



# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

### **HOSPITALITY GENERICS NQF LEVEL 3**

(11011003)

**8 December 2020 (Y-paper)  
13:00–16:00**

Calculators may be used.

This question paper consists of 11 pages and 1 addendum

425Q1N2008

<p><b>TIME: 3 HOURS</b> <b>MARKS: 180</b></p>
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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 question on a new page.
5. Answer QUESTION 5.4 on the ADDENDUM (attached).
6. Calculators may be used.
7. Write neatly and legibly.

**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 Dishes which include shellfish as an ingredient may not be consumed by a person of the ... religion.

- A Jewish
- B Hindu
- C Islamic
- D Buddhist



1.1.2 When producing a meal for a/an ... you may include dairy products but not eggs, meat, poultry and fish.

- A Lacto-ovo vegetarian
- B Vegan
- C Lacto-vegetarian
- D Ovo-vegetarian

1.1.3 ... is an acute illness characterised by three or more watery or loose stools, cramps, nausea, urgency, bloating, fever and malaise.



- A Bilharzia
- B Malaria
- C Chicken pox
- D Gastro-enteritis

1.1.4 A/An ... is a wireless console brought to the customer's table so the transaction can take place with the card in full view of the customer.

- A electronic cash register
- B speed point
- C scanner
- D zapper

1.1.5 Negative conflict has a disastrous effect on a team. ... is a sign of negative conflict.

- A Lively discussions
- B Cliques forming
- C Openness
- D Honesty



1.1.6 Room allocation according to a density chart or accommodation availability chart takes place ...

- A at the time of booking.
- B when there is a space for each day of the year.
- C when no allocation of specific room is made until the guest arrives.
- D when bookings are entered into a Shannon slip



1.1.7 *Bottom-up* is a sales technique that involves ...

- A selling the most expensive option first and then offering cheaper ones
- B specialising in tour packages
- C describing a specific service and offering to book it immediately for the guest
- D selling the cheaper option and then persuade the guest to take a more expensive package

1.1.8 The consequences of competition as a conflict management style include ...



- A feeling hurt and misunderstood.
- B power play, loss of relationships and resentment.
- C the possibility that conflict might resume again later.
- D improved relationships and a satisfactory long-term solution.

1.1.9 When dealing with an argumentative staff member, remember ...

- A that this team member usually takes over.
- B to give the team member an opportunity to succeed.
- C to control your own temper.
- D that this team member rarely contributes anything.

1.1.10 When preparing for an interview, the following information about the company may be researched:

- A Products, services and mission statement
- B Duties and responsibilities
- C Questions you can ask them
- D Questions they may ask you

(10 × 1) (10)

1.2 Give ONE term for each of the following descriptions by writing it next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 Poisons that are made naturally by bacteria



1.2.2 A page from a folio book that must be filled in before a customer checks out of an establishment

1.2.3 A list in a guest room to find out where the establishment may need to improve service



1.2.4 A sales technique that involves describing a specific service and offering to book it immediately for the guest

1.2.5 Providing consumer protection and ensuring that all foods are safe and fit for human consumption from production to distribution

1.2.6 A group of people who are your potential customers

1.2.7 Chemical compounds found in food needed for human survival, classified into six major groups

1.2.8 A formula for producing a particular dish of a specific quality and quantity


1.2.9 Calculating the cost of ingredients used to prepare each of the dishes on the menu

1.2.10 A refund that is done by removing cash from the drawer and giving it to the customer



(10 × 1) (10)

1.3 Choose a description from COLUMN B that matches an item in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Table d'hôte	A	a variety of foods on display where guests serve themselves
1.3.2	Cocktail	B	dishes offered separately in addition to the usual menu
1.3.3	Buffet	C	light snack-type foods presented in a buffet style on different platters
1.3.4	A la carte	D	a meal consisting of two or three courses at a set price
1.3.5	Du jour	E	two or more options offered in each menu category
		F	ordering individually priced dishes from a menu
		G	covering a given period, typically in canteens and hostels

(5 × 1) (5)

1.4 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.



