

# HOSPITALITY

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6156  
Paper 1

## GENERAL COMMENTS

Acknowledgements are given to all teachers for their efforts and dedication to our second examination

Questions 1, 2, 4, 5, and 6 were mostly well answered by most candidates. However, most candidates find questions 3 and 7 difficult because only a few candidates score full marks and most candidates are struggling to answer the questions with EXPLAIN, DISCUSS and DESCRIBE command verbs. Most candidates obtained average marks with only a few candidates scoring below and above average. The question paper was very well-adjusted according to the syllabus requirements. Few candidates failed to follow the instructions on the question paper.

## COMMENTS ON INDIVIDUAL QUESTIONS

### SECTION A

- 1 This question was well answered by most candidates, who managed to give the correct definition of Tourism.

**The correct answer was:**

- (a) It is the industry of people travelling to and staying in places outside their usual environment for either pleasure or business purposes.

OR

Tourism is the commercial organisation and operation of holidays and visits to places of interest, leisure, pleasure or for business interest purposes.

- (b) This question was well answered by most candidates. However, candidates have confused modes of transportation which is Land transport with Road transport which is an example of land transport.

**The correct answers were:**

- (i) **Air transport**  
(ii) **Land transport**

- (c) This question was well answered by most candidates. However, candidates struggled to give the correct answer for C. (i).

**The correct answers were:**

- (i) Ministry of Environment and Tourism / MET  
(ii) Ministry of Health and Social Services / MoHSS

- (d) This question was answered by most candidates, who managed to give two points of the functions of Front Office Personnel but candidates did not give full explanations of the function of Front Office Personnel. Teachers should train their candidates on how to answer the questions by providing a full explanation.

**The correct answers were:**

- The front office is the face of the hotel and it has all the responsibility to ensure that all the guests' needs are met and the requests of the guests are taken care of,
- The front office personnel function is to better coordinate between the guest and the hotel. The guest always passes through the front office and the guest calls the front desk for any assistance, if needed,
- The front office personnel have to sell the rooms to boost revenue where possible,
- The front office improves the guest contact by going the extra mile for the satisfaction of the guest,
- All associates need to be motivated and take an interest in the hotel operation to add value to the guest services.
- All guests need to feel satisfied to ensure that they have fewer complaints. Guests must be given what they need whenever possible.
- The front office welcomes guests to the accommodation section.

- The front desk meets and greets the visitors.
- Answering visitor's enquiries about a company and its products or services is another task.
- Taking and organising reservations are two more duties.
- Directing visitors to their destinations is yet another task.
- Allocating check in and out of rooms forms part of the service.
- Organising porter service is another consideration.
- Issuing keys and other security arrangements is an important duty.
- Passing on messages to customers is also done by the front desk.
- Sorting and handing out mail also forms parts of the schedule completed by the front desk.
- Settling the accounts is another task.
- Answering incoming calls on multi-line telephones as well as filing are the responsibility of the front desk.
- Record keeping is another task.
- Keyboarding/data entry is also entrusted to the front desk.

- (e) This question was answered above average by most candidates who managed to give three points of economic benefits of an increased number of tourists in Namibia. However, most candidates failed to give full discussions on the points given. Candidates were supposed to give three of the correct points below with supportive and detailed discussions on the economic benefits of increased tourists to Namibia

**The correct answers were:**

- Brings in foreign currency
- Positive balance of Payment
- Improved and development of infrastructure such as good road network, electricity, clean water supply or telecommunication.
- Increases employment/job opportunities for citizens and aids regional development
- Contributes to GDP
  - It increases the demand for the development of more shops and hotels
  - It enhances the economy of the region and creates revenue for the local government
- Large amount of investments are also made when tourist resorts are constructed
- Local people will earn money/income/profit through selling of their craft products to the tourist
- Many Namibians make a living selling curios and crafts to tourists / It stimulate interest in local crafts
- The government earns valuable taxes from the tourism industry
- It provides a higher quality of life for locals and an increase in wealth of an area. It also increases the demand for the development of more shops and hotels
- Tourists also use public services, thereby creating funding for public services such as health, police and the fire department as well as increasing the demand for public transport

- 2 (a) This question was well answered by most candidates. Most candidates managed to identify the type of communications.

**The correct answers were:**

- (i) Verbal
- (ii) Non-verbal

- (b) This question was well answered by most candidates. Most candidates managed to identify the type of barrier to communication

**The correct answer was:**

Language Barriers/Different language

- (c) This question was answered below average because candidates could not provide full explanations of their points in detail.

