



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY SERVICES NQF LEVEL 3

(11011033)

**7 December 2020 (X-paper)
09:00–12:00**

This question paper consists of 11 pages.

355Q1N2007




TIME: 3 HOURS
MARKS: 180




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**

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 Par levels in a cellar indicate the...
- A maximum stock levels 
 - B minimum stock levels
 - C medium and minimum stock levels
 - D maximum and minimum stock levels
- 1.2 A ... can be used to serve a small juice for a child.
- A collins glass
 - B tumbler
 - C Martini glass
 - D tankard
- 1.3 A ... is trained in the knowledge of wine and wine service and does not serve other drinks or food. 
- A Barman
 - B Sommelier
 - C Waiter
 - D Maître d'hôtel
- 1.4 A ... keeps food warm during counter service.
- A display cabinet
 - B fridge
 - C microwave
 - D oven
- 1.5 If a takeaway establishment does not understand the importance of good hygiene practices, they will ...
- A attract more customers.
 - B attract less customers. 
 - C make more money.
 - D have less work for staff.

- 1.6 When supplies for cleaning of guest bedrooms are running low, it must be reported to the ...
- A maintenance manager.
 - B kitchen manager. 
 - C front of house manager.
 - D housekeeping manager.
- 1.7 ... is found on a housekeeping trolley before cleaning a bedroom.
- A Sunlight liquid
 - B Toilet brush
 - C Clean linen
 - D Dirty linen
- 1.8 A/An ... does not form part of the bedding linen.
- A overlay
 - B pillowcase
 - C tablecloth
 - D bedspread
- 1.9 A ... is a hole or well into which waste water is running in a cellar.
- A sump
 - B gully
 - C drain 
 - D rack
- 1.10 Information given to customers when selling drinks:
- A Date
 - B Time
 - C Price
 - D Place
- 1.11 For ..., the table is laid with food and the customers help themselves.
- A family service
 - B American service
 - C French service
 - D Russian service
- 1.12 These customers need to limit or not eat at all, any product that has milk or dairy products in it:
- A Diabetes
 - B Lactose intolerance
 - C Cystic fibrosis 
 - D Coeliac disease

1.13 The best packaging for fried fish is ...

- A tinfoil.
- B paper. 
- C plastic.
- D cardboard.

1.14 There is no need to consider ... when storing items in a storeroom.

- A lighting
- B ventilation
- C music
- D humidity

1.15 ... is not a method of improving security in a hotel.


- A Security cameras
- B Personal bodyguards
- C Alarms
- D Peepholes



(15 × 1) [15]



QUESTION 2

Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (2.1–2.15) in the ANSWER BOOK.








- 2.1 One should check the pathway before transporting linen.
- 2.2 *Stocktaking* refers to the placing of stock in a cellar according to expiry dates.
- 2.3 Drinks are served from the right-hand side.
- 2.4 Food is served from the left-hand side.
- 2.5 It is good service to make a customer wait during counter service. 
- 2.6 Keeping display cabinets clean where takeaways are sold, improve sales.
- 2.7 If an air conditioner is leaking in a guest bedroom it must be reported to security.
- 2.8 The storeroom door must be locked after receiving stock for housekeeping duties.

- 2.9 Five-star hotels receive only good quality linen to ensure customer satisfaction. 
- 2.10 Broken glass should be wrapped in paper and disposed of in a bin with a bin liner.
- 2.11 When guests are being difficult during drink service it is best to just ignore them.
- 2.12 After the main meal is served, bread is served.
- 2.13 Serving utensils should be used to maintain consistent food portions.
- 2.14 Cooked and uncooked food may not be stored together. 
- 2.15 You may not use equipment such as a vacuum cleaner if you have not been trained to do so.

(15 × 1) [15]



QUESTION 3

3.1 Choose a term from COLUMN B that matches a picture in COLUMN A. 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 	A waiters friend B silver salver  C ice bucket and tongs D tot measure E optic measure F speed pourer
3.1.2 	
3.1.3 	
3.1.4 	
3.1.5  	



(5)

3.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write 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	Document filled in and returned to the supplier if goods are of poor quality 	A	invoice
3.2.2	A list of goods or services provided and the sum of money due	B	requisition form
3.2.3	Count sheet containing the description, location amount of items	C	order book
3.2.4	Request for goods made by one department to another department	D	credit note
3.2.5	List of items needed by the business from the supplier.	E	delivery note
		F	stock sheet 

(5)




3.3 Choose a type of room from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (3.3.1-3.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
3.3.1	Rooms blocked of for spring cleaning	A	check out rooms
3.3.2	Rooms where guest are checking out on that day 	B	stay over rooms
3.3.3	Rooms which guests have already checked out of	C	due out rooms
3.3.4	Rooms used to promote the hotel	D	VIP rooms
3.3.5	Rooms where guests are scheduled to stay again	E	out of service rooms
		F	show rooms 

(5)
[15]

QUESTION 4


Give ONE term for each of the following descriptions by writing only the words next to the question number (4.1–4.15) in the ANSWER BOOK.

