



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2013

MEMORANDUM

MARKS: 200

This memorandum consists of 15 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	C, G
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	Bin/shelf
1.3.2	consumables/perishables /ingredients
1.3.3	pastry cream/creme patissier
1.3.4	Meringue
1.3.5	choux pastry/variation
1.3.6	chafing dish
1.3.7	mise en place
1.3.8	cover
1.3.9	left
1.3.10	table d'hôte /fixed menu/set menu

(10)

1.4 CHOOSE THE CORRECT ANSWERS

A	Validity date
C	Final price and extra charges
D	Signature of the manager
E	Special requests
F	Deposit required
H	Date of payment of the balance

(5)

1.5 **GIVE THE CORRECT WORD/TERM**

1.5.1	pilferage
1.5.2	point of sales
1.5.3	tot
1.5.4	assets
1.5.5	stock control

(5)

1.6 **MATCHING ITEMS**

1.6.1	G
1.6.2	E
1.6.3	A
1.6.4	H
1.6.5	C

(5)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Scalds /wet burn (1)
- 2.1.2 • Cool the burn with cold water/water.
• Any clothing that has been covered with the boiling oil should be removed as soon as possible.
• Monitor the victim's vital signs.
• If arm(s) are burnt lift them above the heart level.
• Serious scalds should be treated by a professional.
• If clothing is stuck to the burnt area, do not remove.
• Cover with wet compressors
(or any other relevant alternative answer)
(Any 4) (4)
- 2.2 2.2.1 • Wearing a cap
• Uniform complete.
• No jewellery.
• Hair is neat and tidy at the back/ covered.
• Uniform clean, ironed and no stains.
• Wearing a proper chefs jacket
(or any other relevant answer related to the picture)
(Any 5) (5)
- 2.2.2 • To be productive.
• Work well with others.
• Get to know yourself and others.
• Be creative.
• Recognise the beauty around you.
• Honesty
• Do not disclose confidential information
• Good interpersonal relationships
• Positive attitude
• Attitude appearance and skills
(or any other relevant alternative answer)
(Any 4) (4)

- 2.3 Chewing gum
Kicking your shoe off at work and walking around barefoot/slippers etc.
Slouching or leaning on counters while talking to clients or colleagues.
Eating in public areas.
Sitting on the floor or on the ground in public or staff areas.
Having personal conversations on the phone.
Talking too loudly with colleagues or friends.
Wearing T shirts especially with pictures or logos underneath formal shirts.
Being over friendly with guests or using terms of endearment to guests such as 'my dear' and 'sweetie'.
Criticise other waiters
Leaving the restaurant/not attending to guests
Wrong orders
Wrong bills
(Any other relevant answer) (4)
- 2.4 2.4.1 Raising product and brand awareness
Developing a good marketing tool
Using good advertising techniques
Having promotions
Manner in which the product is presented e.g. packaging
Having competitive prices
The way the product is packaged.
TV advert
any multimedia
flyers
bill boards
radio (6)
- 2.4.2 It must have expenses, resources.
The source of the money.
Running cost/overheads
Telephone.
Municipal account.
Rent (4)
Production cost
(Any other relevant answer)
- 2.4.3 Cashier
Chef
Marketing personnel
Manager
Counter assistants
Cleaners
Waiters
Security
Delivery service (Any 3) (3)

- 2.5 2.5.1 Yes (1)
- 2.5.2 Transmission:
- People with TB handling food
 - Coughing
 - sneezing onto food
 - Using unpasteurized milk
 - Person to person through mucus droplets
 - Talking, singing and kissing
- (Any 3) (3)
- 2.5.2 Symptoms:
- Continuous cough
 - Feeling tired all the time
 - Weight loss
 - Loss of appetite
 - Fever
 - Coughing up blood
 - Night sweat
 - Chest pain
 - Fatigue
 - Difficulty in breathing
 - Short breath
- (or any other relevant alternative answer)
(Any 3) (3)
- 2.5.3 • Vaccination (BCG)
- Six months continuous treatment with medication
 - Antibiotics for certain types of TB
- (2)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1 3.1.1 **Group 1:** 65% of R120 = $65/100 \times 120/1$ ✓
= R78 ✓ (2)

3.1.2 **Group 2:** Selling Price R250

Total Cost = $R60 + 20 + 30 + 10$ ✓
= R120 ✓
Net Profit = Selling Price- Total Cost
= $R250 - R120$ ✓
= R130.00 ✓ (4)

3.1.3 **Group 3:** Labour =R300.00
Total Cost = R725.00
% = $300/725 \times 100/1$ ✓

