



# basic education

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

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2011**

**POSSIBLE ANSWERS**

**MARKS: 200**

**This memorandum consists of 11 pages.**

## SECTION A

### QUESTION 1

#### 1.1 MULTIPLE-CHOICE QUESTIONS

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

(10)

#### 1.2 CHOOSE THE CORRECT ANSWERS

1.2.1 B, D

1.2.2 C, D, F

(5)

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

1.3.1	Organogram/staff plan/Operational plan/Duty sheet/job description
1.3.2	Non-conductive/wood/plastic/rubber
1.3.3	Cold compress/ ice pack/ cold jell pack
1.3.4	Upright/ recovery position/ Semi fowler position/ comfortable position
1.3.5	Fortified
1.3.6	Sparkling wine/ champagne / suitable example e.g. JC Le Roux
1.3.7	Tot/optic
1.3.8	4–15 °C
1.3.9	Cover
1.3.10	Maitre d'hôtel/head waiter/ reception waiter

(10)

#### 1.4 ONE-WORD ITEMS

1.4.1	Computer, web-site, e-mails, telephone, cellphone, radio/TV
1.4.2	Meals on Wheels/outside caterers
1.4.3	Budget
1.4.4	Code of ethics/conduct/professionalism
1.4.5	Foie gras/ goose liver pâté
1.4.6	Insulin
1.4.7	Requisition
1.4.8	Gueridon
1.4.9	Table d'hôte/ formal dinner/ banquet
1.4.10	Buffet/ cocktail/finger food

(10)

1.5 MATCHING ITEMS

1.5.1	G/D
1.5.2	D
1.5.3	F
1.5.4	C
1.5.5	A

(5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

- 2.1 2.1.1
- Delivered in refrigerated trucks.
  - Locked in freshness.
  - Cold chain not broken.
- (2)

(Any 2)

- 2.1.2
- The company spent a year and a half planning.
  - The product was well advertised on the net.
  - Their target market was busy moms and these are the people who were family orientated.
  - They ensured that visitors found the outsourcing proposition too inviting.
  - They provided well balanced meals
  - The delivery charges were reasonable.
  - They ensured that the food was fresh and the cold chain was not broken.
  - Hygiene practices were not compromised during delivery.
  - Special are provided
  - Variety are included
  - Online ordering
- (7)

(Any 7)

- 2.1.3
- Venison
  - Ostrich
  - Warthog
  - Springbok
  - Blesbok
  - Kudu
- (Any relevant answer/any three products)  
(Any 3)
- (3)

2.2	2.2.1	<ul style="list-style-type: none"> <li>• Bad:</li> <li>• Too little information.</li> <li>• Should have had it in point form.</li> <li>• Flyer could have been more creative.</li> <li>• The delivery cost will appeal to the family person.</li> <li>• The font could vary to attract the target market /big lettering</li> <li>• Should have some kind of design or pictures of food prepared.</li> <li>• Could have added some colour.</li> <li>• Use big space.</li> <li>• No other contact details except website.</li> <li>• Good:</li> <li>• Clear to read</li> <li>• Bring new product under customer's attention</li> </ul> <p>(Any relevant good or bad plus motivation)</p>	(Any 6)	(6)
	2.2.2	<ul style="list-style-type: none"> <li>• Competitions</li> <li>• Give-aways</li> <li>• Lucky Draws</li> <li>• Buy one get one free</li> <li>• Coupons</li> <li>• Promotions/specials</li> <li>• Samples</li> <li>• Discounts</li> <li>• Suitable explanations</li> </ul>	(Any 2)	(2)
2.3	2.3.1	An allergic reaction – swollen lips		(2)
	2.3.2	<ul style="list-style-type: none"> <li>• Itching and a skin rash.</li> <li>• Face skin becoming flushed.</li> <li>• Swelling of the face, tongue and lips.</li> <li>• Area around the mouth may have a bluish tinge.</li> <li>• Continuous coughing.</li> <li>• Difficulty in breathing.</li> <li>• Tightness of the chest.</li> <li>• Chest pain</li> <li>• Fast pulse or weak pulse.</li> <li>• Dizziness, fainting</li> <li>• Vomiting</li> <li>• Stomach cramps</li> <li>• Tingling sensation in your mouth</li> <li>• Difficult to swallow</li> </ul>	(Any 3)	(3)
	2.3.3	<ul style="list-style-type: none"> <li>• Check all vital signs – breathing, pulse, blood pressure, temperature, skin colour and level of consciousness.</li> <li>• Calm the patient.</li> <li>• Find out if patient is taking any medication –administer/don't give medication.</li> <li>• Take patient to hospital/doctor/ ambulance immediately.</li> <li>• Check vital signs regularly.</li> </ul>	(Any 3)	(3) ^

