



# higher education & training

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

## **NATIONAL CERTIFICATE (VOCATIONAL)**

### **HOSPITALITY SERVICES NQF LEVEL 4**

(11011034)

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

**This question paper consists of 10 pages.**

**TIME: 3 HOURS**  
**MARKS: 200**





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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. 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 (1.1–1.10) in the ANSWER BOOK.


- 1.1 A vessel that is used to hold wine which may contain sediment.
- A Wine cradle
  - B Carafe 
  - C Glass
  - D Decanter
- 1.2 ... does not form part of environmental control systems.
- A A bar counter
  - B Music
  - C Temperature
  - D Lighting
- 1.3 A document used to adjust errors on a sales invoice that has already been processed and sent to a customer.
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- A Requisition form
  - B Credit note
  - C Delivery note
  - D Product specification
- 1.4 A document signed after stock has been checked for a successful delivery.
- A Invoice
  - B Credit note 
  - C Order form
  - D Stock sheet
- 1.5 Top quality red wine is served at ...
- A 15 °C
  - B 16 °C
  - C 17 °C
  - D 18 °C
- 1.6 ... is an essential sales skill, and customers respond to enthusiastic sales staff who are passionate.
- A Waiters' knowledge
  - B Product knowledge
  - C Managers' knowledge 
  - D Service knowledge

1.7 The following protective clothing must be worn when cleaning toilets.

- A Disposable gloves
-  B Linen apron
- C Open-toe shoes
- D Protective eyewear


1.8 ... must be transferred to a storage container before it is taken to the store area.

- A Milk
- B Sugar
- C Bread
- D Water

1.9 A ... is not regarded as proof of age if you are unsure of a person's age when serving liquor. 

- A bank card
- B passport
- C birth certificate
- D driver's licence

1.10 The following persons are allowed to obtain liquor licenses.

- A Rehabilitated insolvents 
- B Persons committed in terms of the Mental Health Act
- C Persons over the age of 18
- D Persons who have broken liquor laws

(10 × 1) [10]

**QUESTION 2**

2.1 Name the cocktail glasses and equipment indicated below. Write only the answer next to the question number (2.1.1–2.1.5) in the ANSWER BOOK.

2.1.1



2.1.2



2.1.3



2.1.4





2.1.5



(5 × 1)

(5)

- 2.2 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–F) next to the question number (2.2.1–2.2.5) in the ANSWER BOOK.




COLUMN A		COLUMN B	
2.2.1	A process where manager and employees work together to assess the accomplished task 	A	informal meetings
		B	conform meetings
2.2.2	Meetings held periodically at set times in the organisation	C	once-off meetings
		D	performance meetings
2.2.3	Less structured in terms of decision-making	E	formal meetings
2.2.4	Pre-planned gathering of people to achieve a common goal	F	regular meetings 
2.2.5	Focus on the solving of problems that arise		

(5 × 1)

(5)  
[10]

### QUESTION 3




Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (3.1–3.10) in the ANSWER BOOK.

- 3.1 It is critical that all kitchen staff be cross-trained to handle other jobs.
- 3.2 A receiving area is where goods are stored.
- 3.3 Efficient and organised work habits help to carry out duties more effectively.
- 3.4 Persons who sell alcohol to minors cannot be fined. 
- 3.5 An inspection needs to be done to adapt a cleaning schedule.
- 3.6 Product specifications provide all the details of products being sold.
- 3.7  Serving slightly chilled champagne will reveal the good nature of the champagne.
- 3.8 Drinks equipment must be washed and stored correctly after every use.
- 3.9 Periodic cleaning of items or areas refers to cleaning done more often than once a week, but not daily. 
- 3.10 A stock sheet is the form on which stock is recorded during stocktaking.

(10 × 1) [10]

**QUESTION 4**


Give ONE word or term for each of the following descriptions. Write only the word or term next to the question number (4.1–4.10) in the ANSWER BOOK.

- 4.1 An alternative to cork that is used to seal wine bottles. 
- 4.2 A document to be completed when reporting faults and problems.
- 4.3 Anything that could possibly cause damage, harm or injury to people.
- 4.4 The number or amount of goods ordered.
- 4.5  A pale pink-coloured wine that is made from black-skinned grapes.
- 4.6 A special document to be completed when restocking the bar area.
- 4.7 Cleans debris and dirt.
- 4.8 The time that it should take a supplier to deliver goods after receiving the order.
- 4.9 This indicates the year when the grapes were harvested.
- 4.10 Snacks sold at the bar, such as popcorn or nuts. 

