



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

REVISION QUESTIONS ANSWERS

TERM 4

TOPIC: KITCHEN AND RESTAURANT OPERATIONS: PROFESSIONALISM IN THE HOSPITALITY INDUSTRY

This document consists of 5 pages.

QUESTION 2

NSC NOVEMBER 2016

2.2

- 2.2.1 - Sam/The staff will not have pride in their work/ respect ✓
- They will not enjoy their work ✓
- They will not work quickly/hard/decrease speed/be less productive ✓
- They will not work efficiently / team work ✓
- They will not work neatly ✓
- They may work unsafely because they are nervous ✓
- It creates an unpleasant atmosphere for staff and guests ✓
- It creates unhappy staff members / negative attitude ✓
- Staff will resign / look for jobs elsewhere ✓
- Absenteeism increases ✓ (Any relevant answer) (3)
- 2.2.2 - Sam's bad mood will impact negatively on the profitability of the restaurant ✓
- Poor service will lead to dissatisfied customers not willing to pay ✓
- Loss of business/ customers will not return ✓
- No positive word of mouth ✓
- Fewer customers decrease income/profit ✓ (Any relevant answer) (3)

QUESTION 2

FEB-MARCH 2018

- 2.3.1 It can have both a negative and a positive impact;
Negative:
She hasn't been trained on the use of the POS system and might struggle ✓
She hasn't received training and might struggle with the service aspect and knowledge of the dishes served in the restaurant ✓
Positive:
Amanda could have a good attitude and has displayed a good first impression resulting in her being hired without an interview ✓
She could have portrayed a professional appearance ✓ (3)
- 2.3.2 For Amanda to show professional work ethics she needs to:
Be honest ✓
Be reliable ✓
Be punctual ✓
Be patient/tolerant ✓
Keep confidential matters to herself ✓
Work well with others and respect them ✓
Get to know herself and others ✓
Be creative ✓ (Any 3) (3)

QUESTION 2

FEB-MARCH 2017

2.2

- 2.2.1 Good service is meeting customers' needs timely√, by professional people√ in a pleasant environment√/in the way they want and expect them to be met√ (Any 2) (2)
- 2.2.2 The management decides on the level of service they would like in their restaurant√. The level of training differs√, Service is often linked to the price√ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service√
The more expensive the dish , the better the service is supposed to be√ (Any 3) (3)

QUESTION 2

NOVEMBER 2017

2.2

- 2.2.1 Honesty/loyalty/trustworthy/reliable/dependability/self-control/dedicated and integrity√ - towards customer by not taking the handbag and umbrella, but reporting it√
Alertness/ punctuality√ - immediately reporting the suspicious handbag in the foyer√
Self-respect and respect for other/work well with others – respect other people's belongings/handbag and umbrella√
Responsibility – reporting the incident to ensure that guest belongings are secure and safe√
Professionalism – calmly handling the issue. (2 marks for aspects and 2 for motivation) (4)

QUESTION 2

MAY-JUNE 2018

- 2.3.1 -Customers will get a negative image therefore they will not return to the restaurant√
-The restaurant will make less money√
-The customers will not speak favourably about their experience at the restaurant√
-Customers will not be satisfied √ (Any 2) (2)
- 2.3.2 -Yes/No√
-The uniform of the waiter is clean√
-Waiter is clean shaven√
-Hair is out of the waiters face√
-Foot wear is clean and safe√
-Waiter is not wearing excessive jewellery√ (4)

- Waiter is smoking in front of the restaurant ✓
 - Sleeves are rolled up ✓
- (Any 3)

QUESTION 2

MAY-JUNE 2019

- 2.1.1
- Wear a clean uniform ✓
 - Keep hair out of the face/hair must clean and neat ✓
 - Head gear should always be worn when handling food ✓
 - Finger nails should always be kept neat and short ✓
 - Avoid excessive jewellery ✓
 - Beards must be shaven/neatly shaven ✓.
 - Footwear should be clean ✓
 - No nail polish ✓
- (Any 4) (4)
- 2.1.2
- Productivity ✓
 - Punctuality ✓
 - Honesty/loyalty ✓
 - Reliability ✓
 - Tolerance/Patient/work well with each other/teamwork ✓
 - Confidentiality ✓
 - Respect ✓
 - Creativity ✓
- (Any 4) (4)

QUESTION 2

NOVEMBER 2018

- 2.2.1
- By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV ✓
- By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor ✓
- By speaking to guests about the safety of their belongings (must be related to keeping their belongings safe)/sending alerts to their devices ✓.
- Must be visible at entrance ✓
- Search staff when they enter the workplace or when they leave ✓
- (Any 2) (2)
- 2.2.2
- Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓
- Good teamwork will increase productivity ✓
- Good impression will lead to satisfied customers that are willing to pay ✓
- Satisfied customers become loyal customers that return to the business ✓
- Customers will come up with positive word of mouth that attract more customers ✓
- More customers will increase the income and profits ✓
- (Any 3) (3)

QUESTION 2

FEB-MARCH 2016

- 2.2 Professionalism is an unwritten code of behaviour✓ and set of attitudes✓ followed by food service workers. Examples of professionalism are professional ethics, appearance, honesty, integrity, responsibility. (2)

QUESTION 2

FEB-MARCH 2015

- 2.3 Yes, ✓
- The staff dress code creates order✓, discipline✓, and neatness✓.
 - Safety and hygiene of employees is maintained✓
 - Creates a sense of pride and dignity when wearing a uniform ✓
 - Creates a positive image of the employee and the establishment which will ensure repeat business and good word of mouth. ✓
 - The public will be of the opinion that if the staff has a professional appearance then the service will also be professional. ✓
 - First impressions are important and the professional looking staff will look trustworthy and efficient. ✓ (Any 4) (4)