



**education**

Department:  
Education  
REPUBLIC OF SOUTH AFRICA

# **NATIONAL CERTIFICATE (VOCATIONAL)**

## **SUBJECT GUIDELINES**

### **HOSPITALITY GENERICS**

#### **NQF Level 3**

September 2007



# **HOSPITALITY GENERICS**

## **CONTENTS**

### **INTRODUCTION**

#### **1 DURATION AND TUITION TIME**

#### **2 SUBJECT LEVEL FOCUS**

#### **3 ASSESSMENT REQUIREMENTS**

3.1 Internal assessment

3.2 External assessment

#### **4 WEIGHTED VALUES OF TOPICS**

#### **5 CALCULATION OF FINAL MARK**

#### **6 PASS REQUIREMENTS**

#### **7 SUBJECT AND LEARNING OUTCOMES**

7.1 Identify nutritional needs of healthy individuals and plan and cost menus.

7.2 Maintain hygiene in food preparation and storage.

7.3 Operate a payment point and process payments

7.4 Handle and record refunds

7.5 Maintain a booking system

7.6 Maintain effective working relationships

7.7 Apply for a job or work experience placement

#### **8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY GENERICS**

8.1 Physical resources

8.2 Human resources

8.3 Financial resources

## INTRODUCTION

### A. What is Hospitality Generics?

Hospitality Generics enables the student to understand the sectors of the tourism and hospitality industries and explore their related work opportunities. It also contains broad knowledge, skills and values required to operate hygienically and safely in the hospitality environment. Hospitality Generics equips the student to understand the dynamics of teams and work effectively as a team member. It enables students to plan and cost menus, operate payment points and computers and maintain booking systems. It also empowers students to develop themselves in job roles and explore self-employment opportunities.

### B. Why is Hospitality Generics important in the Hospitality programme?

Hospitality Generics addresses three very important aspects of working effectively in the hospitality industry namely hygiene, safety and teamwork. The subject provides students with knowledge and understanding of hygiene and safety principles and enables them to apply these effectively. Teamwork forms the basis of most hospitality operations. Thorough understanding of team dynamics and related practical applications throughout the programme enable students to work effectively in teams.

### C. The link between Hospitality Generics Learning Outcomes and the Critical and Developmental Outcomes

The student will be able to apply the important principles of teamwork through developing interdependence and self-discipline. Students will be able to use technology effectively and critically, showing responsibility to the environment and the health, safety and security of other people in the hospitality industry.

The following Critical Outcomes are addressed by Hospitality Generics

- Identify and solve problems in which responses display that responsible decisions, using critical and creative thinking, have been made.
- Work effectively with others as a member of a team, group, organisation or community.
- Organise and manage oneself and one's activities responsibly and effectively.
- Collect, analyse, organise and critically evaluate information.
- Communicate effectively using visual, mathematical and/or language skills in the modes of oral and/or written presentations.

### D. Factors that contribute to achieving Hospitality Generics Learning Outcomes

Students who choose the hospitality industry as a career have to understand why safety, hygiene and teamwork are so important in all areas of the industry. Students who open themselves to acquire knowledge of these aspects will be able to apply the principles successfully. Students with an interest in hospitality-related computer software will find point of sale and booking system applications exciting and challenging. The subject requires students to work individually and in teams in an organised, disciplined manner. Students must be able to follow instructions and take responsibility for their actions.

## 1 DURATION AND TUITION TIME

This is a one year instructional programme comprising 200 teaching and learning hours. The subject may be offered on a part-time basis provided the candidate meets all the assessment requirements.

Course preparation should consider students with special education needs.

## 2 SUBJECT LEVEL FOCUS

- Plan and cost a balanced menu for a variety of occasions
- Operate as a cashier in a hospitality environment

## 3 ASSESSMENT REQUIREMENTS

### 3.1 Internal assessment (50 percent)

#### 3.1.1 Theoretical Component

The theoretical component will form 40 percent of internal assessment.

Internal assessment of the theoretical component of Hospitality Generics Level 3 will take the form of observation, class questions, group work, individual discussions with students, topic and semester tests and internal examinations.

Assignments, case studies and tests can be done at the end of a topic. Tests and internal examinations must form part of internal assessment.

#### 3.1.2 Practical/Application Component

Practical components include applications, exercises and performance. The practical components must be indicated in a Portfolio of Evidence (PoE).

The practical component will form 60 percent of internal assessment.

Internal assessment of the practical component of Hospitality Generics Level 3 will take the form of assignments, practical exercises, case studies, practical examination in a simulated hospitality environment.