Candidates were expected to give three of the following points below and give full detailed discussions on how to communicate effectively with a rude customer.

**The following were the correct points for discussions.**

- Allow customers to talk
- Show you care
- Use the correct tone
- Be neutral

- Do not react to rude comments - just listen
- Avoid talking with rude customers within earshot of other customers
- Use words like “likely”, “typically”, “perhaps”, “sometime”, “possibly”.
- Summarise main point and work together on a solution
- Set limits and end the interaction

(d) This question was answered below average. Most candidates failed to give two full explanations for ways that professional conduct is important in a hospitality establishment.

**Candidates were supposed to give two full explanations of the following correct answers:**

**Good reputation** since customers will share their experiences with their friend/customers will also recommend their friends/relative to an establishment.

**Well trained and professional staff** will make customers happy because they will feel welcomed or taken seriously, which create good image for the establishment.

**Fully booked** establishment will increase the revenue and boost the economic status of the hospitality establishment.

(e) This question was answered above average. Most candidates managed to give the correct definition of Good Customer Service.

**The correct definitions of Good Customer Service were:**

- to help customers efficiently in a friendly manner, handle issues for customers and do their best to ensure customers are satisfied

**or**

- meeting expectations by showing the customer how important he or she is to the business by interacting with him or her.

(f) This question was well answered by most candidates. Most candidates managed to state the type of customer who is most likely to use an internal hotel chain.

**Candidates were supposed to state one of the correct answers below:**

- Tourist
- Families
- Elderly
- Business travellers
- Delegates
- Sports people
- Cultural groups
- Backpackers

(g) This question was answered above average by most candidates. However, there were still candidates who could not give a full explanation to their given points on the ways that good customer service may benefit a hospitality establishment.

**The correct answers were:**

- Customers and clients are happy
- Customers will make word-of-mouth recommendations
- Customers might come again which increases profitability
- The business will have a good reputation
- The business will grow and prosper
- Retains customer loyalty as they do not shift to the competition
- More reference: they talk about their experience to others which means more customers and more money to a business.
- It provides owners and employees with a feeling of confidence: they praise the business and boost the employee morale.
- Satisfied customers create a holistic marketing scenario
- It provides a competitive advantage

3 (a) (i) This question was well answered by most candidates. Candidates managed to state the three causes of health hazards that the housekeepers are exposed to.

**The correct answers were:**

- Ergonomics/or lifting and pushing
- slips, trips/falls
- hot surfaces and substances/Burn
- cutting equipment/cuts

- hazardous chemical and carbon dioxide gas
- electrical shocks
- occupational violence
- radiation

(ii) This question was well answered by most candidates:

Candidates were supposed to give one of the correct answers below:

A Mask/Face Mask/Dust Mask/Protective Mask/Safety Mask

(b) This question was answered below average by most candidates. Candidates failed to give three points with full discussions on the importance of health and safety to a hospitality establishment.

Candidates were supposed to give three of the correct answers below with full supportive discussions.

- To control hazards and develop a safety plan
  - identify hazards in the workplace and take steps to eliminate and minimise them
  - develop a safety plan
  - inform workers what to do to ensure their safety and what is expected from them
  - workers should have access to a first-aid kit
- To ensure that equipment and tools are regularly checked, maintained and safe to use
  - review safe work procedures and storage areas
  - provide adequate facilities for the welfare at work of workers in carrying out work
- To provide written instructions and safe work procedures
  - workers will be trained and shown how to do specific tasks
  - supervise workers to ensure that they are using their training
- Create a surface that supports open communication
  - staff/workers will be encouraged to share their ideas and thoughts on how to improve safety in the workplace
- To make safety a key part of the establishment
  - monitoring the health of workers and the condition at the workplace for the purpose of preventing injury or illness
- To maintain records
  - keep records of all first-aid treatment, inspections, incident investigations and training activities.

This information can help identify trends in unsafe conditions or work procedures

4 (a) This question was answered below average by most candidates. Most candidates failed to discuss the principles of food safety when handling food but mentioned ways on how to prevent cross contamination which were wrong answers.

