



Province of the
EASTERN CAPE
EDUCATION

HOSPITALITY STUDIES

GRADE 12

REVISION QUESTIONS

TERM 4

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

All the questions in this document were sourced from previous NSC question papers.

This document consists of 4 pages.

QUESTION 2

NSC NOVEMBER 2016

2.2 Study the scenario below and answer the questions that follow.

Sam, the maître d'hôtel at the Hollandaise Restaurant, is always in a bad mood. He is always shouting at the waiters in front of the guests.

2.2.1 Explain how Sam's attitude will influence the staff. (3)

2.2.2 Predict how Sam's actions will affect profitability at the Hollandaise Restaurant. (3)

QUESTION 2

FEB-MARCH 2018

2.3 Study the scenario below and answer the questions that follow.

Amanda was employed as a waiter at a local hotel recently. She told you that the hotel manager gave her just one look, appointed her and told her to start straight away, without interviewing her or introducing her to the point-of-sale (POS) system.

2.3.1 Explain what impact the manager's action will have on service excellence. (3)

2.3.2 Amanda has decided to accept the job at the local hotel. Advise Amanda on 'professional work ethics' that she should display. (3)

QUESTION 2

FEB-MARCH 2017

2.2 Study the statement below and answer the questions that follow.

Good service differs from one restaurant to the next.

2.2.1 Identify the type of system. (2)

2.2.2 Critically discuss the statement above. (3)

QUESTION 2

NOVEMBER 2017

2.2 Study the scenario below and answer the questions that follow.



A porter at a hotel immediately reported a handbag and umbrella left behind by a guest to the reception staff.

2.2.1 Identify TWO aspects of professional work ethics that the porter displayed in the scenario. Motivate EACH aspect.

(4)

QUESTION 2

MAY-JUNE 2018

2.3 Study the picture below and answer the questions that follow:



- 2.3.1 First impressions are very important in the hospitality industry. Explain what impression the image above will create and also what the impact thereof will be on the restaurant. (2)
- 2.3.2 Do you consider the professional appearance of the waiter appropriate or not? Motivate your answer. (4)

QUESTION 2

MAY-JUNE 2019

- 2.1 Study the extract below and answer the questions that follow.

The yearly July Handicap brings together a variety of cultures. Many hospitality establishments are fully booked during that weekend. Computers are used to assist with the workload in order to deal with the large volumes of tourists. Mr Max, the hotel manager says: 'Our employees have to display a high degree of professionalism during this time.'

- 2.1.1 State FOUR ways in which employers could ensure a neat and professional appearance. (4)
- 2.1.2 The employees in the above hotel display a high degree of professionalism. Name FOUR aspects of ethical behaviour that employees should uphold. (4)

QUESTION 2

NOVEMBER 2018

- 2.2 Study the extract below and answer the questions that follow.

Ayakha is the head waiter at the Dunamis Hotel. She always encourages alertness, team work and a positive attitude among her colleagues. All the staff members are well trained on the use of computers as most activities in this hotel are done electronically.

- 2.2.1 Explain TWO ways in which the security staff can demonstrate alertness at the hotel. (2)
- 2.2.2 Good team spirit at any hospitality establishment will impact on the profitability of the establishment. Discuss the statement above. (3)

QUESTION 2

FEB-MARCH 2016

- 2.2 What do you understand by the term *professionalism*? (2)

QUESTION 2

FEB-MARCH 2015

2.3 Study the statement below and answer the question that follows.

A professional appearance instils a sense of confidence in employers, employees and the public.

Do you agree with the statement? Motivate your answer.

(4)