Students may complete practical exercises on a daily basis. Assignments and case studies can be done at the end of a topic. Practical examination can form part of internal practical assessment.

- **Some examples of activities for practical assessments include, but are not limited to:**
  - Presentations (lectures, demonstrations, group discussions and activities, practical work, observation, role play, self activity, judging and evaluation)
  - Exhibitions by students
  - Visits undertaken by students based on a structured assignment task
  - Research and developing information brochures
  - Task performance in a simulated/structured environment

- **Definition of the term “Structured Environment”**

Structured environment for the purposes of assessment refers to an actual or simulated workplace, or workshop environment. It is advised that practical assessment for Hospitality Generics be integrated with food preparation and services assessments.

- **Evidence in practical/application assessments**

All evidence pertaining to evaluation of practical work must be reflected in the student’s Portfolio of Evidence (PoE). The tools and instruments constructed and used for the purpose of conducting such assessments must be clear from evidence contained in the PoE.

#### 3.1.3 Processing of internal assessment mark for the year

A year mark out of 100 is calculated by adding the marks of the theoretical component and the practical component of the internal continuous assessment.

### 3.1.4 Moderation of internal assessment mark

Internal assessment is subject to both internal and external moderation procedures as contained in the *National Examinations Policy for FET College Programmes*.

### 3.2 External assessment (50 percent)

A national examination is conducted annually in October or November by means of a paper set, marked and moderated externally.

Details in respect of external assessment are contained in the *Assessment Guidelines: Hospitality Generics (Level 3)*.

## 4 WEIGHTED VALUES OF TOPICS

TOPICS	WEIGHTED VALUE
1. Identify nutritional needs of healthy individuals, plan and cost menus accordingly.	20%
2. Maintain hygiene in food preparation and storage.	10%
3. Operate a payment point and process payments	20%
4. Handle and record refunds.	10%
5. Maintain a booking system.	15%
6. Maintain effective working relationships with all members of staff.	10%
7. Apply for a job or work experience placement.	15%
<b>TOTAL</b>	<b>100</b>

## 5 CALCULATION OF FINAL MARK

Internal assessment: Student's mark/100 x 50 = a mark out of 50 (a)

Examination mark: Student's mark/100 x 50 = a mark out of 50 (b)

**Final mark: (a) + (b) = a mark out of 100**

All marks are to be systematically processed and accurately recorded to be available as hard copy evidence for, amongst others, purposes of moderation and verification, as well as purposes of reporting.

## 6 PASS REQUIREMENTS

The student must obtain at least fifty (50) in ICASS and fifty (50) percent in the examination.

## 7 SUBJECT AND LEARNING OUTCOMES

On completion of Hospitality Generics Level 3 the Student should have covered the following topics:

- Topic 1: Identify nutritional needs of healthy individuals, plan and cost menus.
- Topic 2: Maintain hygiene in food preparation, cooking and storage
- Topic 3: Operate a payment point and process payments
- Topic 4: Handle and record refunds
- Topic 5: Maintain a booking system.
- Topic 6: Maintain effective working relationships
- Topic 7: Apply for a job or work experience placement

### 7.1 Topic 1: Identify nutritional needs of healthy individuals and plan and cost menus.

**7.1.1 Subject Outcome:** Plan and compile balanced menus for a variety of occasions or establishments.

#### Learning Outcomes:

The student will be able to

- Understand the basic food groups and what constitutes a nutritious meal.
- Understand the term 'balanced menu'.
- Understand the various types of menus, their typical structures and the needs of the target markets.
- Source suitable products and recipes for menu planning purposes.

- Develop and compile menus for a variety of occasions.
- Understand the principles of menu costing.
- Understand the principles of menu pricing.
- Compile a menu within a costing and pricing framework.

## **7.2 Topic 2: Maintain hygiene in food preparation and storage.**

**7.2.1 Subject Outcome:** Maintain and promote food hygiene and safety procedures during food preparation, cooking and storage to organisational and legislative requirements.

### **Learning Outcomes:**

The student will be able to

- Identify the most common food poisoning pathogens, their sources, associated illnesses and preventative measures
- Describe methods to detect signs of pest infestation and actions to take if infestation is identified.
- Demonstrate procedures for the hygienic storage of different food types (including the defrosting of frozen foods). Understand why this is important.
- Describe the relationship of time and temperature when storing and cooking food.
- Explain the importance of following health and safety procedures when lifting heavy items for storage.
- Lift all heavy items in accordance with safety procedures.
- Adapt food hygiene procedures but maintain good practices in a variety of situations.
- React appropriately to unforeseen operational problems related to food hygiene.

