



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

HOSPITALITY GENERICS NQF LEVEL 4

(11011004)

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

Calculators may be used.

This question paper consists of 11 pages and 1 addendum.




156Q1N2001

**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. Use only a black or blue pen.
 5. Write neatly and legibly.
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SECTION A**QUESTION 1**

- 1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.
- 1.1.1 The OHS Act ensures that all employers inform all employees of the scope of their safety responsibilities. 
- 1.1.2 Ashtrays in a cigar lounge can be emptied into cardboard boxes.
- 1.1.3 Dermatitis may be caused by the incorrect use of cleaning chemicals.
- 1.1.4 Routine searching of items entering the premises should be carried out whenever possible.
- 1.1.5 At least one or two colourful foods should be included in each menu offering.
- 1.1.6 Suitably qualified and more experienced chefs would be responsible for making cheese souffles in the kitchen.
- 1.1.7 Training of waiters is essential to eliminate mistakes in guest orders and to provide efficient service. 
- 1.1.8 A recipe may not be amended if it includes a complicated preparation method.
- 1.1.9 Choose a career path that has different benefits and opportunities.
- 1.1.10 Rating is a standard way of determining whether people are improving their skills.
- 1.1.11 Gathering information on competitors is not important when researching business opportunities.
- 1.1.12 People need to know their skills, weaknesses and available career options in order to make the right choice for their future.
- 1.1.13 The telephone is an outdated tool in searching for information about self-employment business opportunities.
- 1.1.14  Portability of skills is essential to a successful career because one can take these skills wherever one goes in future.
- 1.1.15 Performance reviews ensure that areas of weakness are presented in a negative manner to encourage employees to improve in their work.

(15)

1.2 Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 The method of using an uninjured part of a patient's body to immobilise an injured part of the body.



1.2.2 A floor plan of a building shown from above.

1.2.3 This exercise should be carried out quarterly to ensure that all staff members know what to do in the event of emergency.

1.2.4 The ... is a means of communicating the items that are on offer to the customers.

1.2.5 Construct your own ... analysis to set a course for your career planning.

1.2.6 ... appraisal involves gathering information from people inside and outside the organisation who actually deal with the employee.

1.2.7 The ... is how you experience life in performing your daily job in terms of your efficiency at work.



1.2.8 A ... grants the investor only 20 years exclusive protection of rights.

1.2.9 The ... explains the daily operation of the business, its location, equipment, people, processes, and surrounding environment.

1.2.10 ... refers to whether something can be done and whether it is worth doing in one's business.




(10)

1.3 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 (1.3.1–1.3.10) in the ANSWER BOOK.

1.3.1 How should one use a fire blanket if an employee's sleeve caught fire from oil reaching its flash point?



- A Pull the black straps and throw the blanket towards the person.
- B Pull the black straps to release the blanket and wave the blanket over the flames.
- C Pull the black straps to release the blanket and cover the sleeve with it.
- D Pull the black straps and wet the blanket then cover the flames with it.

- 1.3.2 Non-mandatory safety signs are used to indicate the following:
- A Be careful of hazards such as the risk of a slippery surface.
 - B In an emergency, such emergency exits may be used.
 - C Indicate to either stop or that something must be done.
 - D Something specific must be done, such as dumping waste in dustbins. 
- 1.3.3 These are the guidelines when implementing access control:
- A Certain areas should be reserved for registered hotel guests only.
 - B Staff can allow friends into the back of house areas unsupervised.
 - C Visitors cannot be escorted in the staff area.
 - D Hostel guests can gain access to all areas of the hotel, both back and front of house.
- 1.3.4 Costs that are not affected by daily sales are called:
- A Food costs
 - B Fixed costs
 - C Sales, food cost, and other costs
 - D Variable costs 
- 1.3.5 For this company model an independent audit of financial statements by registered auditors is required by law:
- A Sole proprietor
 - B Partnership
 - C Close corporation
 - D Public company
- 1.3.6 Working permanently as a nurse with regular pay and benefits from a state-owned hospital, means that one is ...
- A a sole proprietor.
 - B self-employed.
 - C employed.
 - D a contractor.
- 1.3.7 From the companies below, which ONE would not be able to assist an entrepreneur financially with start-up funding?
- A FNB
 - B Umsobomvu (UYF)
 - C IKAPA
 - D SEDA 

1.3.8 One can measure one's development progress, through ...

- A development meetings.
- B development goals setting.
- C development tools.
- D development criteria.



