



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2012**

**MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 14 pages.**

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

1.1.1	C	
1.1.2	C	
1.1.3	A	
1.1.4	B	
1.1.5	B	
1.1.6	C	
1.1.7	B	
1.1.8	C	
1.1.9	D	
1.1.10	B	(10)

**1.2 MATCHING ITEMS**

1.2.1	D, H	
1.2.2	G	
1.2.3	H	
1.2.4	E	
1.2.5	C	(5)

**1.3 FILL IN THE MISSING WORD(S)**

1.3.1	Point of Sales/POS	
1.3.2	Barquette	
1.3.3	Crème anglaise	
1.3.4	Purple/Blue	
1.3.5	Fortified/ any example	(5)

**1.4 ONE-WORD ITEMS**

1.4.1	Competitor/Opposition	
1.4.2	Financial plan	
1.4.3	Meals on wheels/outside caterer	
1.4.4	Self respect/Positive attitude/Professionalism	
1.4.5	Chemical	
1.4.6	Requisition/order form	
1.4.7	Milchik	
1.4.8	Par stock/stock taking/inventory	
1.4.9	Corkage	
1.4.10	Chafing dish	(10)

**1.5 MATCHING ITEMS**

- |       |                  |   |   |           |     |
|-------|------------------|---|---|-----------|-----|
| 1.5.1 | Christianity     | A | D | any order |     |
| 1.5.2 | Judaism (Kosher) | B | E | any order | (4) |

**1.6 IDENTIFICATION ITEMS**

- |       |                                        |  |  |  |     |
|-------|----------------------------------------|--|--|--|-----|
| 1.6.1 | Red wine                               |  |  |  |     |
| 1.6.2 | White wine                             |  |  |  |     |
| 1.6.3 | Champagne/Flute/sparkling              |  |  |  |     |
| 1.6.4 | Martini/Cocktail                       |  |  |  |     |
| 1.6.5 | Whisky/Water glass/Rocks glass/tumbler |  |  |  |     |
| 1.6.6 | Liqueur/shooter/shot/sherry/fortified  |  |  |  | (6) |

**TOTAL SECTION A: 40**



NSC – Memorandum

- 2.2.2
- Wearing your uniform with pride and dignity
  - Keeping it clean and in good repair
  - Wearing comfortable shoes
  - Not wearing excessive jewellery.
  - Check yourself critically before serving customers.
- (Or any other relevant alternative answer)  
(Any FOUR) (4)

2.3 2.3.1 Choking (1)

- 2.3.2
- Stand behind the person and place your fist on the abdomen below the rib cage.
  - Place the other hand over your fist.
  - Execute a fast in and upward movement.
  - This exerts pressure onto the diaphragm, thereby compressing the lungs within the rib cage to expel the food item from the passage.
  - Heimlich manoeuvre
- (3)

2.3.3 No  
They are still very little and need to be handled carefully./You can harm the baby/break the rib cage/ rather pat the baby/turn upside (2)

2.4.1

DISEASE	SYMPTOMS
A. Gastro-enteritis	<ul style="list-style-type: none"> <li>• Diarrhoea</li> <li>• Fever</li> <li>• Vomiting</li> <li>• Dehydration</li> <li>• Abdominal pains</li> <li>• Head aches</li> </ul>
B. Tuberculosis	<ul style="list-style-type: none"> <li>• Continuous coughing</li> <li>• Feeling tired all the time</li> <li>• Weight loss</li> <li>• Loss of appetite</li> <li>• Coughing up blood</li> <li>• Night sweats</li> <li>• Chest pains</li> <li>• Fever</li> <li>• Dispnoea /lack of breath</li> </ul>

3x2 (6)