= 41% ✓ (3)

3.2

COMPUTER	MANUAL
Uses up to date prices.	Old price lists may be used
Calculation of accurate food products.	Calculations may not be accurate.
Based on up to date prices selling price is guaranteed.	Selling prices not guaranteed.
Updated information can be changed easily.	Lots of paper work to keep.
Time and effort to keep recipe costs up to date is reduced.	Takes time and effort to make changes.
Pricing accurate.	Profit may not be a true reflection.
Conversions done automatically and neatly/ portion sizes can be calculated	Conversion and Portion sizes have to be calculated manually.
Able to store information such as ingredients, mixing methods and baking process in an organized manner.	Able to store information such as ingredients, mixing methods and baking process. Information gets too untidy
Recipes always up to date	Recipes may not be updated all the time.
Easy to read	Error could occur

(Any other relevant answer) (Any 6) (6)

3.3 Quantity of the item
Description of the item
Name of item
Name of the department to be replenished
Date
Initial or name of the person making the order
Initial and name of the person issuing the order/Signature
Cost of items issued
Requisition number

(4)

3.4 3.4.1 Basic mixture is too soft
Oven was too cold
Under Baked
Eggs insufficiently beaten into the mixture
Basic mixture insufficiently cooked.
Added all eggs at the same time
Did not beat enough after adding eggs one by one
Not left for drying after baking
A hole was not opened for steam to escape after baking.
Incorrect proportion of ingredients.

(2)

(Any 2)

3.4.2 Basic mixture overcooked
Oven too cool
Too much fat or butter
Ratio of ingredients incorrect.

(2)

3.5

	SUITABLE	MOTIVATION	UNSUITABLE
Person suffering from a heart disease	(i) Grilled fish and steamed vegetables. (ii) Steamed Broccoli on a bed of potatoes (iii) Black-eyed bean salad	(i) The foods that are suitable do not have saturated fatty acids. Low GI	(i) Fresh Cream Prawns (ii) Fried fish and Chips (iii) Citrus-glazed gammon
Muslim guest	(i) Black-eyed bean salad Broccoli (ii) Almond semolina cake (iii) Fresh Cream Prawns (iv) Steamed Broccoli on a bed of potatoes (v) Fried Fish and Chips	(i) The foods that are suitable do not contain any pork.	(i) Citrus-glazed gammon (ii) Sweet and Sour Pork

(10)

QUESTION 4

- 4.1 4.1.1 Rolled lamb (1)
- 4.1.2 Rib, Neck, Shoulder, Shank, Leg (1)
- 4.1.3 Lots of bones.
Meat cuts are tough.
Bright pink colour.
Soft even texture.
(Any other relevant answer related to 4.1.2) (3)
- 4.1.4 Deboned/ Tying/Trimming (1)
- 4.1.5 Can be neatly sliced into portions
Can serve more guests/ go further
Improves the appearance of the dish
Even cooking
Save freezer space/fridge
More interesting dishes can be prepared from cheaper meat cut (1)
- 4.1.6 Longer storage life in the freezer.
Prevents growth of bacteria/Hygienic.
Prevents the drip from falling onto other foods in the refrigerator.
Packaging does not get damaged easily. (2)
- 4.2 4.2.1
- Lacto-ovo vegetarian
 - Pollo vegetarian
 - Semi vegetarian
 - Pesco-vegetarian
- (4)
- 4.2.2 The above vegetarians eat dairy, eggs and vegetables so the above menu will be suitable for them. (1)
- 4.3 4.3.1 Legumes include beans, peas and lentils and are also known as pulses.
Double seeded pods containing a single row of seeds. (1)
- 4.3.2 Samp and Bean Curry
Sugar Bean Curry with Potatoes
(Any other relevant answer) (1)
- 4.4 4.4.1 Textured Vegetable Protein made mostly from soya bean. (1)
- 4.4 4.4.2
- Pumpkin/ butternut
 - Spinach
 - Sweet corn
- (Any other relevant answer) (2)

4.5	4.5.1	Cream Horns		(1)
	4.5.2	Puff pastry		(1)
	4.5.3	Mille feuilles Traditional milk tart Jam tarts Sausage rolls Palmiers Tart tartin Bouchées Beef Wellington Pies Custard slices Vol au vent		(1)
	4.5.4	<ul style="list-style-type: none"> • Rubbing/cut fat into flour and lifting high as possible • Sifting dry ingredients • Rolling and folding 	(Any 2)	(2)
	4.5.5	1:1		(1)
	4.5.6	The pastry was stretched into the pan before baking. Over handling Insufficient resting between rolling afterwards.		(2)
	4.5.7	Measure the ingredients accurately Keep everything ice-cold e.g. Work on a cold surface Incorporate air as much as possible Handle pastry lightly Rest the pastry and chill after each stage	(Any 2)	(2)

