



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2010

MEMORANDUM

MARKS: 200

This memorandum consists of 13 pages.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	A	
1.1.2	B	
1.1.3	B	
1.1.4	D	
1.1.5	B	
1.1.6	A	
1.1.7	B,C,D	
1.1.8	D	
1.1.9	B,C	
1.1.10	B	

(10)

1.2 MATCHING ITEMS

1.2.1	B,F,H
1.2.2	D
1.2.3	A
1.2.4	H
1.2.5	B

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	Audiovisual/Electronic/any relevant answer
1.3.2	SWOT
1.3.3	Entrepreneur
1.3.4	Dress code/Professional ethics/any relevant answer
1.3.5	HIV
1.3.6	Scald
1.3.7	Standardised
1.3.8	Decanted/straining/any relevant answer
1.3.9	Table d'hote/set menu
1.3.10	Crumbing down

(10)

1.4 ONE-WORD ITEMS

1.4.1	Target market
1.4.2	Sanitising
1.4.3	Overhead costs/Indirect costs/Fixed costs
1.4.4	Half full
1.4.5	Liquor Act
1.4.6	White wine
1.4.7	Ice bucket
1.4.8	Dessert wine, sweet wine, port/ any relevant answer
1.4.9	Sommelier
1.4.10	Cafeteria

(10)

1.5 FILL IN THE MISSING WORD(S)

1.5.1	Business plan
1.5.2	Salmonella/staphylococcus/clostridium/Escherichia
1.5.3	18
1.5.4	Net profit
1.5.5	Inventory/Bin card/Store card

(5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

- 2.1 2.1.1
 - Be polite and friendly
 - Assist elderly or children or guests with special needs
 - Do not talk badly of the train service
 - Accept instructions regarding job attentively and always act in a responsible manner
 - Be punctual
 - Be alert
 - Do not talk loudly or shout
 - Dress code

(or any other relevant alternative answer)
(Any 5) (5)
- 2.1.2
 - Cleaning service
 - Part-time service and cleaning staff
 - Porter and shuttle service
 - Food preparation service
 - Flowers and other decor
 - Amenities
 - Maintenance service

(or any other relevant alternative answer related to the luxury train)
(Any 5) (5)
- 2.1.3
 - Yes/good/no/bad (1 mark – motivation must correlate)
 - Simple and easy to read
 - Not enough information included
 - The typeface and logo is consistent and legible
 - Language is clear and simple
 - The information appeals to the reader
 - No contact details provided
 - Information is a little bit 'thin', e.g. which country this is in – also destination of train (to and from, routes)
 - The words 'all inclusive' are not specified

(or any other relevant alternative answer)
(Any 6) (6)
- 2.1.4
 - Include a cover page, marketing plan and financial plan
 - Name of business/owner
 - Business description – business address, form of business, branding
 - Coach layout should be suitable for dining
 - Operating hours of restaurant/operational services
 - Additional service offered, e.g. catering, weddings, functions
 - Service description

(or any other relevant alternative answer)
(Any 6) (6)

- 2.2 2.2.1 Tuberculosis (1)
- 2.2.2 • Constant coughing
• Fever, chills and night sweats
• Chest pains
• Coughing blood
• Loss of appetite and weight
• Constant tiredness/dispnee
• Shortness of breath
(or any other relevant alternative answer)
(Any 3) (3)
- 2.2.3 • Colleagues who are infected could have coughed in her presence
• Sneezing over food
• Talking to customers and friends
• Singing in the kitchen
• Touching an infected person
(or any other relevant alternative answer)
(Any 2) (2)
- 2.2.4 • Stay away from work or school
• Avoid sneezing or coughing over food
• Use only pasteurised milk/from a reputable dairy
• Use a mask
(or any other relevant alternative answer)
(Any 2) (2)
- 2.3 2.3.1 • Carbonising of skin tissue/skin goes black
• Open-flame burns/Burn wounds
• Goes into shock/FIT/SKIN IS MOIST AND COLD
• Unconscious
• Not breathing
• No sign of blood circulation
(or any other relevant alternative answer)
(Any 4) (4)
- 2.3.2 • Switch off the main switch – so that the person does not continue being shocked
• Use a dry conductor (wooden broom) to remove the person from the appliance – to not shock yourself
• Treat for shock or burns – so that the person's condition does not deteriorate
• Check for vital signs – to get emergency help as soon as possible
• Check for colour – to establish vital signs
• Transport to hospital – for specialised care
(ONE mark for the procedure and ONE mark for the reason)
(or any other relevant alternative answer) (Any 3 x 2) (6)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