**QUESTION 3**

- 3.1 3.1.1
- Dish sales can be recorded and dish analysis can be done.
  - The menu and ingredient costs/production costs can be calculated.
  - Selling prices can be calculated.
  - Developing and changing recipes is simplified.
  - Finding new recipes on the Internet.
  - Recipes and ingredients can be listed.
  - Order lists can be compiled easily and accurately.
  - Metric conversions can be done automatically.
  - Serving sizes can be controlled.
  - Nutritional values can be determined.
- (Or any other relevant alternative answer)  
(Any FOUR) (4)
- 3.1.2
- $$R50 + R40 + R28 + R15 + R10$$
- $$= R143 \div 10$$
- $$= R14,30 \quad (3)$$
- 3.1.3
- $$R14,30 \times 0,4 / R14,30 \times 40 / 100\sqrt{\quad} \quad \text{or} \quad 14.30/.4\sqrt{\quad} = R35.70\sqrt{\quad}$$
- $$= R14,30 + R5,72$$
- $$= R20,02/R20,00\sqrt{\quad} \quad (2)$$
- 3.1.4
- Yes  $\sqrt{\quad}$  it is possible to do the menu within the budget of R30,00 $\sqrt{\quad}$   
No  $\sqrt{\quad}$  it is more than R30 (2)
- 3.1.5
- Labour
- Overheads:
- Property rent
  - Tax
  - Water and electricity
  - Equipment
  - Cleaning materials
  - Stationary
  - Post, telephone, Internet services
  - Advertising
  - Hire
- (Or any other relevant alternative answer)  
(Any TWO) (2)
- 3.2 3.2.1
- Only one person should have access to supplies in the storeroom.
  - Stocktaking records must be available each day for stocktaking at the end of each shift.
  - Requisitions are to be issued and should be completed in detail.
  - An issue form should be completed for each issue.
- (Or any other relevant alternative answer)  
(Any THREE) (3)

## NSC – Memorandum

- 3.2.2
- Faulty kitchen appliances must be reported immediately.
  - Irreparable equipment must be reported and replaced.
  - A competent and qualified person must repair items.
  - Staff should be trained to handle and maintain appliances.
- (Any other relevant answer)  
(Any TWO) (2)
- 3.3
- 3.3.1
- Tofu kebabs
  - Baked baby potatoes
  - Sweet corn spring rolls
  - Cucumber cups
  - Potato samosas
  - Sandwiches with no red meat
  - Savoury fritters
  - Vegetable sandwiches
- (Any other relevant answer)  
(Any FOUR) (4)
- 3.3.2
- The type of function
  - Duration of the function
  - Time of the function
  - Number of guests
- (Any other relevant answer) (2)
- 3.3.3
- Springbok
  - Rabbit
  - Ostrich
  - Kudu
- (Any other relevant answer)  
(Any TWO) (2)
- 3.4
- 3.4.1
- Spring rolls, fried rice, chop suey, sashimi, satay
- (Any other relevant traditional dishes) (1)
- 3.4.2
- Hamburgers, chicken Maryland, brownies, pecan pie, doughnuts, pumpkin pie
- (Any other relevant traditional dishes) (1)
- 3.4.3
- Samosas, biryani, sambals, poppadoms, Tandoori chicken
- (Any other relevant traditional dishes) (1)

3.5 Deep-fried crumbed mushrooms – too much fat

## NSC – Memorandum

Honey glazed gammon – too high in sugar and fat  
Grilled lamb chops – meat high in fat (8)  
Croquembouche – too much sugar/chocolate and starch  
Fruit salad – high GI

- 3.6
- Acknowledge new customers within 30 seconds of them entering.
  - Do not leave customers standing at the door.
  - Greet customers as soon as they arrive.
  - Apologise if they are kept waiting.
  - Treat all customers equally, respectfully and with dignity.
  - Make eye contact.
  - Be sensitive to customer's moods. (3)

(Any relevant answer )

