



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

EXEMPLAR 2014

MEMORANDUM

MARKS: 200

This memorandum consists of 13 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	C ✓
1.2.2	H ✓
1.2.3	E ✓
1.2.4	I ✓
1.2.5	A ✓
1.2.6	J ✓
1.2.7	B ✓
1.2.8	K ✓
1.2.9	D ✓
1.2.10	L ✓

(10)

1.3 ONE WORD ITEMS

1.3.1	proteolytic ✓
1.3.2	baked Alaska ✓
1.3.3	chakalaka ✓
1.3.4	brochures, pamphlet ✓
1.3.5	beignets ✓
1.3.6	cruet set ✓
1.3.7	offal ✓
1.3.8	menu ✓
1.3.9	requisition ✓
1.3.10	still wine ✓

(10)

1.4 **CHOOSE THE FIVE CORRECT STATEMENTS**

A ✓
B ✓
D ✓
E ✓
G ✓

(5)

1.5 **CHOOSE THE FIVE CORRECT REASONS**

B ✓
D ✓
F ✓
G ✓
I ✓

(5)

TOTAL SECTION A: 40**SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

- 2.1 2.1.1
- Be cooperative ✓
 - Be honest ✓
 - Be alert to people's needs ✓
 - Commit yourself fully to your work ✓
 - Communicate clearly to avoid misunderstandings ✓
 - Avoid conflicts of interest ✓
 - Be tolerant ✓
 - Be reliable and dependable ✓
 - Always exercise self-control ✓
- (Any 3) (3)
- 2.1.2
- The termination of Mrs Smith's contract was unfair. ✓
 - You cannot fire someone because he/she is HIV positive. ✓
 - HIV positive food handlers need not be restricted from work unless they have other infections or illnesses, e.g. diarrhoea or Hepatitis A. ✓
 - Food handlers should always follow recommended standards and practices of good personal hygiene and food sanitation. ✓
 - It was not necessary for Mrs Smith to declare her status. ✓
 - The *Daily News* statement is correct. ✓
- (Any 5) (5)

- 2.2 2.2.1 USE:
- Centralised computer system where all data for the day from all the units is sent to the central computer ✓ (Any 1)
- BENEFITS:
- Central computer is able to analyse all the data and give it to management as operating facts ✓
 - Gives management more control; accurate and reliable operational and food cost ✓
 - Internet shopping ✓
 - Stock control ✓
 - Menu planning ✓
 - Nutrient analysis ✓
 - Accounting purposes ✓ (Any 2) (3)
- 2.2.2 USE:
- Facilitates booking ✓
 - Records guests' history ✓
 - Central reservation system for tour operators ✓
 - Used for guests' check-in and check-out ✓ (Any 1)
- BENEFITS:
- Facilitates night auditing ✓
 - Helps housekeeping to know stay-over guests and check-out guests ✓
 - Aids room service staff ✓
 - Wi-Fi and internet availability ✓
 - Aids wake-up calls ✓
 - Handles guests' queries ✓ (Any 2) (3)

2.3

DISEASE	CAUSES	INCUBATION PERIOD	SYMPTOMS
2.3.1 Hepatitis A	Virus ✓	15–45 days ✓	<ul style="list-style-type: none"> • Tiredness • Nausea • Feverishness • Loss of appetite • Stomach pain • Diarrhoea • Dark yellow urine • Light-coloured stools • Yellowish eyes and skin (Any 1)
2.3.2 Gastro-enteritis	Viral, drinking contaminated water ✓ (Any 1)	24–48 hours ✓	<ul style="list-style-type: none"> • Diarrhoea • Fever • Vomiting • Dehydration • Headache and fever (Any 1)

(6)