**Candidates were supposed to give three of the following correct answers below:**

- Washing equipment before using and before storing
- Always clean the sink and bins with clean, hot, soapy water
- Keep utensils and towels clean. Wash them well in hot soapy water
- Use different bowls for seasoning/marinating meat, fish and chicken
- Do not mix food such as meat, fish, chicken together
- Always wear clean clothes e.g. apron
- Always cover your hair/tie your hair at the back
- Keep fingernails and toenails short and clean
- Wash your hands after using the toilet and before handling food
- Cover your mouth when coughing/sneezing
- Blow your nose with a clean paper handkerchief
- Always take off your apron and cap after work
- Keep food covered, clean and cool

(b) This question was answered above average. Most candidates managed to define *Cross Contamination*.

**The correct definition of cross contamination was:**

Cross contamination is the transfer of harmful bacteria from one food item to another.

(c) This question was well answered by most candidates. However, there were still candidates who did not give full explanations on two methods used to prevent cross contamination.

**The correct answers were:**

- Raw chicken, fish and meat are sure to contain micro-organisms, so they must always be kept well away from other food
- Rinse before cooking the meat, fish or chicken
- Cooked food such as meat should be stored away from uncooked food

- Store cooked meat above uncooked food in the refrigerator to prevent cross contamination
- Do not use the same chopping boards for cutting both cooked and uncooked food
- Use one plate for raw meat and a different plate for cooked meat
- Do not allow raw food to come into contact with cooked or ready to eat foods
- The place for storing frozen food in the refrigerator should not be overloaded as this can lead to cross contamination
- Use a clean shopping trolley/basket when shopping for food
- Clean and sanitise all work surfaces/clean equipment after use

- (d) (i) This question was well answered by most candidates . However, candidates did not give a full explanation of how cooked leftover meat should be treated to prevent contamination by micro-organisms.

**The correct answers were:**

- Cut the meat into very small pieces to be reheated
- Remove excess fat and bone. Then mince or chop finely
- Keep the reheated food at above 60°C to avoid bacterial growth
- Cover and refrigerate to prevent contamination
- Discard uneaten leftover meat after it has been reheated

- (ii) This question was well answered by most candidates. Most candidates managed to list the causes of food spoilage.

**The correct answers were:**

- moisture loss
- natural decay
- the action of enzymes
- chemical changes
- micro organism
- bacteria
- moulds/fungi
- yeasts

- (iii) This question was answered above average by most candidates. Most candidates were able to give two symptoms of ill health caused by spoiled food with full descriptions.

**The correct answers were:**

- **Nausea:** a general term describing a queasy stomach, with or without the feeling that you are about to vomit.
- **Vomiting:** a forceful contraction of the stomach muscles that cause the content of the stomach to come through the mouth.
- **Fever:** is a body temperature that's higher than the normal body temperature.
- **Stomach cramps/Stomach ache:** pain in the mid or upper abdominal area
- **Diarrhoea/Runny Tummy/Running Stomach:** the condition of having at least three loose or liquid bowel movement each day which can last for days.

- 5 (a) This question was answered below average by most candidates. Most candidates gave the function of the Security Officers instead of the purposes of Security in general in the hospitality establishment.

**The correct answers were:**

- To ensure safety in the less populated areas.
- To ensure peace of mind to the staff and guests by deploying security guards in dark alleys, storerooms and less used stairways
- To watch for illegal/dangerous activities.
- To protect the people and property, as they are the first to respond to the incident before the arrival of the police.
- Their timely response can prevent crimes like stealing, fraud, abduction and assaults.
- A security guard can help to optimise the parking to ensure a seamless experience for the guests during their stay.
- To make sure that lightning and CCT cameras are properly installed and working well.
- To check if the rooms are properly bolted, monitor the staff at the entry/ exit points and respond to any theft complaint by a guest.

- (b) This question was answered above average. However, most candidates could not specify the type of camera.

**The correct answers were:**

CCTV Camera/ Close Circuit Television Camera/Security Camera/Safety Camera/Surveillance Camera/

- Uses:**
- To record/keep footage of any illegal or unethical activities
  - To monitor/detect/capture what is happening in and outside the hospitality establishment
  - To reduce the risk of crime like theft and other illegal activities

- (c) This question was answered above average. Most candidates managed to give a full explanation of the importance of confidentiality with regard to the Business and the employee

**The correct answers were:**

- (i) - Confidentiality within the business will help to build and develop trust between business and customer  
- Confidentiality can lead to loss of business
- (ii) - Confidentiality can ensure that employees are protected in the sense that employee information is not given to any outsider  
- To avoid loss of employee trust, confidence and loyalty

- 6 (a) This question was answered well by most candidates. Candidates were able to choose from the table the best definitions that fit the descriptions.

