



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE (VOCATIONAL)

**HOSPITALITY GENERICS
NQF LEVEL 4**

(11011004)

**20 November 2019 (X-Paper)
09:00–12:00**

Calculators may be used.





This question paper consists of 13 pages and 1 addendum.





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. Start each question on a NEW page.
 5. 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 (1.1.1–1.1.18) in the ANSWER BOOK.
- 1.1.1 ALL building plans must meet the relevant codes of safety that has been established by the ...
- A local municipality. 
 - B architects.
 - C South African Bureau of Standards.
 - D Department of Labour. (1)
- 1.1.2 Which external specialist is responsible for the annual inspection of fire extinguishers?
- A Safety representative
 - B Fire department personnel
 - C Maintenance manager
 - D General manager (1)
- 1.1.3 Liquid extinguishers are suitable for fires involving ...
- A combustible materials, such as wood, cloth or paper.
 - B petrol and wood.
 - C paint, petrol or paraffin. 
 - D oil, fat or grease. (1)
- 1.1.4 For a general worker, one could communicate/show the fire evacuation information by ...
- A providing physical copies of the building layout, on which they could add details of escape routes and so on.
 - B scanning copies of the building layout and sending them by email.
 - C having a formal workshop using a PowerPoint presentation and online courses.
 - D using graphs in Excel to help them understand the information more clearly.  (1)
- 1.1.5 If a spaghetti bolognese recipe serves 36 and a restaurant wants to decrease the recipe servings to 9, the factor will be ...
- A 4.
 - B 27. 
 - C 6.
 - D 0,25. (2)

- 1.1.6 If the cost of a roast beef sandwich is R18,90 and the required gross profit is 60%, the selling price will be ...
- A R31,50. 
 - B R47,25.
 - C R56,70.
 - D R113,40. (2)
- 1.1.7 When modifying a scone recipe, one needs to consider the following:
- A Training staff on the use of a salamander.
 - B Complicated frying methods.
 - C Adequate steaming equipment. 
 - D Sourcing the correct ingredients. (1)
- 1.1.8 Skills development activities can be defined as ...
- A the chance one has of engaging in activities. 
 - B the quality of a working life.
 - C any activities that result in developing one of, or a facet of, one's developmental needs.
 - D a dimension of job satisfaction. (1)
- 1.1.9 A personal improvement plan ...
- A includes actions to prepare oneself for a managerial position only.
 - B is only drawn up by the person who is being developed.
 - C includes repeat tasks that gives the staff member more skills.
 - D includes discussions between peers and the staff member. (1)
- 1.1.10 When adapting one's improvement plan, the following should be avoided:
- A Reliance on the company to solve the problem.
 - B Looking into new training opportunities. 
 - C Looking at existing contingency plans.
 - D External and internal factors that have changed. (1)
- 1.1.11 Common characteristics of successful, self-employed individuals comprise ...
- A the inability to use their time effectively.
 - B being able to make decisions effectively with an uncertainty of fixed income.
 - C having a better income, decreased quality of life and more freedom.
 - D being logical, organising time well and adapting to crisis situations easily. (1)



- 1.1.12 If a product becomes a viable business opportunity after a certain period, the reason could be that ...
- A the market is saturated. 
 - B it is difficult to assess customers' needs.
 - C the market for the particular product has developed and grown.
 - D people are experiencing a problem with the product. (1)
- 1.1.13 To rank something or someone can mean....
- A to consider or examine something to judge the degree of importance in relation to other group members.
 - B to consider or examine something to judge its value, quality and importance.
 - C to decide whether or not something can be done.
 - D that it is an ongoing process which needs to be adjusted. (1)
- 1.1.14 To assess an employee's individual strengths and weaknesses, one could use a ...
- A personality assessment test. 
 - B personal evaluation test.
 - C Intelligence Quotient (IQ) test.
 - D career guidance test. (1)
- 1.1.15 Their dietary rules are more part of a life philosophy than a religious doctrine:
- A Muslims
 - B Jews
 - C Catholics
 - D Buddhists (1)
- 1.1.16 A process that builds a company's overall success while having a positive impact on all the employees:
- A Performance workshop for the company.
 - B Team building for administrative personnel only.
 - C Company survey for general workers.
 - D Individual department office parties.  (1)
- 1.1.17 Household products, such as bleach, pesticide and caustic soda, can cause this kind of burn:
- A Flame-based burn 
 - B Chemical-based burn
 - C Frost-bite burn
 - D Element-based burn (1)

1.1.18 The fumes of ... are invisible, but its presence can quickly be detected by its strong odour. It can also cause fires easily.

- A ammonia 
 B chlorine
 C bleach
 D liquid petroleum gas

(1)
(20)

1.2 Choose an item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.


COLUMN A		COLUMN B	
1.2.1	Only a small percentage become millionaires (the rags-to-riches story)	A	entrepreneurs
		B	start-up costs 
1.2.2	Inventor is only granted a 20-year exclusive rights protection	C	trade shows
		D	copyright
1.2.3	Include market access services, contract drafting, mentorship, etc.	E	patent
		F	annual financial reports
1.2.4	Ensuring that physical and email addresses, and telephone numbers are correct 	G	checking for accuracy
1.2.5	Incurred when you start a business		

(5 × 1)

(5)





1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.15) in the ANSWER BOOK.