- 4.6 4.6.1 Step 3: To prevent curdling/ to ensure even coagulation.
Step 4: To hydrate the gelatine.
Step 5: For dispersion. (3)
- 4.6.2 Rinse in cold water, do not wipe.
Grease the gelatine mould.
Use Spray 'n Cook (2)
- 4.6.3 Port
Chenin Blanc
Sauvignon Blanc
Examples of Fortified/ Fortified wines (1)
- 4.6.4 Crumbing down-
Brush down from the guest left.
Hold the plate just under the edge of the table with your left hand.
Brush the crumbs down using a folded serviette
Positioning of dessert spoon and fork (3)
- 4.6.5 Place the bill inside the folder
Present it to the host
From the left hand side or any replacement for a folder.
If there is no host, place the bill in the centre of the table.
Allow enough time for the guest to place the correct amount of
money in the folder.
Remain alert.
Waiter collects the folder with the money and the bill and takes it
to the cashier.

(2)
[40]

TOTAL SECTION C: 80

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

- 5.1 5.1.1 Small sweet or savoury filled choux puffs. (1)
- 5.1.2 Push the trolley alongside the guest. Allow the guest to select desserts of their choice. Once the guest has selected, the waiter places the desserts on the guest plate and garnishes accordingly. Serve from the right. (2)
- 5.1.3 Bread pudding
Sago pudding
Soufflé
Crepe Suzette
Pancakes
Rice pudding
Meringues
Crème Brulee
Mousse
Chiffon
Parfaits

(any other egg based dessert answer) (2)
- 5.1.4 Silver service
Gueridon
Plate
French
They are all formal settings and are suitable for an up market establishment. (3)
- 5.1.5
- The furniture should be comfortable and durable.
 - Use variety of lighting effects.
 - The temperature of the room should be comfortable.
 - The room should be well ventilated.
 - The choice of music should enhance the theme and type of food served.
 - The dining area should be thoroughly cleaned.
- (Any 4) (4)
- 5.1.6
- Banqueting manager/ Functions coordinator
 - Assistant manager
 - Waiters for the banqueting section
 - Barman
 - Wine Steward/ Sommelier
- (Any 2) (2)

- 5.1.7 Gueridon trolley/ trolley
Bain- Marie
Chafing dish
Cloche (dome cover) (1)
- 5.2 5.2.1 Cocktail function (1)
- 5.2.2 • Yes, very suitable , All foods are finger snacks/bite size (1)
- 5.2.3 • All items are removed from the tables.
• Floors are vacuumed.
• Lights are switched off.
• Table cloths are removed and sent for washing.
• Left over foods are packed and put away.
• Drinks are returned to the bar.
• Air cons are switched off.
• Windows must be closed.
(Any other relevant alternative answer) (Any 5) (5)
- 5.2.4 • Ostrich
• Springbok
• Rabbit
• Guinea fowl
• Quail
• Crocodile
• Pigeon
• Goose
(Any other relevant answer) (2)
- 5.2.5 • It should be bite size
• Eye catching
• Simple
• Tasty and colourful
• Should include variety and easily recognised
• Number of people
(or any other relevant alternative answer) (Any 3) (3)

5.3	5.3.1	Beer/Lager	(1)
	5.3.2	4-15 degrees C	(1)
	5.3.3	Yes	(1)
	5.3.4	There must be a good head (Foam) slightly above the rim of the glass about 2cm. The tumbler should be slightly tilted so that the head or the crown is not too large.	(2)
	5.3.5	Check: Vintage and labels on wine Proof of spirits Date codes on beer Leakage from kegs Unit sizes Broken bottles Broken seals Number of bottles in the case	(4)
	5.3.6	Keep wine in the dark to avoid damage by the ultra-violet light. Wine requires a slightly damp location free from vibration Place bottles on their sides so that they are moist and swollen providing an air-tight seal. Rotate wine on a regular basis. Store similar wines together. Pack wine bottles with the labels to the top or front. Store red wine bottles in a slightly raised position, with the cork on the top. This ensures that the sediments remain at the bottom. If wine is stored in cardboard boxes make sure that the arrow faces up.	(4)

TOTAL SECTION D: 40
GRAND TOTAL: 200