1.3.9 When training an employee to be a manager, one should provide him/her with the manager's ...

- A goals.
- B job description.
- C company policy.
- D CV.

1.3.10 Documents that provide legal protection against lawsuits for wrongful termination:

- A Inventory documents.
- B NASFAS application.
- C Asset register.
- D Employment contract.



(10)

1.4 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.4.1–1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.4.1	Eat only food approved by the Jewish council as clean and acceptable	A	Hindu religion
		B	Lacto-vegetarians
1.4.2	Believe that cows are sacred and therefore do not eat beef	C	Christians
		D	Vegans
1.4.3	Eats shellfish, but not pork.	E	Pareve
1.4.4	Traditional habits rather than religious observance dictate food choices	F	Buddhists
		G	Muslims
1.4.5	Have ecological concerns that raising animals for food is a wasteful use of land resources	H	Ovo-vegetarians



(5)
[40]

TOTAL SECTION A: 40



SECTION B**QUESTION 2****COVID-19 IS IN SOUTH AFRICA**

On 7 January 2020, 'Severe Acute Respiratory Syndrome Coronavirus 2' (SARS-CoV-2) was confirmed as the causative agent of 'Coronavirus Disease 2019' or COVID-19 in China. Since then, the virus has spread to more than 100 countries, including South Africa.


They have found that travellers to areas where there is ongoing sustained transmission of COVID-19, the elderly, individuals with co-morbidities and healthcare workers have been found to be at a higher risk of death.


The virus seems to be spread from person to person via respiratory droplets produced when an infected person coughs or sneezes, like the way influenza and other respiratory pathogens are spread. Thus far, most cases have occurred in people with close physical contact to cases and healthcare workers caring for patients with COVID-19.

[Adapted from: <https://sacoronavirus.co.za/information-about-the-virus-2/>]

- 2.1 Restaurants could re-open at L2 of the Covid-19 lockdown restrictions, but everything is not back to normal yet. 
- Describe the changes that will need to be implemented by an establishment to meet the remaining restrictions that are still in place regarding:
- 2.1.1 Health of staff and customers
- 2.1.2 Safety of staff and customers (2 × 5) (10)
- 2.2 Apart from Covid-19 signage, what other training methods could be used when training all staff on COVID-19 prevention? (4)
- 2.3 Peter has been appointed as a member of the COVID-19 safety committee and has been tasked to address his colleagues regarding Covid-19 and the way forward for the establishment. 
- Help him to compile a step-by-step procedure to follow when a staff member presents symptoms of Covid-19. (7)



The hospitality industry uses gas in most kitchens to prepare customer's meals. Staff members should be properly trained on how to inspect and use gas equipment, and what to do in the event of a fire.

- 2.4 State FIVE visual inspections that one could do daily, to check for gas faults. (5)
- 2.5 Between the sous chef and a safety officer, who should carry out these daily inspections?  (1)

- 2.6 Defend your answer in 2.5 by providing explanations for your choice. (2)
- 2.7 Name TWO specialists outside of the hospitality establishment who could assist in certifying the gas system in the kitchen.  (2)
- 2.8 What pointers can the safety officer give to the specialists in 2.7 regarding the evaluation of the gas system? (5)
- 2.9 Use the plan of a kitchen and restaurant on ADDENDUM A (attached) and indicate **with a star** where fire extinguishers should be placed to have them available in case of a fire.
Remove the ADDENDUM from the paper and place it in the ANSWER BOOK. (4)

[40]**QUESTION 3**


When planning a menu for a function, the host will inform the organiser about any special dietary requirements and the time of year that need to be considered.


