these types of waste, can be found in a kitchen?
  - 4.1.1 Dry waste (3)
  - 4.1.2 Wet waste (3) (6)
- 4.2 Describe how to prepare chemical waste for disposal.  (6)
- 4.3 State what should be done when the waste collectors did not collect waste on a specified day. (3)

- 4.4 Reduce, reuse and recycle are important aspects of sustainability living. Discuss this statement. (6)
- 4.5 Explain how to ensure high standards of hygiene when handling bins in a food preparation area.  (3)
- 4.6 Bongani wants to prepare some oats porridge for his little sister. What equipment or utensils will he need to make the porridge? (3)
- 4.7 Explain the measures that should be taken when an employee cuts himself/herself with a knife while washing dishes. (3)
- [30]**

### QUESTION 5

- 5.1 Alice has finished cleaning the reception area. She needs to clean the equipment she used before she puts it back in the storeroom. How should she clean the following items?
- 5.1.1 Vacuum cleaner
- 5.1.2 Sponges  (2 × 3) (6)
- 5.2 Give THREE reasons why the storeroom in which cleaning materials are stored, should be locked. (3)
- 5.3 The CDC's guidance for cleaning and disinfecting of public spaces to prevent the spread of COVID 19 in workplaces, businesses, schools, and homes states: 'Each business or facility will have different surfaces and objects that are frequently touched by multiple people.'
- 5.3.1 Name TWO of the surfaces in a kitchen that are frequently touched during working hours. (2)
- 5.3.2 Name ONE piece of cleaning equipment that can be used to clean both these surfaces. (1)
- 5.4 Explain the basic procedures to follow when cleaning the following utensils:
- 5.4.1 Cast-iron utensils  (4)
- 5.4.2 Peelers, zesters, corers (4)
- [20]**

**TOTAL SECTION B: 120**  
**GRAND TOTAL: 150**