(10 × 1) [10]

**QUESTION 5**





Rearrange the following food courses in the correct order as they would be served during silver service:

Entrées	
Sweets	
Soups	
Roasts	
Fish	
Salads	
Cheeses	
Hors d' oeuvres	
Vegetables	
Sorbets	


[10]

**TOTAL SECTION A: 50**




**SECTION B****QUESTION 6**

- 6.1 TWO types of grapes varieties are used to make wine: red wine grapes and white wine grapes.   
Provide TWO examples of each the two varieties. (2 × 2) (4)
- 6.2 Describe FOUR guidelines a waiter would follow to help a customer choose a wine when pairing food with wine. (4)
- 6.3 Name THREE tips/guidelines on preparing cocktails. (3)
- 6.4 Discuss how a cocktail barman should deal with customers in a polite and friendly manner.  (5)
- 6.5 Define *silver service*. (3)
- 6.6 Suggest how a barman should deal with each of the following unexpected situations during drinks service:
- 6.6.1 Power failure (4)
- 6.6.2 Equipment failure (4)
- 6.6.3  Problems with drink service items (3)
- 6.7 Why is a cleaning programme important? (2)
- 6.8 Give THREE reasons why effective cleaning should be done in any public place. (3)
- 6.9 List FOUR alternatives for meetings. (4)
- 6.10 Give FOUR guidelines for good meeting etiquette.  (4)
- 6.11 Explain the procedure for receiving stock at a hotel. (7)
- [50]**




**QUESTION 7**




- 7.1 Provide a reason for the following stages in the wine making process:
- 7.1.1 Fermentation
- 7.1.2 Filtering and fining
- 7.1.3 Blending 
- 7.1.4 Aging
- (4 × 1) (4)



- 7.2 Give the information that should be provided to customers during wine service.  (3)
- 7.3 What information is required for one to be able to promote and offer alternatives to customers during cocktail service? (4)
- 7.4 Give TWO reasons why optics should be used to measure spirits during cocktail making. (2)
- 7.5 Provide THREE ways to identify an intoxicated person. (3)
- 7.6 Define *guéridon service*.  (3)
- 7.7 Indicate SIX ways to deal with a violent customer in the bar area. (6)
- 7.8 List FIVE types of information to be recorded if an incident occurs in the restaurant. (5)
- 7.9 Provide FOUR guidelines to prevent the misuse of chemicals in the workplace. (4)
- 7.10 Discuss how a decision can be reached in a meeting. (2 × 4) (8)
- 7.11 Explain the stocktaking procedure in a restaurant.  (8)

**[50]****QUESTION 8**

- 8.1 Describe the procedure a waiter should follow during wine service under the following headings:
- 8.1.1 Present wine (2)
- 8.1.2  Opening wine (3)
- 8.1.3 Pouring wine (2)
- 8.2 Explain the following terminology in cocktail making:
- 8.2.1 Stock in the bar 
- 8.2.2 Stock in storeroom
- 8.2.3 Stock on hand (3 × 2) (6)
- 8.3 Explain how one could improve customer service during cocktail making. (2)
- 8.4 Provide the procedure for training staff for silver service.  (4)
- 8.5 List FIVE legal requirements for obtaining a liquor license. (5)

- 8.6 What should be communicated to staff members regarding the liquor license? (5)
- 8.7 Ongoing inspection is one type of inspection that a manager can conduct in a hotel.   
Name TWO more types of inspections. (2 × 2) (4)
- 8.8 What is the aim of preparing an agenda for a meeting? (5)
- 8.9 Give FOUR reasons why it is important to distribute a meeting notice in advance?  (4)
- 8.10 Provide THREE quality checks for each of the following stock items:
- 8.10.1 Fish
  - 8.10.2 Can of tomato relish
  - 8.10.3 Gas bottle 
  - 8.10.4 Desk
- (4 × 2) (8)  
**[50]**
- TOTAL SECTION B: 150**  
**GRAND TOTAL: 200**