## **7.3 Topic 3: Operate a payment point and process payments**

**7.3.1 Subject Outcome:** Prepare, operate a payment point and process payments efficiently as well as performing cashing-up and hand over procedures

### **Learning Outcomes:**

The student will be able to

- Understand and demonstrate procedures for the set-up, operation and cashing up of a payment point.
- Understand the issues of security when operating a payment point including the prevention of unauthorised access.
- Deal with customers in a polite and friendly way. Understand how operational issues impact on customer service.
- Deal with unexpected operational situations while maintaining standards of customer service

## **7.4 Topic 4: Handle and record refunds**

**Subject Outcome 1:** Deal with customers and process refunds where necessary. Understand the importance of maintaining good customer relations and thus continued business with the customer.

### **Learning Outcomes:**

The student will be able to

- Describe the procedure for handling refunds and why the need for refunds may arise.
- Understand the implications of not giving a customer a refund on request.
- Know how to deal with a customer dispute appropriately including the reporting procedure.

## **7.5 Topic 5: Maintain a booking system**

**7.5.1 Subject Outcome 1:** Understand the importance of a booking system in the hospitality environment

### **Learning Outcomes:**

The student will be able to

- Understand the importance of giving accurate, knowledgeable and timeous information to customers.
- Explain the importance of providing an efficient booking service.
- Explain the importance of taking deposits for bookings and demonstrate the appropriate procedure.
- Understand the importance of keeping bookings up to date and following up when unconfirmed.
- Explain the importance of keeping other departments informed of bookings' status.

### **7.5.2 Subject Outcome 2:** Record and confirm bookings on a manual and computer system

#### **Learning Outcomes**

The student will be able to

- Determine the availability of services and communicate this clearly to customers. Offer alternatives if appropriate.
- Record and confirm a range of bookings.
- Be able to promote the establishment's facilities appropriately.
- Deal with a range of customers politely and efficiently.

### **7.5.3 Subject Outcome 3:** Maintain a manual and computer booking system

#### **Learning Outcomes**

The student will be able to

- Amend bookings in accordance with procedure.
- Given a system failure or manual error, describe what action to take.
- Work in an organised and efficient manner.
- Be able to adapt procedures for a range of situations.

## **7.6 Topic 6: Maintain effective working relationships**

**7.6.1 Subject Outcome 1:** Contribute towards the smooth running of the department and work effectively with fellow workers.

#### **Learning Outcomes:**

The student will be able to

- Understand and implement the organisation's procedures for resolving conflict.
- Understand the importance of internal communications systems and demonstrate written and verbal procedures.
- Suggest ways to improve internal communication.
- Describe own area of responsibility and be able to prioritise work appropriately.
- Describe the organisation's reporting levels and lines of authority.
- Understand why good relations influence levels of productivity.

**7.6.2 Subject Outcome 2:** Understand the importance of treating internal customers with respect and that confidentiality is a professional conduct issue.

#### **Learning Outcomes**

The student will be able to

- Treat colleagues in a polite and helpful manner. Understand why this is important.
- Understand why confidentiality is important in the work environment
- Show respect through professional conduct
- Obtain assistance when difficulties in performing responsibilities arise, and implement corrective actions.
- Given a number of different situations, adapt performance appropriately.

## **7.7 Topic 7: Apply for a job or work experience placement**

**7.7.1 Subject Outcome 1:** Prepare curriculum vitae, compare skills to available positions and submit applications with appropriate correspondence.

#### **Learning Outcomes:**

The student will be able to

- Identify job opportunities/vacancies that are appropriate to one's skill level and personal attributes.
- Determine appropriate contact strategies and activities to access opportunities that may be available.
- Prepare appropriate correspondence in accordance with the contact approach.
- Understand the importance of a CV or resume and compile one appropriate to the opportunity.

### **7.7.2 Subject Outcome 2:** Understand the importance of personal presentation during an interview

#### **Learning Outcomes**

The student will be able to

- Prepare appropriately for an interview.
- Project a positive and appropriate personal image during an interview

## **8 RESOURCE NEEDS FOR THE TEACHING OF HOSPITALITY GENERICS**

### **8.1 Physical resources**

- Point of sales (POS) system manual or electronic or cash registers.
- Computer and internet access for students preferred.
- Reservation/bookings system manual or electronic.
- Fully equipped food preparation kitchen.

### **8.2 Human resources**

- At least NQF Level 5 Hospitality training
- Industry experience

### **8.3 Financial resources**

- Video recorder for recording of simulated interview
- Cleaning equipment and materials
- Cleaning chemicals
- Safety equipment for handling the above