TOTAL SECTION B: 20

**SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES****QUESTION 3**

- 3.1 3.1.1 Type of functions:
- Menu A: Table d'hôte ✓ /formal dinner menu ✓ / banquet ✓
- Menu B: Cocktail function ✓ (2)
- 3.1.2 Four courses ✓ (1)
- 3.1.3
- Drying – removing moisture (sun/air drying) ✓
 - Salting – making water unavailable to the micro-organism ✓.
 - Bacteria cannot thrive in a salty environment ✓ (2)
- 3.1.4 It can be:
- Cocktail breakfast ✓
 - Finger lunch ✓
 - Pre-dinner cocktail ✓
 - Cocktail including dinner. ✓ (Any 2) (2)
- 3.1.5 Canapé bases:
- short crust pastry✓
 - biscuit base ✓
 - toasted bread ✓
 - baguette ✓
 - savoury mini pancakes ✓ (3)
- 3.1.6
- butternut soup ✓
 - tomato and basil soup ✓
 - potato and leek soup ✓
- Any other relevant answer. (1)
- 3.1.7 Menu is not suitable because:
- Bouillabaisse soup: they do not consume shellfish ✓
 - Biltong: not kosher ✓
 - Biltong and feta: they don't consume dairy and meat at the same meal ✓
 - Berry custard tartlet is not suitable as no diary is to be consumed for three hours after eating meat ✓ (6)
- 3.1.8
- Availability of space ✓
 - Time and staff needed to produce meal ✓
 - Skill of chefs needed ✓
 - Availability of foods in season ✓
 - Availability of ingredients ✓
 - Storage space available ✓
 - Spending power of potential consumers ✓ (Any 4) (4)

- 3.1.9
- Do not put too much food on platters ✓
 - Place hors d'oeuvres in neat, evenly spaced rows ✓
 - Consider a mixture of colours, tastes and textures ✓
 - Different levels and height may add to visual excitement ✓
 - Provide enough space around tables ✓
 - Provide place for toothpicks, skewers or napkins ✓ (Any 5) (5)
- 3.1.10
- (a)
- Cold dessert stirred custard ✓ (1)
- (b)
- Crème pâtissière ✓ (1)
- (c)
- Dark chocolate: contains at least 35% chocolate mass and is ideal for cooking and baking ✓
 - Couverture: high quality chocolate, is glossy and has a fine flavour ✓
 - Baking chocolate: It is easy to work with and is cheaper ✓
 - Bittersweet/semisweet chocolate: contains extra cocoa butter ✓
- (Any 2) (2)
- 3.2
- 3.2.1
- $$\begin{aligned} \text{Gross profit} &= \text{Selling price} - \text{Food cost} \checkmark \\ &= \text{R11 000} - \text{R3 600} \checkmark \\ &= \text{R7 400} \checkmark \end{aligned} \quad (3)$$
- 3.2.2
- $$\begin{aligned} \text{Net profit} &= \text{Selling price} - \text{Total cost} \checkmark \\ &= \text{R11 000} - (\text{R3 600} + \text{R1 800} + \text{R1 150}) \checkmark \\ &= \text{R4 450} \checkmark \end{aligned} \quad (3)$$
- 3.2.3
- $$\begin{aligned} \text{Cost per person} &= \text{R11 000} \div 100 \checkmark \\ &= \text{R110-00} \checkmark \end{aligned} \quad (2)$$
- 3.3
- Equipment ✓
 - Uniforms ✓
 - Rent ✓
 - Water ✓
 - Electricity ✓
 - Rates ✓
 - Hiring extra equipment ✓ (Any 2) (2)
- [40]**

QUESTION 4

4.1

4.1.1

Dishes	Type of pastry	Proportions Flour : Fat (Shortening)
Vegetable quiche	Short crust ✓	1 : ½ ✓
Shrimp vol-au-vents	Puff ✓	1 : 1 ✓
Custard éclairs	Choux ✓	1 : ¾ ✓

(6)

4.1.2 Phyllo pastry ✓ (1)

4.1.3 Shrimp vol-au-vents:

- Golden brown in colour ✓
- Crispy and light texture ✓
- Well risen where appropriate ✓
- Flaky and well risen with lots of layers ✓
- Rich delicate taste ✓

(Any 4) (4)

4.1.4 Cream/Whipped cream/Ice cream ✓
 Crème patisserie ✓
 Jam ✓
 Caramel ✓
 Fruit (drained, canned) ✓
 Lemon curd ✓
 Caramel cream ✓
 Chocolate and cream ✓

(Any 2) (2)

4.2 4.2.1

- Hydration: soften the gelatine in a cold liquid ✓✓
- Dispersion: heat the soften gelatine to melt it down ✓✓
- Gelation: chill the mixture to set it ✓✓