**[40]**

**QUESTION 4**

- 4.1 4.1.1 Lamb shank/shin/kleftiko (1)
- 4.1.2 Bright pink colour  
Smooth fine texture  
Firm to the touch/Doesn't leave a dent  
Fat evenly distributed  
Bones red and porous  
Fresh smell  
Sell by date  
Packaging should be clean and whole (3)
- 4.1.3 Mint sauce (1)
- 4.1.4 Potjiekos/Curry/Sosaties/Stews (1)
- 4.1.5 Collagen/White connective tissue (1)  
Elastin/Yellow connective tissue
- 4.2 4.2.1
- Crème Brulèe
  - Cream Caramel
  - Vanilla Bavarois
- (3)
- 4.2.2
- Pineapple
  - Pawpaw
  - Figs
  - Kiwi
- They all have proteolytic enzymes which prevent the jelly from setting. (3)
- 4.2.3
- Rinse the mould – do not wipe it.
  - Grease with oil or margarine or Spray&Cook.
- (2)
- 4.2.4
- Lemon sorbet
  - Used as a palate cleanser
- (2)
- 4.2.5 (a) Choux pastry  
(b) Short crust/pate sucre  
(c) Puff (3)
- (a)
- Blind baking ✓
  - Line the tart pan with pastry and dock it.
  - Line the case with foil, double layer of plastic wrap or grease proof paper which has been cut to the correct shape.
  - Weigh it down with dried beans or rice.
  - Bake pastry case in a preheated oven at 180 °C for 10–15 minutes.
  - Remove beans or rice and foil and bake for a further 5–10 minutes until the pastry is dry and light brown.
- (Any TWO) (3)

## NSC – Memorandum

- (b)
  - Over-handling makes a tough pastry.
  - When pastry is stretched it shrinks after baking.
  - Hard crust (2)
- 4.3 4.3.1
  - The first baking period is to produce steam which is the main raising agent.
  - The second baking period is to set the outside and to dry out the inside/ prevent burning (2)
- 4.3.2
  - Light
  - Crisp
  - Hollow and dry on the inside
  - Light brown
  - Chocolate should be glossy/firm
  - Correct shape- long rectangular (3)
- 4.4 4.4.1 (a) Pesco-vegetarian – fish, potatoes, green beans/morogo  
(b) Local products for tourists – morogo/mfino/geen beans, springbok, samp  
NB Morogo and geen beens only once/ only mark first 3  
(3 x 2) (6)
- 4.4.2
  - All plates served from the right
  - Anti-clockwise
  - Ladies first, gents last
  - Plated meat dish in front of guest at 6 o' clock
  - Use service cloth to handle warm plates
  - Do not touch the food or inside of plates
  - Always stand behind guests
  - Don't stretch your arms in front of guests (4)
- TOTAL SECTION C: 80**



- 5.2.5
- Cash
  - Credit card
  - Vouchers
  - Debit card
  - Traveller’s cheque
  - EFT
  - Cheque
  - Pre-arranged account
- (2)

- 5.3
- (i) Colourful floral arrangement  
Brightly coloured/white furniture/chairs with bows  
Plants/Shrubs  
Lighting such as candles or coloured bulbs  
Can have wall frames with pictures of fruit or different types of food.
- (ii) The theme of the table appropriate for the type of function e.g. light coloured table cloths with contrasting overlays.  
Tumblers can be clear  
Serviettes can be plain, mixed with floral ones  
Good flat floral arrangement as a centre piece
- (iii) Menus should always complement the décor.  
It can have pictures of fruit or flowers.  
The outside of the menu cards can have beautiful bows on them.  
The menu should have lots of salads and foods that are refreshing
- 3x2 (Any relevant answers)
- (6)

5.4      5.4.1      Sauceboat /gravy boat (1)

5.4.2      Used to serve sauces/gravy (1)

- 5.5      5.5.1      (a)
- Glass is on the right-hand side
  - White wine glass should be placed before the red wine glass.
  - Should be placed above the main knife/ meat knife
  - Wine glass is touching the knife – should have a space (1)
- (b)
- Not enough glasses
  - There should be two/three glasses, one for fish/starter and one for main course and one for dessert
- (2)      (3)

5.5.2

NO.	OPENING MISE-EN-PLACE	
1.	Waiters should prepare the work station	
2.	All serving equipment should be put in the sideboard.	
3.	Tables should have table cloths and overlays	
4.	Table napkins should be folded and left on the table	
5.	All sauce bottles and salt and pepper sets should be refilled.	
6.	Count the cutlery and crockery and put ready to be used.	
7.	Polish the cutlery.	
8.	Steam the glasses.	
9.	Table cloths ironed	

(4)

- |       |                                                           |     |
|-------|-----------------------------------------------------------|-----|
| 5.5.3 | 1 cm or a thumb                                           | (1) |
| 5.5.4 | Fish dish<br>Fish knife and fork are placed on the table. | (2) |

**TOTAL SECTION D: 40**  
**GRAND TOTAL: 200**