



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

REVISION QUESTIONS ANSWERS

TERM 4

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

This document consists of 5 pages.

QUESTION 2

NSC NOVEMBER 2016

2.3

2.3.1 Internet shopping/on-line shopping/ e-procurement / telephonic order√ (Any 1) (1)

2.3.2 ONLINE SHOPPING:

- Ensure that he uses a credit card with a small limit√
- Use a secure connection, beginning with 'https'√
- Do business with a reputable organisation√
- Use a recommended/familiar website/secure web browser √
- Do not click on any hyperlink contained within a 'spam' e-mail√
- He should make sure he is on the website that he thinks he is on √
- Set the web browser to the highest level of security/notification/ anti-virus protection√
- Use the most recent version of your web browser√
- Look for the closed padlock icon – indicates detail protection √
- Read the terms and conditions properly√
- Make use of computer privacy filters√

OR

TELEPHONIC ORDER:

- Check the order quantity√
- Do not give your banking details over the telephone√
- Request that the receiver repeats the order to you√
- Check that there is a correct address for delivery√
- Check for contact details for the person you are dealing with√
- Phone a reputable company√
- Confirm method of payment√
- Confirm the delivery time√ (Any other relevant answer)

(4)

QUESTION 2

FEB-MARCH 2018

2.4.1 A POS system:

Reduces time spent on doing inventory√

Reduces time on sales on paper work√

Barcode scanners make checking out faster√

Makes ordering processes streamlined√

Service is more faster and accurate√

Assists the staff not to omit items in the bill√/ charging incorrectly√

(Any 3) (3)

2.5 Use a credit card with small limits√

Use a secure connection√

Do business with reputable organisation√

(2)

- Use the recommended website✓
- Do not click on any hyperlink contained within a 'spam' email✓
- Always use a secure web browser✓
- Look out for the closed padlock icon✓
- Read the terms and conditions of the suppliers website✓ (Any 2)

QUESTION 2

FEB-MARCH 2017

2.3

2.3.1 Point of sale system (POS)✓ (1)

2.3.2 The system will assist restaurant employees to complete their daily tasks that include : food and beverage orders,✓ communication of tasks to the kitchen✓, guest bill settlement✓, credit card processing✓, and charges posted to guest accounts in the hotel✓ (Any 2) (2)

QUESTION 2

NOVEMBER 2017

2.2

2.2.2 - If guests have already checked in via the PMS using the internet or smart phone their details will be electronically transferred onto the system.
 - Front office clerk will enter guest's name into computer/check personal details of guest✓
 - Proceed to the booking that was made/confirm booking/computer retrieve reservation✓
 Make a printout of registration card and let guest sign✓
 Once reservation is displayed on the screen, a room is allocated/check availability of the room/check room number✓
 · To check the date of departure✓
 · To check out the front office clerk will enter the guest's name to retrieve the invoice of guest✓, the guest must pay the total due on their account and sign✓
 - When guests check out the computer system notifies housekeeping/ other departments✓ (Any 3) (3)

QUESTION 2

MAY-JUNE 2018

2.2.1 -Description of the goods✓
 -The price/value per unit✓
 -Quantity that was received✓
 -Quantity that was issued✓
 -New balance of the stock/stock on hand✓

- Cash column√
- Date√
- Signature √
- Requisition/order/bin number √ (Any 3) (3)

- 2.2.2
- Less time consuming√
 - Easy to determine the quantity of stock that should be in the store at any given time√
 - Stock figures can be compared; differences can be highlighted√
 - The total cost of the stock will be recorded instantly and will be deducted from the stock list√ (Any 3) (3)

QUESTION 2

MAY-JUNE 2019

- 2.1.3
- The computer determines which rooms e.g. smoking/non-smoking, single or double, room with a view√ and rates√ are available for a specific night√
 - The computer records the accommodation sales for a single night√
 - The number of guests including children are entered into the system√
 - Contact details of the guests are recorded√
 - The method the guest will use for payment is recorded√
 - A registration card is prepared and saved on the computer√
 - Use a centralized computer system to make reservations√
 - Use the computer to search for the best possible accommodation options with regards to price and availability√
 - Online reservations made easier.√ (Any 3) (3)

QUESTION 2

NOVEMBER 2018

- 2.3 Computers can assist chefs in the following ways:
- Dish sales can be recorded√
 - Unpopular dishes can be removed from the menu√
 - The chef can search dishes for the menu on the internet√
 - The menu and the ingredient costs can be calculated√
 - Selling price can be calculated easily√
 - Profit can be calculated easily √
 - Developing and changing of recipes can be simplified√
 - Recipes and ingredients can be listed√
 - Order lists can be compiled easily and accurately√
 - Metric conversions can done automatically√
 - Serving sizes can be printed on a recipe√
 - Nutritional values can be determined√
 - Online dictionary for translating menu/ingredient terms √ (Any 4) (4)

QUESTION 2

FEB-MARCH 2016

- 2.3 Computers are used for accounting purposes in the hospitality industry for:
- Financial planning and budget control✓
 - Calculating profit and loss✓
 - Accounts payable and receivable✓
 - Inventory management✓
 - Processing customer orders✓
 - Processing credit and debit card transactions✓
 - Payroll in store✓
 - Tracking employee time and attendance✓
 - Scheduling staff✓ (Any 4) (4)
- 2.4
- Determines which rooms are available✓
 - Determines which rates are available for the specific nights✓
 - Records accommodation sales for a single night✓
 - Prepares reservation cards✓ (Any 2) (2)

QUESTION 2

FEB-MARCH 2015

- 2.4
- Waiters use hand-held computer technology to put the orders through to the kitchen✓,
 - It is a fast and accurate transmission of guest orders✓
 - Order goes directly to the kitchen and the bar✓ (Any 2) (2)