(6)

4.2.2 Unmoulding:

- Don't insert a knife ✓
- Pull the panna cotta away from the sides with your fingertips ✓
- Cover the mould with a hot towel ✓
- Dip into lukewarm water ✓
- Heat the mould just enough to release the mixture without causing it to melt ✓
- Invert the mould over a plate and flip it over ✓

(Any 4) (4)

4.3

Pesco-vegetarian	Vegans
Fish/other seafood ✓ Milk and dairy products ✓ Eggs ✓	Vegetables ✓ Fruits ✓ Nuts ✓ Cereals ✓ Yeast and plant oils ✓ Soya products ✓

(4)

- | | | | |
|-----|-------|---|--------------------|
| 4.4 | 4.4.1 | Bright red to cherry red ✓ | (1) |
| | 4.4.2 | Smooth, fine-grained ✓
Firm and not dry ✓
Veal less firm ✓ | (Any 1) (1) |
| | 4.4.3 | Fat evenly distributed ✓
Veal creamy colour ✓
older animals yellow colour and firm ✓ | (Any 1) (1) |
| 4.5 | 4.5.1 | Marinating
• Meat and vegetables steeped in a seasoned liquid, cooked or uncooked for varying lengths of time. ✓ | (2) |
| | 4.5.2 | Stuffing
• Fill the interior cavity of prepared joints with forcemeat or other mixtures ✓
• Carried out before cooking process except for certain cold dishes ✓ | (2) |
| | 4.5.3 | Trimming
• Remove as much gristle and sinew ✓
• Fat can also be trimmed ✓ | (2) |
| 4.6 | | • Jar should be transparent ✓
• Jar should have no cracks or chips ✓
• Jar and lid should be sterilised ✓
• There should be no signs of rust ✓
• Lid should seal properly ✓ | (4)
[40] |

TOTAL SECTION C: 80

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

5.1 5.1.1

(a) CAREERS	(b) ROLES/RESPONSIBILITIES
Reservationist ✓	-takes advance bookings and normal bookings ✓ -monitors bookings taken and forecasting process ✓ -ensures that rooms are sold at the correct rate ✓ to the relevant number of people ✓ (Any 2)
Receptionist ✓	-prepares pre-arrival lists ✓ -allocates rooms to arriving guests ✓ -registers guests ✓ -collects payment on departure ✓ (Any 2)
Porters ✓	-greet guests on arrival ✓ -gives directions ✓ -calls taxis ✓ -organises luggage ✓ -opens car doors ✓ -takes guests to and from the airport ✓ -parks guests' cars ✓ (Any 2)
Guest relations officer ✓	-makes guest feel welcome ✓ -provides a personalised service ✓ -looks after VIP guests as well as frequent guests ✓ (Any 2)
Night auditor ✓	-controls transactions performed during the day by reception and cashiers ✓ -draws up reports of transactions concluded the previous day ✓ -resolves room status discrepancies ✓ -monitors guest credit limits ✓ (Any 2)
Front office cashier ✓	-responsible for the cash and methods of payment received from guests ✓ -responsible for petty cash ✓ and visitors' pay-outs ✓ (Any 2)

(6)

- 5.1.2 Vendors ✓, bakers ✓, function catering ✓, florist ✓, interior decorators ✓, marketing staff ✓, casual staff ✓ (waiters, cleaners) (3)
- 5.1.3
- -creates job opportunities ✓
 - -promotes goodwill ✓
 - -builds infrastructure ✓
 - -brings valuable foreign currency into a country ✓
 - -standard of living of community improves ✓
- (5)
- 5.2 5.2.1 Visual tools: brochures, leaflets, hand-outs ✓
Printed media ✓
Audio visual media ✓
Electronic media ✓ (4)
- 5.2.2 Product: ✓ the product being sold, e.g. meals, accommodation, functions ✓
Promotion: ✓ making your product known to people through competitions, lucky draws, etc. ✓
Price: ✓ what customers are willing to pay ✓
Place: ✓ where the business is situated ✓
People: ✓ people most likely to buy the particular product ✓
(Any 3 x 2) (6)
- 5.3 5.3.1 Picture A ✓ (1)
- 5.3.2 Revenue-generating areas that earn income for an establishment ✓/where people pay for goods or services ✓
Non-revenue-generating areas are necessary for the proper functioning of an establishment. ✓ They don't generate revenue or income as guests do not pay directly for these services. ✓ (2)
- 5.3.3 Picture A non-revenue-generating areas ✓
Heart of every accommodation establishment ✓
Guests make booking, check-in and settle accommodation ✓
Handles enquiries in front office ✓
Sells goods and generates income ✓ (3)
[30]