- 3.1 The host informs the organiser that 10 of the 50 guests attending the function are diabetic. 
What diabetic diet guidelines would the organiser need to keep in mind when compiling the menu? (5)
- 3.2 From the list below, choose THREE appropriate dishes for a winter evening menu, and draw up a Table d'hôte menu using those dishes.
- Feta and beetroot served on rocket dressed with a chilled yogurt dressing
 - Grilled chicken thighs served with roasted potatoes and seasonal vegetables
 - Bobotie spring rolls served with a sweet chilli dipping sauce
 - Toffee ice-cream served with a fruit salad
 - Malva pudding served with custard
 - Butter and garlic fried fish served with a Mediterranean pasta salad and a vegetable terrine
- Marks will be allocated for format of the menu. (6)
- 3.3 Why would a buffet menu comprising of cocktail snacks also be an option for the function mentioned in QUESTION 3.1?  (3)
- 3.4 What FIVE suggestions can one give to the organiser on how to introduce the menu for the function to the kitchen staff? (5)

3.5 Study the information below and answer the questions.

Bhule is responsible for making the dish below for a board meeting at Mappedi Conference Centre. The meeting is for 6 people, but she only has the original recipe that serves 30 people.

Beef Goulash – serves 30

3 kg prepared stewing beef
 260 g lard or oil
 750 g onion, chopped
 185 g flour 
 75 g paprika
 180 g tomato puree
 5, 625 l beef stock
 15 new potatoes, quartered
 90 g parsley, for garnish

- 3.5.1 What will the factor for the new yield be? Show all calculations. (3)
- 3.5.2 Re-calculate all ingredients to accommodate the new yield and rewrite the recipe with the new quantities. (9)
- 3.5.3 Calculate the new total cost of the stewing beef (R119,95 per 1 kg) after the recipe has been adjusted. Show all calculations. (3)
- 3.5.4 If the cost of the beef goulash is R25,50 per portion and the required gross profit is 45%, what would the selling price be? Show all calculations. (4)
- 3.6 What does the term, *haram*, mean?  (1)
- 3.7 Which religion uses the term in QUESTION 3.6? (1)

[40]


QUESTION 4

Charlie is a supervisor for a Mugg & Bean coffee shop in Cape Town. He has been working for this branch since completing his Hospitality Level 4 last year. He began as a waiter and has since become a supervisor. His aim is to move into a store manager role, which will assist him in gaining the skills and knowledge to one day own his own Mugg & Bean franchise, and hopefully buy a house for his family. He is looking to enrol in some management courses, or at the very least, shadow the management staff. His only problem is that he doesn't have transport to attend these courses or to shadow with the evening shift.

4.1 Charlie's current manager has identified THREE skills development opportunities for him.

In which way can the following skills development opportunities improve Charlie's performance and chances of becoming a manager?

4.1.1 University executive development programme.

4.1.2 Personal counselling. 


4.1.3 Management internship.

(3 × 2) (6)

4.2 Of the three skills development opportunities listed in QUESTION 4.1, which TWO would Charlie benefit from the most? (2)

4.3 Elaborate on your answer to QUESTION 4.2. (2 × 2) (4)

4.4 Draw up a development plan for Charlie by indicating some short-, medium- and long-term goals for him. (6)

4.5 Why will it be beneficial to Charlie if he is involved in the design and implementation of his Personal Development Plan?  (4)

4.6 What is the importance of receiving consistent positive feedback from a manager? (5)

4.7 Recommend specialists who could evaluate Charlie's performance while he is completing his Personal Development Plan. (2)

4.8 What can his manager do to avoid wasting time during development meetings with Charlie? (5)




4.9 What possible negative impact could Covid-19 and Lockdown levels have had on Charlie's development plan? (6)



[40]

QUESTION 5

When one starts a business, one needs to choose a business model that will best suit the company, and one needs to confirm which legal requirements need to be complied with.

- 5.1 Name the FOUR characteristics of a partnership company model.  (4)
- 5.2 Name TWO hospitality businesses that would require a special trading licence. (2)
- 5.3 Draw a comparison between being an entrepreneur and being employed. (4 × 2) (8)
- 5.4 Draw up a table comparing the financial risks and the financial benefits of being an entrepreneur. Tabulate your answer. (5 × 2) (10)
- 5.5 Which authorities could assist with the following legal requirements?
- 5.5.1 Registration of the business.  (2)
- 5.5.2 Registration for company tax, VAT, PAYE. (2)
- 5.5.3 Registration for worker's compensation fund. (1)
- 5.6 When writing a business plan the prospective business is discussed in detail in the heading 'Business Strategy'.
Describe how the Business Strategy should be compiled and what information should be included. (4)
- 5.7 Suggest FIVE documents that could be included in the appendix part of a business plan.  (5)
- 5.8 Which financial institutions require a business plan for them to fund one's business? (2)
- [40]**

