



SUBJECT: HOSPITALITY GENERICS LEVEL 2

CLASS TEST TOPIC 1

MARKING GUIDELINE

QUESTION 1

- 1.1 B
- 1.2 A
- 1.3 F
- 1.4 D
- 1.5 C

QUESTION 2

- 2.1 Front office manager/receptionist
- 2.2 Food and beverage manager
- 2.3 Food preparation manager/Kitchen manager/Executive chef
- 2.4 Executive housekeeper/Housekeeping manager
- 2.5 Laundry assistant
- 2.6 Sous-chef
- 2.7 Assistant managers

QUESTION 3

- 3.1 A/Commis chef
- 3.2 K
- 3.3 J
- 3.4 B
- 3.5 C
- 3.6 D
- 3.7 F
- 3.8 E
- 3.9 G
- 3.10 H

QUESTION 4

- 4.1 Organogram
- 4.2 Subordinate
- 4.3 Time-share
- 4.4 Self-catering
- 4.5 Game lodges
- 4.6 Clubs
- 4.7 In-house-catering

QUESTION 5

- 5.1 Hospitality, Conservation, Sport and recreation, Gaming and lotteries
Travel and leisure and Commercial sectors.
- 5.2 Bed-and-breakfast establishment
- 5.3 Restaurant
- 5.4 World Heritage Site

- 5.5 Travel insurance
- 5.6 Museums, Sport stadiums, Casinos,etc.
- 5.7 Table Mountain, Cango Caves, Golden Gate,etc.
- 5.8 Human resources
- 5.9 Table Mountain
- 5.10 Natural, human and man-made resources

TOPIC 1

CLASSTEST

QUESTION 1

Choose an activity from COLUMN B that matches the traveler or tourist in COLUMN A. Write only the letter (A-F) next to the question number on the answer sheet.

COLUMN A:

- A. transport
- B. conference facilities
- C. leisure
- D. information
- E. traffic ticket
- F. gaming

COLUMN B:

- 1.1 Business woman
- 1.2 Overseas tourist
- 1.3 Wildlife researcher
- 1.4 Overseas tour operator
- 1.5 Olympic athlete

(5)

QUESTION 2

Give one word/term for each of the following descriptions: Write only the word/term next to the question number.

- 2.1 The person in a hotel who makes sure that there are people to greet the tourists and give them rooms.
- 2.2 The person who buys the food and beverages needed in the hotel.
- 2.3 The person who makes sure the workers in the kitchen prepares meals and beverages for guest.
- 2.4 The person who makes sure that the rooms in the hotel are clean and tidy.
- 2.5 The person who washes clothes, sheets and towels for the rooms in the hotel.
- 2.6 The person that is second in command in the kitchen?
- 2.7 The person that is involved in routine and daily management tasks as instructed by the general manager.

(7)

QUESTION 3

Choose a title in COLUMN B that matches the suitable task in COLUMN A:

COLUMN A:

- 3.1 Someone who helps in preparing of cooking food for a caterer.
 - 3.2 Someone who is specifically trained to prepare dessert dishes.
 - 3.3 A person who has extensive knowledge of wines and will make recommendations on wine and food commendations.
 - 3.4 Someone who ensure that a restaurant runs smoothly.
 - 3.5 A waiter that is assigned to a station or group of tables within a restaurant.
 - 3.6 The person who is responsible for serving drinks to guests and for maintaining the bar.
 - 3.7 Someone who accompanies tourists on a tour.
 - 3.8 Someone who answers the telephone and takes bookings for rooms.
 - 3.9 The person who assists tourists in their choice of destination and makes all the bookings for their plane or bus tickets as well as their accommodation.
 - 3.10 Someone arranges the events program, books and makes delegates, books and makes arrangements for the delegates and venues.
- (10)

COLUMN B:

- A. catering assistant
- B. restaurant manager
- C. chef de rang
- D. bar attendant
- E. switchboard operator
- F. tour guide
- G. travel agent
- H. conference organiser
- I. front office manager
- J. sommelier
- K. chef de patisserie

QUESTION 4

Give one word/term for each of the following descriptions by choosing a word/term from the list below. Each word must only be used once.

LIST: Time-share; organogram; in-house-catering; Self-catering establishments;; subordinate; game; lodges;

- 4.1 A diagram showing the lines of authority and communication channels within an organisation.
- 4.2 Someone who is of lower rank of authority and receives orders from his or her superior.
- 4.3 When a person purchases the right to occupy a room or a suite in a resort during a specific time of year.
- 4.4 Provides only accommodation to guests, usually in a flat or a cottage. Guest must provide their own food.
- 4.5 Wild animals with accommodation.
- 4.6 This type of establishment provides sports facilities, a bar and a restaurant.
- 4.7 Management of the business of a factory hires their own chefs and kitchen staff to cook meals for the staff. (7)

QUESTION 5

Give **ONE** word or term for the following:

- 5.1 The hospitality, travel, and tourism industry is made up of the following sectors? (6)
- 5.2 Accommodation in a private house or small hotel where you can sleep and have breakfast in the morning is called.... (1)
- 5.3 Places where people sit at tables to consume and pay for the meals they have ordered..... (1)
- 5.4 The museum on Robbin Island is the most visited museum in South Africa and is called a..... (1)
- 5.5 The money people pay to certain companies to protect themselves in cases where they need cover if something goes wrong while they are travelling is... (1)
- 5.6 Give 3 examples of a man-made national heritage attraction. (3)
- 5.7 Give 3 examples of a natural national heritage attraction. (3)
- 5.8 The traditional homesteads of the Zulus falling under our country's _____ resources. (1)
- 5.9 Name a natural heritage of South Africa that is also used as an easily recognisable icon. (1)
- 5.10 Give the resources that form the basis of South Africa's national heritage. (3)

(21)

[50]