QUESTION 6

- 6.1 6.1.1 (a)
- | | | | | |
|---|---|----------------|-------------------|-----|
| A | - | Red wine | Merlot cabernet ✓ | |
| B | - | White wine | Chenin Blanc ✓ | |
| C | - | Sherry/port | Hanepoot ✓ | |
| D | - | Brandy snifter | Premium Brandy ✓ | (4) |
- (b)
- | | | |
|------------------|-------------------|-----|
| Crown Roast | Merlot cabernet ✓ | |
| Seafood soup | Chenin Blanc ✓ | |
| Custard tartlets | Hanepoot ✓ | |
| Coffee | Premium brandy ✓ | (4) |
- 6.1.2 Garnishes:
- slice of lemon/orange ✓
 - cherry ✓
 - olive ✓
 - cocktail stirrers topped with fruit ✓
 - glasses dipped in beaten egg white ✓ /lemon juice and then into salt/sugar/jelly powder ✓ (Any 2) (2)
- 6.1.3 Ingredients:
- fruit juice ✓
 - coconut cream ✓
 - ice ✓
 - cola ✓
 - ice cream ✓
 - strawberries ✓ (Any 2) (2)
- 6.1.4 Licence where establishments are allowed to serve liquor with meal ✓but guests are not allowed to remove the alcohol from the premises ✓ (1)
- 6.1.5
- No person under the age of 18 may be served ✓
 - Adequate guest toilet facilities for males and females ✓
 - Ordinary meals shall be available on the premises during the hours that alcohol is served ✓
 - Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking an ordinary meal on the licensed premises. ✓
 - No liquor may be supplied or sold to a person who is drunk ✓
 - All liquor bought on the premises must be consumed on the premises ✓
 - A person may bring his own liquor onto licensed premises upon which a corkage fee will be charged ✓ (2)

6.2 6.2.1 Table d' hôte menu ✓/Formal dinner ✓ (1)

- 6.2.2
- Starter ✓
 - Entrée ✓
 - Main course ✓
 - Dessert ✓
- (4)

6.2.3

Checklist for closing mis-en-place	Check
Clearing away all used items and utensils, e.g. coffee cups, flowers, glassware	✓
Clearing all tables of unused cutlery and crockery	✓
Removing linen from the table	✓
Ensuring that the chairs have no crumbs	✓
Switching off all electrical equipment	✓
Cleaning required items	✓
Storing all items in the correct places	✓
Wipe the counters and tables	✓
Switching hot beverage machines off and cleaning them	✓
Arranging the tables and preparing the dining room for next service	✓
Following correct cleaning procedures for the linen, crockery, cutlery, glassware and any other equipment used	✓
Storing the linen, crockery, cutlery, glassware and equipment in the correct place and manner	✓
Preparing the area and workstations for next service	✓

(4)

- 6.3 6.3.1
- Control your emotions ✓
 - Maintain eye contact ✓
 - Show your understanding and willingness to resolve the matter ✓
 - Never argue with the customer ✓
 - Listen and pay attention ✓
 - Acknowledge the complaint and thank the guest for bringing the matter to your attention ✓
 - Apologise sincerely ✓
 - Never promise something you cannot provide ✓
 - If you cannot handle the situation call the maître d'hôtel or a manager ✓
- (3)

- 6.3.2
- Give it to the host on a small plate from the left hand side ✓
 - The bill should be folded or placed on a bill fold so that the amount to be paid cannot be seen by the other guests ✓
 - If there is no host, place the bill in the centre of the table ✓
 - Allow enough time for the customer to place the correct amount of money in the folder ✓
 - Collect the folder with the money and the bill, and take it to the cashiers ✓

(3)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200