1.3.1 One of the main functions of a safety representative is to carry out inspections of all extraction units in the kitchen.

1.3.2 A powder extinguisher, when used indoors, can obscure your vision or damage goods and machinery. 

1.3.3 Evacuation plans should be posted in non-conspicuous places and in all the rooms of a hotel.

1.3.4 Use chemicals only in well-ventilated spaces, never near an open flame.

- 1.3.5 Before any training can be undertaken, an organisation needs to identify training needs based on staff work performance.
- 1.3.6 The performance feedback review meeting must be a one-way discussion between the employee and the manager. 
- 1.3.7 A menu displayed in a food canteen usually indicates items that are available up to a certain time of the day.
- 1.3.8 Exotic or unusual ingredients can be used to provide a different flavour or an eye-catching garnish.
- 1.3.9 As an entrepreneur, your responsibilities and duties may lead to the inability to interact constantly with customers.
- 1.3.10 To make the right alternative choice of employment, choose a job opportunity or a career that only has narrow options and opportunities. 
- 1.3.11 The aim of a diabetic diet is to maintain a normal blood sugar level throughout the day.
- 1.3.12 Communicating with guests to encourage a conversation about your offer or food style will promote sales.
- 1.3.13 Evacuation drills should be done annually.
- 1.3.14 Appliances need to be serviced routinely to ensure their continued safe operation.
- 1.3.15 Development counselling involves the manager imparting skills and knowledge, and providing general direction.  (15 × 1) (15)
- 1.4 Give ONE word or phrase for each of the following descriptions. Write only the word or phrase next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.
- 1.4.1 This is an additional document to which the reader of a business plan may want to refer
- 1.4.2 A staff member can be requested to conduct an in-depth study of a problem in any area of the hospitality industry 
- 1.4.3 The constant changes in the food sector are forcing a successful business in the commercial food service to keep up with these changes
- 1.4.4 Implement education and awareness strategies for staff members in the hospitality industry suffering from this disease

1.4.5 The purpose of this act is to provide for the health and safety of persons at work or when they are using equipment and machinery in the workplace



1.4.6 One needs to pay company income tax annually to this institution

1.4.7 A person needs this kind of plan if their plans change in the future

1.4.8 This is a pod vegetable, which adds colour to a plate of fish, chips and carrots

1.4.9 This is the act or the process of notifying all people to leave a building that has become unsafe.






1.4.10 Staff need these types of company ID cards to gain access to the staff areas

(10 × 1)

(10)
[50]


TOTAL SECTION A: 50

SECTION B**QUESTION 2**


- 2.1 Describe FIVE safety procedures that should be observed in any hospitality organisation with regards to access of guests and staff.  (5)
- 2.2 Create a list of FIVE security resources that could be used to assist with access control for the doors to a storeroom. (5)
- 2.3 Hazards can be found anywhere in any organisation, including in the CEO's office.
- 2.3.1 Suggest methods/practices that cleaning staff should use to avoid hazards or to control potential hazards in the CEO's office. (5)
- 2.3.2 What will the repercussions be if you do not use the methods suggested in QUESTION 2.3.1? (3)
- 2.4 What steps should be taken when evacuating the CEO's office when a fire breaks out during a meeting in his/her office?  (5)
- 2.5 A fire emergency has arisen in the reception area. What information should executive management receive regarding the situation? (5)
- 2.6 Draw up a fire prevention and safety checklist for the reception area, which a safety officer could use to prevent/control any future fire emergencies. (7)
- 2.7 Frequent safety inspections and the checking of firefighting equipment should be carried out to prevent fires. 
- What could the possible consequences be if inspections are not treated as essential practice for health and safety? (5)
- [40]**

QUESTION 3


For any business loan to be approved, a bank requires a detailed business plan as assurance that the bank will definitely get its money back.

- 3.1 Compare the TWO plans that form part of a business plan. Tabulate the answer to show the comparison.
- 3.1.1 Financial plan 
- 3.1.2 Marketing plan
- (8)

3.2 A business opportunity/idea can be generated from any inspiration or need.

3.2.1 What FIVE sources could one use to help develop business opportunities/ideas in the hospitality sector?  (5)


3.2.2 What should one consider when conducting the research in QUESTION 3.2.1? (4)

3.3 For any person to open a business, he/she needs to choose one type of business model that will suit him/her best. 

Show the difference between the following business models by copying and completing the information outlined in the table below in the ANSWER BOOK.

