

Centre Number	Candidate Number	Candidate Name
---------------	------------------	----------------

NAMIBIA SENIOR SECONDARY CERTIFICATE

HOSPITALITY ORDINARY LEVEL

6156/1

PAPER 1

2 hours

Marks 100

2022

No additional materials are required.

INSTRUCTIONS AND INFORMATION TO CANDIDATES

- Candidates answer on the Question Paper in the spaces provided.
- Write your Centre Number, Candidate Number and Name in the spaces at the top of this page.
- Write in dark blue or black pen.
- You may use a soft pencil for any rough work, diagrams or graphs.
- Do not use correction fluid.
- Answer **all** questions.
- The number of marks is given in brackets [] at the end of each question or part question.

For Examiner's Use	
Question 1	
Question 2	
Question 3	
Question 4	
Question 5	
Question 6	
Question 7	
Total	
Marker	
Checker	

This document consists of **13** printed pages and **3** blank pages.



Republic of Namibia

MINISTRY OF EDUCATION, ARTS AND CULTURE

Answer **all** questions.

1 Tourism and Components of Hospitality and their Relationship

(a) Indicate whether the following statements are true or false. Tick (✓) next to each statement in the box provided.

		TRUE	FALSE
(i)	Tourists want to visit Namibia because of its natural and cultural diversity only.		
(ii)	There are direct flights to Namibia from different countries.		
(iii)	FENATA is a regulatory body for Namibia hospitality and tourism.		

[3]

(b) Namibia Tourism Board (NTB) mandate is to promote Namibia's tourism industry both locally and internationally.

(i) Explain **two** benefits for a hospitality establishment to become a member of the Namibia Tourism Board (NTB).

1

.....

.....

.....

2

.....

.....

.....

[4]

(ii) List **two** different sectors of the hospitality industry.

1

2

[2]

(c) Discuss the key function of a housekeeping subdivision.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[15]

2 Customer Service, Communication and Professionalism

(a) (i) Explain **two** ways how the waiter could apply effective communication skills when presenting a menu to customers.

.....
.....
.....
.....
.....
.....
.....
.....

[4]

(ii) List **four** common barriers to effective communication.

1

2

3

4

[4]

(b) Professional behaviour at any hospitality establishment will impact on the profitability of the establishment.

Discuss this statement.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

[6]

(c) Describe **one** common example of unprofessional behaviour.

.....
.....
.....
.....

[2]

(d) State **two** rights and **two** responsibilities of customers as consumers in a hospitality establishment.

Customer's rights

1
.....

2
.....

Customer's responsibilities

1
.....

2
.....

[4]

[20]

3 Health and Safety

(a) Jane is preparing cleaning agents in the cleaner's storeroom. Her safety glasses keep steaming up so that she cannot see. She takes them off and some cleaning agents splash into her eyes.

(i) Discuss how Jane should use chemicals in the workplace/storeroom.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

[6]

(ii) Identify **four** health hazards that could cause harm to cleaners.

1
.....
2
.....
3
.....
4
.....
.....

[4]

(b) List **two** examples of Personal Protective Equipment.

1

2

[2]

(c) Explain **two** health and safety controls when working with the following equipment.

(i) Electrical equipment

1

.....

.....

.....

2

.....

.....

.....

[4]

(ii) Personal Protective Clothing

1

.....

.....

.....

2

.....

.....

.....

[4]

[20]

4 Food Safety

(a) Learners in a hostel were given ham and cheese sandwiches, fried chicken drumsticks and boiled eggs for lunch. Due to the shortage of staff the lunch had to be prepared a day before. The refrigerator was full and the food was left uncovered overnight in the kitchen. The next day the kitchen was still dirty. About two hours after lunch two learners fell ill. By the end of the day a number of learners were ill and admitted to hospital.

(i) Identify **two** micro-organisms that caused the food poisoning.

1

2

[2]

(ii) List **three** symptoms of food poisoning.

1

2

3

[3]

(iii) Discuss the principles of food hygienic rules to ensure food safety in the scenario.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

(b) Describe the principles of food safety when reheating leftover food.

.....
.....
.....
.....
.....
.....
.....
.....
.....

[4]

(c) List **five** ways to prevent cross contamination from food to a person.

1
2
3
4
5

[5]

[20]

5 Security and Confidentiality

(a) Describe **two** ways how safety procedures are applied in terms of security in a hospitality establishment.

1

.....

.....

.....

2

.....

.....

.....

[4]

(b) Discuss how food and beverage division of a hospitality establishment can maintain security.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

[6]

[10]

6 Menus and Service Styles and Table Settings

(a) Describe take away service style.

.....
.....
.....
.....

[2]

(b) List **one** advantage of take away service style to the business.

.....
.....

[1]

(c) Define *lunch*.

.....
.....
.....
.....

[2]

(d) Study the picture below that shows a table setting for four guests to answer the following questions.



(i) Identify the crockery labelled 1 and 2.

1

2

[2]

(ii) Identify the glassware labelled 3.

.....

[1]

(iii) Distinguish the type of alcoholic beverages normally served in glassware 4.

.....

[1]

(iv) Identify the type of napkin folding style labelled 5.

.....

[1]

[10]

7 Cleaning

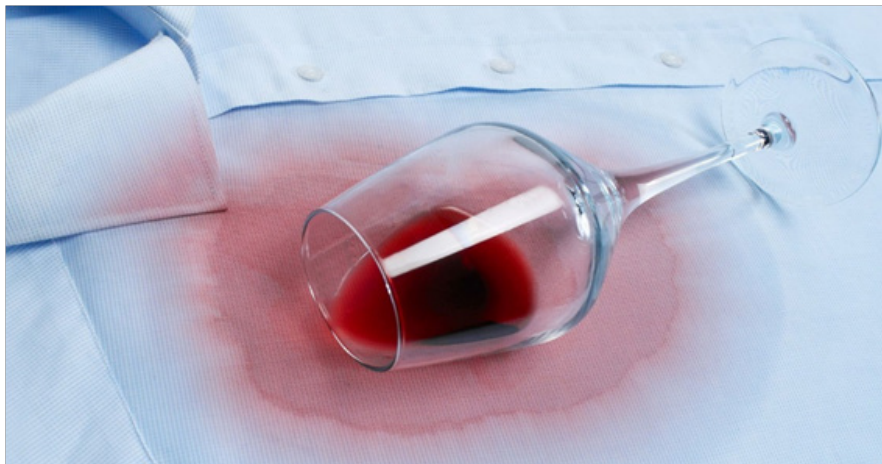
(a) State the use of the following cleaning equipment.



.....
.....

[1]

(b) Study the picture below which shows red wine spilt on a white table cloth.



Explain **two** ways how cleaning agents can be used to remove the red wine stain from the white table cloth.

1

.....

.....

.....

.....

2

.....

.....

.....

[4]

[5]

BLANK PAGE

BLANK PAGE

BLANK PAGE

The DNEA acknowledges the usage and reproduction of third party copyright material in the NSSC Assessment, **with and without permission** from the copyright holder. The Namibian Government Copyright Act allows copyright material to be used limitedly and fairly for educational and non-commercial purposes.

The Directorate of National Assessment and Examinations operates under the auspices of the Ministry of Education, Arts and Culture in Namibia.