- 2.4 2.4.1
- Plated
  - American
- (1)

- 2.4.2
- Positive/negative plus suitable motivation
  - Neat
  - Professional
  - Hair is covered.
  - Have the proper chefs uniform
  - Clean uniform/white uniform
- (Any other relevant answer) (Any 2) (2)

- 2.4.3
- Tolerant
  - Willing to work with others
  - Be honest and fair with team members
  - Do not be selfish
  - All must work towards the same objective.
  - Support and accept each other.
  - Ask for help when needed. Co-operate with one another.
  - Share successes and failures
  - Have good communication skills.
- (Any other relevant answer) (Any 2) (2)

2.5 2.5.1

	<b>GASTRO ENTERITIS</b>	<b>HIV/AIDS</b>
Spreading Medium	Contaminated food, airborne, contact with people that have gastro-enteritis. Bad hygiene	Body fluids, needles, unprotected sex/sex, mothers milk
Symptoms	<ul style="list-style-type: none"> <li>• Diarrhoea</li> <li>• Fever</li> <li>• Vomiting</li> <li>• Dehydration</li> <li>• Abdominal pains</li> <li>• Headaches</li> </ul>	<ul style="list-style-type: none"> <li>• Rapid weight loss</li> <li>• Dry cough</li> <li>• Fatigue</li> <li>• Swollen lymph gland</li> <li>• Diarrhoea that lasts for a week</li> <li>• Night sweats</li> <li>• White spots on tongue, mouth and throat.</li> <li>• Pneumonia</li> <li>• Purple blotches on the skin, mouth, nose or eye lids</li> </ul>

(Any other relevant answer)

(6)

- 2.5.2
- Drink plenty of fluids
  - Anti diarrhoea agent
  - Anti vomiting agent
  - Anti-spasmodic to relieve the pain.
  - Prescribed medication
- (Any 1) (1)

**TOTAL SECTION B: 40**

**SECTION C: FOOD PRODUCTION**

**QUESTION 3**

3.1 3.1.1

INGRE-DIENTS	NO OF UNITS REQUIRED	PURCHASE UNIT	UNIT PRICE	COST
Bread	25	25	7,50/loaf	R187,50
Mutton	8 kg	8 kg	R59,00/kg	R472,00
Oil	100 ml	100m	R10,50/l	R10,50
Spice	100 g	1 kg	R32,00/kg	R3,20
Potatoes	3 kg	3 kg	R5,99/kg	R17,97
<b>TOTAL COST</b>				<b>R691,17</b>

(10)

3.1.2

Profit 50% of the cost price  $50/100 \times 691,17 = R345,59$   
 Give 1 mark for indicating correct formula, even if total is wrong.  
 4 marks is profit only was given and is correct

(4)

3.2 3.2.1

- Roast leg of lamb-Do not eat the hind quarter
- Leg of lamb with Mustard crust - Do not eat the hind quarter
- Pork chops with sour berries – abstain from eating pork

(4)

3.2.2

<b>MENU</b>
Vegetable Soup ***
Vegetable Lasagne with Cheese Sauce Minted Squash and Apple Salad ***
Baklava

(3 marks for correct dishes, 1 mark correct format + 3 courses)

(5)

3.3 3.3.1

- Check monthly for faults and defects
- Faults and defects should be reported immediately and repair
- Use qualified people to do the repairs
- Do not use the appliance until it is repaired
- Always read instructions before using appliance
- Train staff how to use apparatus correctly/ensure learners exercise care in of handling apparatus (Any 2)

(2)

3.3.2

- Asset register
- Stock sheet
- Electronic records
- Inventory list
- Maintenance/repair records

(2)

- 3.4 3.4.1 Cocktail function/any suitable function e.g. wedding (1)
- 3.4.2
- Serve both hot and cold Hors d'oeuvres
  - It should be bite size
  - It should look attractive
  - Have a variety of colour, flavour and texture
  - Number of snacks depends on the number of guests invited.
  - Season
- (Any other relevant answer) (Any 3) (3)
- 3.4.3 No/it is not suitable  
Too many snacks/should not serve more than 5 snacks before a meal (2)
- 3.4.4 (a) India (2)  
(b) Italy
- 3.5 3.5.1 7–10 pieces (1)
- 3.5.2
- Red wine
  - White wine
  - Rose wine
  - Mixers
  - Alcopop, etc.
  - Water
  - Beer
- (Any suitable examples of the above) (4)
- [40]**