- 4.1 Thin layer of fungus growing on damp linen
- 4.2 Sign placed on a broken machine
- 4.3 Restocking of items in a bar 
- 4.4 Recommending an extra glass or bottle of wine to guests to make their experience more pleasurable
- 4.5 The waiter must present and serve food to the customer from a platter or dish at the table
- 4.6 The transfer of bacteria from one item to another
- 4.7 A foam used for food packaging such as cups, boxes, trays 
- 4.8 Shampoos, conditioners, soaps that are placed in the guest bedroom for use
- 4.9 Report that is filled in while checking a room for faults
- 4.10 Keeps record of quality of linen
- 4.11 Bars from which beverage service staff get drinks to be served to guests
- 4.12 Espresso coffee with chocolate powder, served with steamed milk and whipped cream
- 4.13 A person responsible for greeting and seating customers in a busy restaurant
- 4.14 Add-on to dish during counter service 
- 4.15 Methods like frying, baking, steaming and grilling



(15 × 1) [15]

TOTAL SECTION A: 60



SECTION B**QUESTION 5**

- 5.1 How can a service assistant maintain an organised and clean cellar? (6)
- 5.2 List SIX guidelines for a new waiter to take a drinks order. (6)
- 5.3 Explain the following different types of counter service:
- 5.3.1 Traditional cafeteria
- 5.3.2 Free-flow service 
- 5.3.3 Carousel (3 × 2) (6)
- 5.4 Describe the procedure for lifting a heavy item. (5)
- 5.5 What should a housekeeping trolley look like? (4)
- 5.6 Identify THREE quality checks for clean linen received. (3)
- [30]**



QUESTION 6

- 6.1 Provide THREE rules regarding the following when serving drinks:
- 6.1.1 Loading of a tray / salver
- 6.1.2 Handling of glasses  (2 × 3) (6)
- 6.2 How should a waiter greet customers when they enter a restaurant? (2)
- 6.3 Explain the procedure for seating customers in a restaurant. (4)
- 6.4 What is the best way to package the following takeaway order:
- A can of Coke
 - A packet of hot chips
 - A chicken salad
 - A hamburger with sauce (6)
- 6.5 List FOUR guidelines for securing storerooms during housekeeping duties. (4)
- 6.6 Advise a staff member on how to clean a guest bedroom in an organised and efficient manner.  (5)
- 6.7 How should linen be stored in a storage room? (3)
- [30]**

QUESTION 7

- 7.1 Explain the cleaning procedure for an ice machine in a cellar. (6)
- 7.2 How should a drinks waiter handle the following unexpected situations?
- 7.2.1 Broken equipment  (6)
- 7.2.2 Spillage of drinks/ Glasses that toppled over (2 × 3) (6)
- 7.3 State SIX ways to improve service levels during counter service. (6)
- 7.4 Explain the term FIFO. (3)
- 7.5 Why is FIFO important when it comes to stock? (1)
- 7.6 List FOUR ways to deal with a guest in a polite and friendly manner during housekeeping.  (4)
- 7.7 Name FOUR ways to keep a receiving area clean, tidy and free from pests. (4)
- [30]**

QUESTION 8

- 8.1 If a customer orders tea with hot milk from a drinks waiter, how should it be served? (7)
- 8.2 Name FOUR types of information a waiter should give to a customer regarding the food menu. (4)
- 8.3 Name TWO basic selling skills a waiter should have. (2)
- 8.4 Explain how to deal with the following unexpected situations during takeaway service: 
- 8.4.1 Guest complaining about the temperature of the food
- 8.4.2 Guest requesting extra portions (2 × 3) (6)
- 8.5 State FOUR guidelines for handling chemicals safely. (4)
- 8.6 Describe the procedure to follow when there is a "Do not disturb" sign on a bedroom door.  (4)
- 8.7 Explain what to do if you hurt your back while lifting a heavy item. (3)
- [30]**

TOTAL SECTION B: 120

GRAND TOTAL: 180