- 3.1 3.1.1
- It saves money/prevents loss of profit/more profit
 - Obtain more information with detailed report.
 - Increase productivity – less paper work/ Restaurant ordering is made easier.
 - Help fine tune the business model.
 - Create a new level of control over operations/improve
 - Ensure that every item is sold at a correct price.
 - Easy to keep track of correct stock on hand.
 - Provides faster and more accurate services.
- (or any other relevant alternative answer) (Any 3) (3)
- 3.1.2
- Purchases should be made by credit card.
 - Have limited amount of funds in your card to prevent fraud.
 - Use a secure connection/safe search engine
 - Deal and purchase with a reputable organisation.
 - Use recommended websites.
 - Privacy filter
 - Study terms and conditions
 - Locking icon
 - Don't click/open on any hyperlink/spam
 - Ensure that it is https//: safe
- (or any other relevant alternative answer) (Any 3) (3)
- 3.1.3
- Item bought
 - Make and model
 - Serial number
 - Date of purchase
 - Cost
 - Guarantee period
 - Contact numbers of suppliers
- (or any other relevant alternative answer) (Any 3) (3)
- 3.2 3.2.1
- | | | | |
|--|------------------------------|--------------------------|-----|
| | Cost of 50 meat dishes | = R110 x 50√ = R5 500,00 | |
| | Cost of 20 vegetarian dishes | = R80 x 20 √ = R1 600,00 | |
| | Total Cost | = R7 100,00 √√ | (4) |
- 3.2.2
- | | | | |
|--|------------------|-------------------------|-----|
| | 40% of R7 100,00 | = 40,00/100 x R7 100,00 | |
| | | = R2 840,00 | |
| | OR | | |
| | 40% = R710 x 4 | = R2 840,00 | (2) |
- 3.2.3
- | | | | |
|--|---------|-------------------------|-----|
| | Balance | = R7 100,00 – R2 840,00 | |
| | | = R4 260,00 | (2) |

3.2.4

QUOTATION	
SUNSHINE CATERING ✓	
Tel: 046 845 1136 ✓	Fax: 046 848 1139
Name of client: Mr Paveshan ✓	
Tel: 046 645 1020 (Host) ✓	Fax: 046 645 2210 (Host) ✓
Venue: Number 285, Osner Hotel, East London ✓	
DESCRIPTION OF MENU ITEMS	
50 meals including meat dishes	R5 500,00✓
20 meals including vegetarian dishes	R1 600,00✓
Total	= R7 100,00✓
Terms of payment	
Deposit R2 840,00 paid by 15/12/2010 ✓ (any date)	
Balance R4 260,00 paid by 31/12/2010 ✓ (any date)	
Accepted and signed (Client) ✓	Date
Food and Beverage Manager ✓	Date ✓

(Any 8) (8)

- 3.3 3.3.1 • Mixture is beaten after beaten eggs are added to them.
 • Beat the mixture vigorously (synonym or description) until it is smooth, thick and shiny.
 • Eggs should be beaten before adding to the mixture. (8)
- 3.3.2 • A piping bag and a plain or star tube nozzle may be used for choux paste.
 • Press the bag evenly when the paste is inside/seal bag at top and press evenly.
 • Let the paste fall from the tube onto a greased baking tray.
 • For éclaires pipe 7 centimetre lengths.
 • Cut/slice off at desired length/lift (2)
- 3.4 • Savoury – Cheese, mince, tuna
 • Sweet – Confectioner's custard, fresh cream (any suitable filling) (2)