#### QUESTION 4

- 4.1 4.1.1
- Barding
  - To cover a piece of meat with thin slices of fat or bacon (2)
- 4.1.2
- Yes
  - Meat will be tender
  - It will be moist/To prevent meat from drying out/improves texture
  - Tasty/enhances the flavour
  - Improves appearance (4)
- 4.1.3 (a) It is a natural process of hanging meat in cold storage 0–5 °C for a few days so that it becomes tasty and juicy. Natural enzymes break down muscle fibres. Makes meat tender. Moist or dry method described. (2)
- (b) A post mortem phenomenon where the carcass undergoes certain chemical changes – muscle fibres contract and stiffen. When the carcass is in this state the meat is very tough. (2)

4.2	4.2.1	Puff pastry (feuilletage /pate feuilliere)	(1)
	4.2.2	Baking	(1)
	4.2.3	Fillet	(1)
	4.2.4	<ul style="list-style-type: none"> <li>• Pies</li> <li>• Sausage rolls</li> <li>• Bouchées</li> <li>• Cream Horns</li> <li>• Mille Feuilles</li> <li>• Jam Tarts</li> <li>• Palmiers</li> <li>• Milk Tart</li> <li>• (Any suitable relevant 3)</li> </ul>	(3)
	4.2.5	<ul style="list-style-type: none"> <li>• Measure accurately</li> <li>• Keep everything ice cold – work surface, ingredients etc</li> <li>• Incorporate as much air as possible.</li> <li>• Light handling</li> <li>• Rest and chill after each stage.</li> <li>• Use butter for pastry</li> </ul>	(Any 3) (3)
	4.2.6	<ul style="list-style-type: none"> <li>• Trimming/remove sinew</li> <li>• Brush with oil</li> <li>• Well seasoned</li> <li>• Seared/sealed</li> </ul>	(2)
4.3	4.3.1	<ul style="list-style-type: none"> <li>• Forms the cell walls/egg coagulates</li> <li>• Adds moisture</li> <li>• Act as an emulsifying agent</li> <li>• Increases the nutritive value</li> </ul>	(Any 2) (2)
	4.3.2	Yes. For choux paste the proportion is flour/water to butter 2 : 2 : 1. In the above extract the proportion is the same.	(2)
	4.3.3	Beignets Churros	(1)
	4.3.4	(a) Bake at a high temperature to set the outside gluten and for the production of steam which is the main raising agent. Formation of a cavity	(1)
		(b) To dry out the inside and to make it crispy. To prevent it from burning	(1)
4.4	4.4.1	Charlotte Muscovite	(1)
	4.4.2	(a) Folding-in: Combine ingredients gently, using an oval shape motion to keep air from escaping/incorporating air.	(2)
		(b) Hydrating and soaking-The gelatin is first soaked in <u>cold</u> liquid for 10 minutes so that it can absorb the liquid and swell.	(2)



- (c) Unmoulding: Turning set mixtures out of a mould. Use a warm cloth over the mould for a short while before unmoulding. Do not use a knife.  
 Use blow torch  
 Fingertips pull away carefully  
 Dip in hot water  
 Put plate on top and turn  
 Wet plate (2)

- 4.4.3
- Cutting into shapes
  - Adding fillings, glazes and sauces
  - Using different sizes and shapes of plate/attractive
  - Decorating them with chocolate
  - Tuilles, edible flowers, fresh fruit or dry fruit
  - Sugar work – spun sugar
  - Candied flowers
- (Any other relevant answer) (Any 3) (3)

- 4.4.4
- Finger biscuits must be whole and same shape
  - Good flavour/vanilla Bavaois
  - It should have a good combination of colour
  - Have variety of texture –and crisp (base) and soft (filling).
  - Well-set Bavaois
  - Smooth texture/no curdling
- (Any 2) (2)

[40]

**TOTAL SECTION C: 80**

**SECTION D: FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

- 5.1 5.1.1
- Taken as soon as the guests arrive.
  - Take orders on the right of the host
  - Take special note of special requests.
  - Specials of the day.
  - Take orders anti clockwise.
  - Take the host's last.
  - Take the order from the starter to the main meal.
  - Repeat order to the guest.
  - Transfer to the kitchen.
  - Record for sale. (Any 3) (3)