- 1.4.1 Religious rules and laws cannot determine what type of food should be served or how it should be served.
- 1.4.2 *Point of Sales* refers to the capturing of data and customer payment information when goods or service are sold or bought.
- 1.4.3 Some guest complaints should be seen as serious and treated as such.
- 1.4.4 Unconfirmed bookings should be followed up on the day before the booking.
- 1.4.5 Delivered food that do not comply with the required internal temperature must be accepted.
- 1.4.6 If the specific accommodation requested by a guest is not available, alternative dates must be offered.
- 1.4.7 A stop-go chart summarises the information on the main chart.
- 1.4.8 The employer may use application forms as a post-selection tool.
- 1.4.9 A nice touch to complete a CV is a passport photo of the applicant attached to the employment history section.
- 1.4.10 Criticising a former employer during an interview is good interview etiquette.



(10 × 1) (10)

1.5 Give ONE term for each of the following descriptions by choosing a term from the list below. Write only the term next to the question number (1.5.1–1.5.5) in the ANSWER BOOK

portion control; Hindu; exhibitions, poor communication; Muslim; rodents; silverfish; HCCP; food cost; standardised recipe

- 1.5.1 This can create the impression in customers that employees don't know what they are doing; nobody takes responsibility for anything and nobody cares.
- 1.5.2 This makes ordering easier.
- 1.5.3 They avoid foods that may have caused pain to animals during manufacturing.



1.5.4 Artists who would want to show their work to the public have this kind of event in a hall or large room.



1.5.5 They harbour and carry deadly bacteria on their legs and bodies and can transfer these bacteria to food items.

(5 × 1)

(5)

1.6 Choose the correct words from those given in brackets. Write only the words next to the question number (1.6.1–1.6.5) in the ANSWER BOOK.

1.6.1 (Toadstools/Disinfectants) contain poison in sufficient quantities to cause food poison if eaten.

1.6.2 (Humidity/Acidity) help to stop contamination by bacteria and preserve food.

1.6.3 A (Pin pad/Scanner) is a small box with 10 digits on it.




1.6.4 A (cashback voucher/booking service) is a refund note or card that a business gives to a customer to use as money.

1.6.5 (Attributes/Hobbies) are features of your personality.

(5 × 1)

(5)

1.7 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–F) next to the question number (1.7.1–1.7.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.7.1	Speed point	A	helps to scan the bill with your smartphone
1.7.2	Zip-zap machine	B	have the same value as cash
1.7.3	Zapper/Snapper	C	a good back-up in case of a power outage
1.7.4	Traveller's cheque	D	the drawer will not open when a customer pays with a debit card
1.7.5	Till	E	this form of payment has become popular because of the increase in credit card fraud
		F	the set amount of money given to a waiter or cashier

(5 × 1)

(5)


**[50]****TOTAL SECTION A:****50**

**SECTION B**

Read the scenario below and answer QUESTION 2 and QUESTION 3.

Ramona, a young lady from Kimberley, just finished her NCV Level 4 in Business Administration. She wants to open a bed and breakfast with 10 rooms with a possibility to expand later. She requires your help to choose the best booking system for her establishment and a few hints to operate her business successfully.

**QUESTION 2**

- 2.1 Explain the characteristics of the *Advanced Reservation Chart* to Ramona. (4)
- 2.2 Give Ramona FIVE tips on the training that the reception staff members would require. (5)
- 2.3 State FOUR examples of job opportunities in an accommodation establishment. (4)
- 2.4 Draw a small organisational structure for Ramona's business. Show the reporting levels and lines of authority with Ramona as the General Manager. (10)
- 2.5 Give FIVE examples of information that would be kept confidential in a business. (5)
- 2.6 Ramona will be receiving a number of CVs from people looking for employment at her new establishment. (6)
-  Advise her on what to look for under 'Work History' on each CV. (6)
- 2.7 Study the picture below. What is the suggested dress code for a man looking for a restaurant management post? (4)



[[https://www.cartoonstock.com/directory/i/inappropriate\\_dress.asp](https://www.cartoonstock.com/directory/i/inappropriate_dress.asp)]

(4)



- 2.8 Name TWO of the cheapest ways that Ramona can use to advertise posts available in her new establishment.

(2)  
[40]



### QUESTION 3

- 3.1 The hotel's receptionist relies on the reservation form to remember what questions the guest needs to be asked when making a booking.

3.1.1 Name the details that should be recorded on a booking form. (6)

3.1.2 How would you deal with errors on the account of a guest who has already paid? (3)

- 3.2 All departments must ensure that the guest is charged for all services used within a hotel and all the documents should be filed and stored at reception.