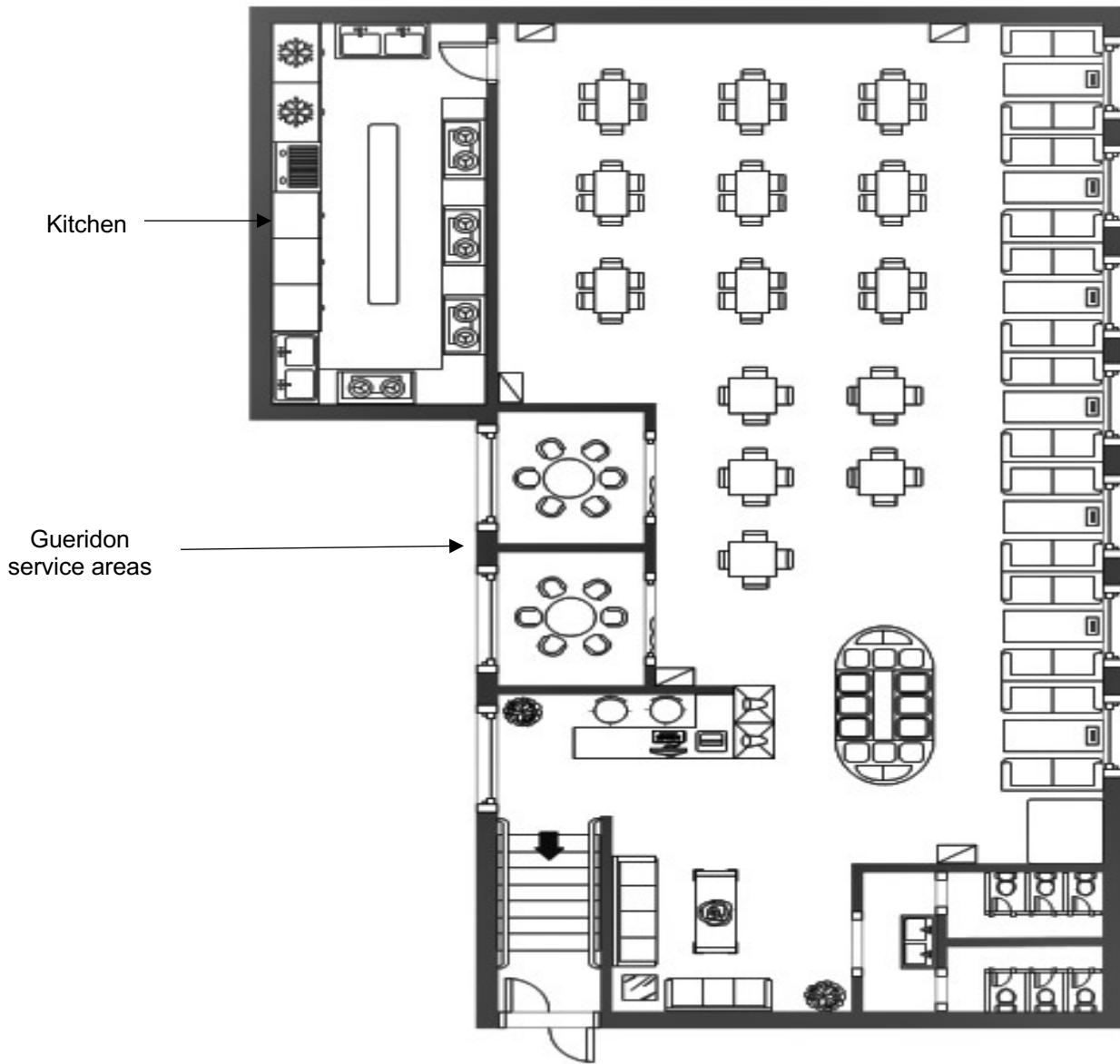
TOTAL SECTION B: 160
GRAND TOTAL: 200

(11011004)

ADDENDUM A

EXAMINATION NUMBER:

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[Sourced from: <https://www.canteendesigns.com>]

REMOVE ADDENDUM FROM THE PAPER AND PLACE IN THE ANSWER BOOK.