BUSINESS MODELS	NUMBER OF MEMBERS	REGISTRATION	CAPITAL CONTRIBUTION	DISTRIBUTION OF PROFIT
Sole proprietorship				
Close corporation				
Partnership				

(12 x 1) (12)

3.4 Being a self-employed entrepreneur can cause a great deal of pressure as entrepreneurs are running their business on their own. Describe SIX possible reasons for an entrepreneur experiencing pressure while running his/her business. 

(6)
[35]


QUESTION 4

Read the extract below and answer the questions.


THE ART OF COOKING: A CONSUMING PASSION 


Much has changed for Mr Simphiwe Siyata since his grandfather instructed him in the art of cooking on an open fire. The Gugulethu-born restaurant cook is now earning his professional stripes after winning the Woolworths Taste and Eat Out Bursary Fund. Cooking was not on Mr Siyata's mind when he had to choose a career. It was only after his family had fallen on hard times and he was forced to discontinue his studies in engineering, that he started working in a professional kitchen. He worked as a kitchen porter at one of the restaurants in Cape Town, cooking staff meals. The chef noticed that he enjoyed cooking and, subsequently, became his mentor. Inspired by him, Mr Siyata entered the Woolworths chef competition, which he later won at the age of 30. Qualifying as a sous-chef at Silwood Kichen, with the help of the bursary, will mean that his salary will increase and he can cut down on the number of shifts he will have to work.

[Source: Adapted from *Cape Argus: Job Shop*]

- 4.1 What is Mr Siyata's long-term goal? (1)
- 4.2 Describe in detail how Mr Siyata had to adapt the plans for his future due to changes in his circumstances.  (6)
- 4.3 Describe how a 'self-appraisal' could benefit Mr Siyata in evaluating his current performance. (3)
- 4.4 Recommend FOUR appropriate tools, other than 'self-appraisal', that the establishment can use to evaluate Mr Siyata's performance. (4)
- 4.5 This is a copy of Siyata's development plan:


Skill	Outcomes expected	Training activity	Mode of delivery	Time frame	Work opportunity	Support person
Sous-chef culinary skills	Improve cooking skills at a sous-chef level	Kitchen skills	In kitchen training and theoretical training	1–2 years	Sous-chef position	Head chef Lecturers at chef school



- Analyse Mr Siyata's development plan to determine if the plan as such will be appropriate in assisting him to reach his goal. (5)
- 4.6 List SIX skills development opportunities that Mr Siyata could use to achieve his long-term goal.  (6)
- 4.7 Advise Mr Siyata on how to organise his time to be more effective at work and with his studies. (5)
- 4.8 Why is it important for Mr Siyata to communicate his development plan with the head chef? (5)

[35]

QUESTION 5

5.1 Not all vegetarians eat the same foods. 

Compare THREE of the varieties of vegetarianism by copying and completing the table below in the ANSWER BOOK. Indicate the type of food that each diet has in common, as well as the food that is specific to each type of diet.

Type of Vegetarianism	Food in common	Food specific to type
Ovo-vegetarians		
Lacto-vegetarians		
Vegans		

(6 × 1) (6)

5.2 Consistency is important when dishes are prepared for customers. Discuss the aspects that will contribute to achieve this in a hospitality establishment. (4)

5.3 To keep costs down when adapting a menu, one needs to take the following points into consideration. Discuss each point with regards to costs.


5.3.1 Number of staff (2)

5.3.2 Staff knowledge and skills (2)

5.3.3 Suppliers  (2)

5.3.4 Equipment (2)



5.3.5 Time (2)

5.4 Discuss the following statement: 'The receptionist of a hotel should be included when the kitchen staff are trained on new dishes that will be added to the room service menu.'  (5)

5.5 Read the recipe below and answer the questions.

SPINACH PANCAKES – yields 6	
Ingredients	Price per unit
1 × 300 g bunch of fresh spinach	R11,99 per bunch
100 g finely chopped onion	R8,99/kg
125 g finely grated Cheddar cheese	R44,99/400 g
3 eggs	R54,95/18s
1 ml ground nutmeg	R32,00/100 ml



- 5.5.1 Calculate the total cost of the recipe by completing the ADDENDUM (attached). Show ALL the calculations. Remove the ADDENDUM from the question paper and hand it in with the ANSWER BOOK.  (12)
- 5.5.2 Can a customer who belongs to the Muslim faith eat the dish above?  (1)
- 5.5.3 Give a reason for your answer to QUESTION 5.5.2. (2)

[40]

TOTAL SECTION B: 150
GRAND TOTAL: 200

(11011004)

ADDENDUM

EXAMINATION NUMBER

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QUESTION 5.5.1

SPINACH PANCAKES yields 6	PRICE PER UNIT	CALCULATIONS	TOTAL, ROUNDED OFF TO TWO DECIMALS
1 x 300 g bunch of fresh spinach	R11,99 per bunch		
100 g finely chopped onions	R8,99/kg		
125 g finely grated Cheddar cheese	R44,99/400 g		
3 eggs	R54,95/18's		
1 ml ground nutmeg	R32,00/100 ml		
		Total	
		Cost per portion	