**The correct answers were:**

- (i) Lunch  
(ii) Breakfast  
(iii) Supper

- (b) This question was well answered by most candidates. Most candidates managed to give a full description of dessert as a course of a meal with supportive examples.

- Dessert: a sweet/savoury course eaten at the end of a meal.
- a course that concludes a meal.
- The course usually consists of sweet foods, such as confectionery dishes or fruit and possibly a beverage such as dessert wine or liqueur

- (c) This question was well answered. Most candidates managed to identify the correct courses from the menu.

**The correct answers that best fit the Dessert and Starter were:**

- (i) Dessert -Baked Pineapple Pudding  
(ii) Starter-Steamed Carrots with White Sauce

- (d) These questions were answered below average. Most candidates failed to give full descriptions of Plate Service Style and Tray Service Style.

**The correct answers were:**

- (i) Plate service style is a service of pre-plated food to the guest by the restaurant staff presented from the left hand side of the guest.
- (ii) Tray service style is a service that does not make use of the usual dining table but instead dishes and table appointments are arranged in trays, which are brought to the diner.

- (e) These questions were answered below average. Most candidates could not identify the types of glassware suitable to serve the alcoholic and hot beverages.

**The correct answers were:**

- (i) Port, Sherry Copita, Red wine, White wine, Champagne flute, Red Bulgandy, Red Bordeaux glass  
(ii) Pint, Stange, Weizen, Snifter, Pilsner, Goblet, Tulip and mug glass  
(iii) Tea cup, coffee mug, coffee goblet, Cappuccino cup

- (f) This question was well answered by most candidates. Candidates managed to identify the type of table setting shown on the picture.

**The correct answer was:**

Informal table setting

- 7 (a) (i) This question was answered below average. Most candidates failed to give a full explanation of the item of equipment needed to wash the floor. Instead, candidates gave the correct name of equipment and its function which is wrong.

**The correct answers were:**

**Mop** is made out of cotton/polyester blends to clean up wet dirt.

- (b) This question was well answered by most candidates. Candidates managed to state two purposes of fabric softener.

**The correct answers were:**

- Fabric softeners help eliminate static and wrinkles while making clothes feel softer and smell better.
- To remove wrinkles/ wrinkle free
- To remove creases
- To make clothes smell good.
- To prevent fabrics clinging to the wearer

- (c) This question was answered below average by most candidates. Most candidates failed to discuss in detail the important points to remember when using chemicals.

**The correct answers on important points to remember when using chemicals were:**

- Use the least hazardous chemicals for the job
- Use personal protective equipment when handling chemicals e.g. gloves/face mask
- Ensure that safety data sheets are available when hazardous chemicals are stored
- Store chemicals safely and securely when not in use
- Do not store chemicals in food or drink containers
- Make sure that the chemicals are correctly labeled
- Ventilate the area by opening windows and doors
- Wipe up the spillage using paper towels or absorbent materials
- Safely dispose of the spilt chemicals and materials used to clean up
- Do not mix two cleaning agents together as it can be very dangerous

**POSITIVE SUGGESTIONS TO THE TEACHERS:**

- Teachers are encouraged to make use of the latest syllabus
- Teachers are encouraged to make use of the new prescribed Grade 10-11 Hospitality textbook
- Teachers are encouraged to teach according to the syllabus objectives and ensure that candidates master the objectives well.
- Teachers are encouraged to evaluate candidates according to the syllabus and not the textbook
- Teachers are encouraged to train candidates on how to answer **KNOWLEDGE AND UNDERSTANDING QUESTIONS/ AND PROBLEM SOLVING & EVALUATION/ LEVEL QUESTIONS** with different command verbs like **Explain, Describe and Discuss**. Candidates should give at least 3 main points and be able to provide sufficient detailed discussions, explanations and descriptions.

**For Example:**

**Describe:** state the points of a topic or give characteristics and main features

**Discuss:** write about issues or topic in depth in a structured way.

**Explain:** set out purposes or reasons/make the relationships between things evident/ provide why and/or how and support with relevant evidence.

Teachers are encouraged to give exercises to candidates in order to describe, discuss and explain any Hospitality objectives and assess candidates. Then give them feedback by paying more attention to how to answer the describe, discuss and explain questions. Teachers should encourage candidates to give two/three/four points in each question and answer according to the command verb used.

- Teachers are encouraged to pay school visits to sister schools that are offering Hospitality for enrichment.
- Teachers are encouraged to use different teaching aids and integrate ICT when teaching hospitality to cater for all candidates.