



T055

Friday, 23/7/2021

08:30 – 11:30 AM

Names

Index number

TVET NATIONAL EXAMINATIONS, RTOF LEVEL 5, 2020-2021

QUESTIONS and ANSWERS BOOKLET

OPTION / TRADE : **CUINARARY ARTS**

SUBJECT : Coaching section staff on job skills

ACADEMIC YEAR: 2020-2021

[illegible]

NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021 NEA-2021

[illegible]



TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

INSTRUCTIONS TO CANDIDATES: PART I (Answer Booklet)

1. A candidate should fill in the actual names and the index number on the cover of this questions and answer booklet on the provided place (Black Box).
2. It is illegal for a candidate to write any of his/her names, index number or a school name inside the answer booklet.
3. A candidate should check if all pages of the answer booklet are complete. No candidate should remove or tear any pages or part of it from the answer booklet.
4. A candidate should answer in the language in which the examination is set. (See page **(ii)**)
5. A candidate should sign on the sitting plan when submitting the answer booklet. He/she has also to check if the answer booklet is well sealed.
6. No extra paper is allowed in the examinations room. If a candidate is caught with it his/her results will be nullified.
7. No candidate is allowed to write answers not related to the subject being sat for, otherwise it will be considered as a cheating case.
8. Write your answers on the 12 lined pages (From page 1 of 12 to page 12 of 12).
9. Use the last non-lined pages as draft.
10. Results for any candidate who is caught in examination malpractices are nullified. The cheating can be recognized during examinations administration, marking exercise or even thereafter.

TVET NATIONAL EXAMINATION, RTQF LEVEL 5, 2020-2021

OPTION/TRADE: CULINARY ARTS

SUBJECT: Coaching section staff on job skills

DURATION: 3 hours

INSTRUCTIONS TO CANDIDATES: PART II (Question Paper)

The paper is composed of two (2) main Sections as follows:

Section I: Attempt all the Twelve (12) questions (60 marks)

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

Allowed materials:

- Ruler and square
- Calculator

Note:

Every candidate is required to carefully comply with the provided assessment instructions.

Section I: Attempt all the Twelve (12) questions **(60 marks)**

- 01.** Outline at least any five (5) sections of a standard hotel kitchen. **(5 marks)**
- 02.** Identify any five (5) Common workplace issues that employees face at workplace. **(5 marks)**
- 03.** What are any five (5) disadvantages resulted from lack of innovation? **(5 marks)**
- 04.** In hotel establishment, workers are facing many cases of working problems; these are categorized in many types: Identify any five (5) problems of hotel establishment. **(5 marks)**
- 05.** Show any ten (10) ways to be followed for creating innovations. **(5 marks)**
- 06.** Outline any five (5) steps involved in staffing process. **(5 marks)**
- 07.** Mention at least five (5) factors that influence the kitchen organization. **(5 marks)**

- 08.** Outline any five (5) categories of workplace problems that can occur on hotel staff. **(5 marks)**
- 09.** List and explain five (5) types of operation according to the sections. **(5 marks)**
- 10.** Indicate any five (5) techniques for assisting colleagues. **(5 marks)**
- 11.** According to your own understanding, describe the term “mise en place tasks”. **(5 marks)**
- 12.** Enumerate any five (5) factors to consider during work/duties assignment. **(5 marks)**

Section II: Attempt any Four (4) questions out of Six (6) (40 marks)

- 13. a)** What do you understand by Six-step problem solving model?
b) List down Six-Step Problem Solving Model. **(10 marks)**
- 14.** List and explain any five (5) signs or indicators showing the weak kitchen management. **(10 marks)**
- 15.** Describe any five (5) reasons/importance of feedback. **(10 marks)**
- 16.** Describe any five (5) qualities of Supervisor. **(10 marks)**
- 17. a)** List at least five (5) categories of workplace problems
b) As a professional in monitoring kitchen, explain any five (5) types of staffing needs. **(10 marks)**
- 18. a)** Identify any five (5) qualities of an effective team from each team member. **(5 marks)**
b) Identify any five (5) negative behaviors in a workplace. **(5 marks)**

Do not write anything on this page !