- 3.5 3.5.1 Meringues (1)
- 3.5.2 Egg white and sugar (2)
- 3.5.3 • Beat egg white until soft peak stage.
 • Add sugar gradually and keep beating.
 • Add more until stiff peak stage.
 • Pipe into a baking sheet.
 • Bake dry in the oven.
 (Italian meringue method is acceptable)
 (Any 4) (4)
- 3.5.4 • Pavlova – meringue base served with cream and fresh fruit
 • Vacherin – round, hard meringue shell filled with ice cream or
 whipped cream, fresh or canned fruit and sponge biscuits can
 be used.
 • Baked Alaska
 • Lemon Meringue
 • Floating Islands
 • Sweet soufflé
 • Chiffon cake
 • Mousse (any suitable answer)
 NB – description with example (2)

[40]**QUESTION 4**

- 4.1 4.1.1 • Any function where food is limited to hand-eaten snacks.
 • Generally no seating is provided; people walk around, mingle
 and socialise.
 • It generally has a time limit.
 • They are friendly get-togethers where light hors d'oeuvres are
 served.
 (or any other relevant alternative answer)
 (Any 3) (3)
- 4.1.2 • Small, easy to eat, hot or cold snacks should be served
 • Consider the type of function – whether pre-dinner, nibbles, a
 one-hour or four-hour function
 • Consider the length of the function determined by the number of
 the snacks served
 • Have a variety of snacks
 • Time of the function, evening or midday
 • Have variety of flavour, colour and texture
 (or any other relevant alternative answer) (Any 5) (5)

- 4.2 4.2.1 **Evaluation:**
- The menu lacks the use of local South African commodities in the preparation of the snacks.
 - Lacks dishes of certain cultural groups
 - No sweet dishes included
 - Includes Halaal, Kosher, vegetarian
 - Cold and warm dishes included
 - Repetition of ingredients
 - Two curry dishes
- Recommendation:**
- Vegetable strips are not very South African – change to dried wors sticks.
 - Beef samoosas can be changed to kudu or ostrich samoosas.
 - Beef skewers can be replaced with kudu, ostrich, impala, warthog, etc. skewers.
 - Chicken canapés can be changed to guinea fowl or pheasant or ostrich canapés.
 - Incorporate local South African ingredients into every dish.
 - Curried vol-au-vents can be changed into minni bunny chows.
 - Malay curry can also be considered to be a South African dish.
 - Savoury shortbread could be replaced by mini koeksisters or Indian sweetmeats.
- (or any other relevant alternative answer) (Any 8) (8)
- 4.2.2 • Replace the yoghurt dip with a non-dairy dip such as a soy-based dip because yoghurt contains milk which is not suitable for ovo-vegetarians.
- Change the beef filling in the samoosas to a vegetable or lentil filling; ovo-vegetarians do not eat meat.
- Change the beef skewer to a tofu or vegetable skewer or soy sausage skewer because tofu is suitable for ovo-vegetarians.
- Chicken and mayo can be changed to vegetable canapés, such as hash browns etc. They do not consume chicken.
- Change the shortbread to a sweet snack without dairy such as koeksisters or fresh fruit, nuts. They do not consume milk.
- (or any other relevant alternative answer) (Any 4) (8)
- 0 4.2.3 Puff pastry (1)
- 4.2.4 (a) Butter – improves texture and flavour and give some tender products
- (b) Eggs – act as a binding, emulsifying and coating agent
- (c) Iced water – prevents the butter from melting and helps in the formation of gluten. (3)

	4.2.5	<ul style="list-style-type: none"> • Bouchées • Sausage rolls • Jam tartlets • Custard slices • Palmiers • Cream horns • Fleurons 	(Any relevant 3)	(3)
4.3	4.3.1	Roasting, pot roasting (potjie), oven bag (foil), braising		(1)
	4.3.2	<ul style="list-style-type: none"> • Rib • Loin • Leg • Flank • Breast • Shoulder • Belly (pork) 	(Any 3)	(3)
	4.3.3	120-250 g per person off the bone.		(1)
	4.3.4	<ul style="list-style-type: none"> • It keeps meat moist • Increases the nutritive value • Makes the meat go further/ more portions • Adds more flavour/taste • Improves appearance • Adds variety/more interesting • Makes a more expensive dish cheaper 	(Any 2)	(2)
	4.3.5	<ul style="list-style-type: none"> • Butternut/pumpkin/thanga • Sweet potatoes • Yams/Amadumbe • Umfino • Morogo/spinach <p style="text-align: center;">(or any other relevant alternative vegetable)</p>	(Any 2)	(2)
TOTAL SECTION C:				80
				[40]

SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 5.1.1 Red wine (1)
- 5.1.2
- Red meat
 - Game
 - Cheese
 - Pasta
- (Any 2) (2)
- 5.1.3 15-20 degrees C (1)
- 5.1.4
- Presenting of wine
 - Opening of wine
 - Ask the host if he would like to taste the wine.
 - Pour a small amount into the host's wine glass.
 - The bottle should not touch the glass.
 - The glass should not be lifted.
 - When pouring, the label should face the guest.
 - Pour on the right hand side of the guest.
 - After the host approves the wine fill the glasses of the other guests.
 - Move around the table in an anti-clockwise direction.
 - Fill glass $\frac{1}{2}$ way for the red wine.
(or any other relevant alternative answer) (Any 5) (5)
- 5.2 5.2.1 Bin card/store card/requisition card (1)
- 5.2.2
- All stock coming in and going out should be accounted for.
 - Deliveries, empties, crates and items going to the bar for sale should be documented.
 - Each establishment should have forms and order books to record items which leave the bar.
 - All requisitions must be recorded in a requisition book.
 - All sales must be checked and recorded against the requisition form.
 - Take stock with new person coming on shift
 - Must sign off the Maitre D
- (Any 4) (4)

- 5.3 5.3.1 Formal dinner /Table d' Hotel/ Set menu (1)
- 5.3.2
- Serving plates
 - Side plates
 - Soup Spoons
 - Table cloths
 - Glasses
 - Bowls
 - Fish forks and knives
 - Table knives and forks
 - Dessert spoons and forks
- (or any other relevant alternative answer) (Any 4) (4)
- 5.3.3
- Pleasant atmosphere
 - Furniture should be durable and comfortable
 - Soft serenading music
 - Good natural lighting
 - Temperature should be comfortable
 - Have beautiful plants at the background
 - Separate tables are set for food and beverages
 - Side plates are placed on the table in stacks
 - Glasses are available on the beverage buffet table
 - Serving equipment should be placed with each dish where necessary
- (or any other relevant alternative answer) (Any 4) (4)
- 5.3.4
- Clear up all utensils
 - Vacuum the floors
 - Switch air conditioner off
 - Switch all food warmers off
 - Wipe all counters and surfaces
 - Pack all left-over food and put in the fridge
 - Close all drink bottles and store them away
 - Check that all sideboards are completely empty
- (or any other relevant alternative answer) (Any 5) (5)
- 5.3.5
- Size and shape of the room
 - Number of guests to be served
 - Quantity of food to be displayed
 - Nature of the function
 - Organiser's suggestions
- (or any other relevant alternative answer) (Any 4) (4)

- 5.4 5.4.1
- Present it from the left using the left hand
 - Place menu in front of the guest
 - Make sure you have clean menus for everyone
 - Start with the ladies first
 - Inform customers about special items or promotions
 - Inform them about items that are not available
- (or any other relevant alternative answer) (Any 3) (3)
- 5.4.2
- Approach the host first to find out what he is ordering for all the guests
 - Stand to the left of the guest with the order pad on the palm of the hand, do not place the order pad on the table
 - Face the customers when taking orders
 - Be patient if the guest is hesitant
 - Be ready to answer any queries
 - Remember who ordered what food
- (or any other relevant alternative answer) (Any 3) (3)
- 5.4.3
- Store them right side up/ upside down
 - Hang by stem
 - Label shelf
 - Store same glasses together
- (or any other relevant alternative answer) (2)

TOTAL SECTION D: 40
GRAND TOTAL: 200