Describe the correct procedure for filling and storing guests' folios. (5)

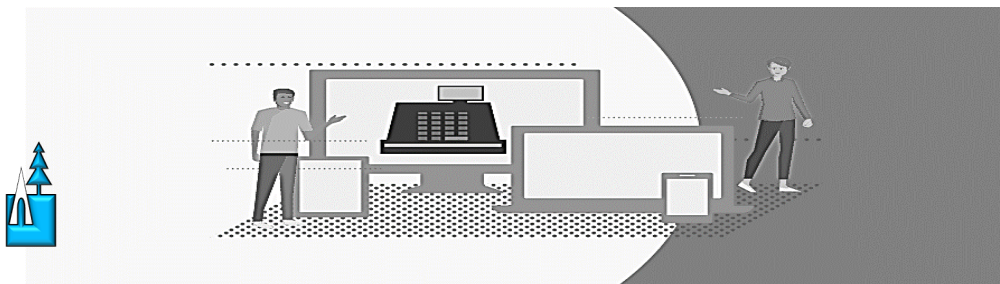


- 3.3 Explain what procedure you would follow when you encounter a cash discrepancy during cash-up at the end of your work shift. (4)

- 3.4 Which information will a cashier/receptionist look for on a client's credit card during payment authorisation? (4)

- 3.5 What could happen in an organisation if they have a security incident e.g. theft? (5)


- 3.6 Describe the process of taking an order using a Point-of-Sale (POS) system step-by-step to a newly employed waiter.



[<http://blog.capterra.com/best-point-of-sale-software-for-restaurants>]

(4 × 2) (8)  
[35]



**QUESTION 4**

- 4.1 Define the term *refund*. (3)
  - 4.2 When can an organisation give a refund? (5)
  - 4.3 A refund policy has to be clear to all customers.   
State the policy rules regarding a refund/exchange. (4)
  - 4.4 Define the term *credit balance*. (3)
  - 4.5 How would you deal with a customer dispute appropriately? (5)
- [20]**

**QUESTION 5**

Read the scenario below and answer QUESTION 5.


Menu planning may require a lot of considerations in order to accommodate different age groups, cultures and food preferences of customers.


- 5.1 What possible dishes would you find in a four-course dinner menu? (4)
  - 5.2 What should you consider when compiling a banquet menu? (4)
  - 5.3 State the recommended weekly intake of the following food items:
    - 5.3.1 Red meat 
    - 5.3.2 Eggs 
- (2 × 1) (2)

- 5.4 Study the Fish Pie recipe below and answer the following questions on the attached ADDENDUM A, remove the addendum from question paper and place in ANSWER BOOK.

**Fish Pie: Serves 6**

Ingredients

100 g chopped onion  
 2 g crushed garlic cloves  
 90 g melted butter  
 30 g flour  
 500 ml warm milk  
 800 g cubed hake fish   
 250 g frozen peas  
 1 zest of a lemon  
 15 g chopped dill  
 300 g mashed potatoes

- 5.4.1 Calculate the cost of each ingredient and the total cost of the fish pie. (12)
- 5.4.2 What will the cost be for ONE portion of the fish pie? (2)
- 5.5 How would you ensure that the fish pie in QUESTION 5.4 is prepared hygienically to protect all food items prepared in the kitchen against food poisoning by bacteria? (2)
- 5.6 At what temperature would you store frozen fish?  (1)
- 5.7 How long would you keep the frozen fish at the temperature mentioned in QUESTION 5.6? (2)
- 5.8 Explain how you would improve the safety of your freezer in order for it to last for a long time. (3 × 2) (6)

**[35]**

**TOTAL SECTION B: 130**  
**GRAND TOTAL: 180**

(11011003)

**ADDENDUM**

**EXAMINATION NUMBER:**

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**QUESTION 5.4**

**RECIPE COSTING SHEET**

<b>INGREDIENT</b>	<b>METRIC UNIT</b>	<b>PRICE PER UNIT</b>	<b>CALCULATIONS</b>	<b>TOTAL COST</b>
Onion	1 000 g	R15,99		
Crushed garlic	250 g	R35,99		
Butter	500 g	R69,99		
Flour	2,5 kg	R28,99		
Milk	2 ℓ	R24,99		
Hake	800 g	R107,99		
Frozen peas	750 g	R36,99		
Lemon	4	R1,69 each		
Dill	20 g	R10,99		
Potatoes	1 kg	R29,99		
		<b>5.4.1</b>	<b>Total cost</b>	
		<b>5.4.2</b>	<b>Cost per portion</b>	

**PLEASE NOTE:** Remove the ADDENDUM from the question paper and place it in your ANSWER BOOK.