- 5.1.2
- The first impression sets the tone for how a customer thinks he/she will be served.
  - Guests feel confident/in reliable hands.
  - Feel welcomed.
  - May visit establishment again.
  - May get positive feedback.
  - Accept examples e.g. language of preference
- (Any other relevant answer) (Any 2) (2)

5.2	5.2.1	Correct/Good choice – red wine matches red meat		(2)
	5.2.2	<ul style="list-style-type: none"> <li>• Stand on the right of the guest</li> <li>• Hold wine with the service cloth</li> <li>• The label facing the guest/show wine to guest</li> <li>• Say the name of the wine and the vintage to the guest</li> <li>• Allow the guest to check the temperature of the wine</li> <li>• Open the bottle only if the host is satisfied.</li> </ul>	(Any 4)	(4)
	5.2.3	<ul style="list-style-type: none"> <li>• Suitable</li> <li>• Long stem</li> <li>• Made of glass/clean glass</li> <li>• Large enough</li> <li>• Tulip shape</li> </ul>	(Any relevant answer)	(Any 2) (2)
5.3	5.3.1	<ul style="list-style-type: none"> <li>• They should look shiny and bright</li> <li>• Should be clean and polished before being placed on the table.</li> <li>• Wash in clean, hot, soapy water.</li> <li>• Rinse in clean, warm water.</li> <li>• Add vinegar/lemon juice to rinsing water</li> <li>• Wipe dry and polish using a clean cloth.</li> <li>• If there are water stains, dip in hot water and wipe with a dry cloth</li> <li>• Use a dry dish cloth to handle cutlery to prevent finger marks</li> </ul>	(Any 5)	(5)
	5.3.2	<ul style="list-style-type: none"> <li>• Cash</li> <li>• Credit cards</li> <li>• Debit cards</li> <li>• Cheques</li> <li>• Internet transfers</li> <li>• Vouchers</li> <li>• Charge accounts</li> <li>• Travellers cheques</li> <li>• Coupons</li> </ul>		(4)
	5.3.3	<ul style="list-style-type: none"> <li>• Have African music</li> <li>• Dark coloured furniture that are comfortable and durable</li> <li>• Have colours like brown, orange or beige for the walls and curtains</li> <li>• Use candles, low lighting or natural lighting</li> <li>• Interior design and décor should blend with the ethnic theme</li> <li>• Vases with animal print on corner tables and strategic points</li> <li>• Tablecloths, serviettes and tie backs should be in African print</li> <li>• Should have wall hangings with the African theme.</li> <li>• Serving plates can have ethnic theme</li> <li>• Menu cards should have pictures of ethnic theme</li> <li>• Table decorations with an African theme.</li> </ul>	(Any relevant answer)	(Any 5) (5)

5.3.4	<ul style="list-style-type: none"> <li>• Bain-marie</li> <li>• Chafing dish</li> <li>• Hot tray</li> <li>• Serving tong</li> </ul>	(Any 3)	(3)	
5.3.5	<ul style="list-style-type: none"> <li>• Table d'hôte/set menu</li> <li>• All cutlery and glassware are placed on the table according to the set menu.</li> </ul>		(2)	
5.4	5.4.1	<ul style="list-style-type: none"> <li>• Guests pay a fee for bringing their own wine.</li> <li>• They pay to use glasses.</li> <li>• To open the wine bottle.</li> </ul>	(Any 2)	(2)
	5.4.2	<ul style="list-style-type: none"> <li>• To prevent stealing</li> <li>• Safeguard the profit of the business</li> <li>• Wastage</li> <li>• Forecast buying of new stock</li> <li>• Identify popular drinks</li> <li>• Rotation of stock</li> </ul>	(Any 2)	(2)
	5.4.3	<ul style="list-style-type: none"> <li>• Always have a requisition book and make sure you sign for it</li> <li>• Always take stock before and after the shift</li> <li>• Should make a record of what is left in the bar at the end of the shift</li> <li>• Must only collect requisition from authorized personnel.</li> <li>• Should collect stock at set times during the day</li> <li>• Direct counting method</li> <li>• Estimated method</li> <li>• Bin-card</li> <li>• FIFO</li> <li>• Lock storeroom/stringent security</li> </ul>	(Any 4)	(4)

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