



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2017
MEMORANDUM**

MARKS: 200

This memorandum consists of 13 pages.

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

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

(10)

1.2 MATCHING ITEMS

| | |
|-------|----|
| 1.2.1 | I✓ |
| 1.2.2 | F✓ |
| 1.2.3 | A✓ |
| 1.2.4 | B✓ |
| 1.2.5 | C✓ |
| 1.2.6 | G✓ |

(6)

1.3 ONE-WORD ITEMS

| | |
|--------|-------------------------------|
| 1.3.1 | De-alcoholised✓ |
| 1.3.2 | Hanepoot✓/Jeripigo✓/Muscadel✓ |
| 1.3.3 | Liquor Act✓ |
| 1.3.4 | Baking blind✓ |
| 1.3.5 | Tele-marketing✓ |
| 1.5.6 | Marbling ✓ |
| 1.3.7 | Horseradish/gravy/jus✓ |
| 1.3.8 | Sushi✓ |
| 1.3.9 | Chutney✓ |
| 1.3.10 | Soya✓ |

(10)

1.4 **SELECTION**

| | | |
|-------|-----|-----|
| 1.4.1 | A ✓ | D ✓ |
| 1.4.2 | B ✓ | C ✓ |

(4)

1.5. **MATCHING ITEMS**

| | | |
|-------|-----|---------|
| 1.5.1 | C ✓ | (v) ✓ |
| 1.5.2 | D ✓ | (iii) ✓ |
| 1.5.3 | B ✓ | (iv) ✓ |
| 1.5.4 | F ✓ | (i) ✓ |
| 1.5.5 | G ✓ | (ii) ✓ |

(10)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS. HYGIENE, SAFETY AND SECURITY**QUESTION 2**

2.1 2.1.1 24–48 hours✓ (1)

- 2.1.2
- Food handlers with gastroenteritis should inform their employer as soon possible✓
 - Food handlers should not work if they have diarrhoea✓
 - Food handlers should maintain good personal hygiene✓(wash hands after using the toilet, refuse, after touching your body, your hair, nose etc..)✓
 - They should wash and sanitise equipment and surfaces after handling raw meat and poultry✓
 - They need to ensure that food is thoroughly cooked especially chicken, fish and eggs✓
 - Insects and rodents should be eliminated from the kitchen✓ by installing screen on windows✓
 - The kitchen should comply with proper storage regulations✓
 - All food should be covered when stored✓
 - Cooked foods should be separated from raw foods✓
 - Food should not be stored on the floor✓
 - Waste should not be left to accumulate✓; lids must be kept on the bins at all times. ✓
- (Any 5) (5)

2.1.3 (a) **GASTROENTERITIS**

- Diarrhoea✓
- Nausea and vomiting✓
- Dehydration✓
- Stomach ache✓
- Headache✓
- Fever✓

(Any 3) (3)

2.1.3 (b) **TUBERCULOSIS**

- Continuous cough✓
- Feeling tired all the time✓
- Weight loss✓
- Loss of appetite✓
- Coughing up blood✓
- Night sweats✓
- Chest pains✓
- Shortness of breath✓

(Any 3) (3)

- 2.2 2.2.1 Good service is meeting customers' needs timely✓, by professional people✓ in a pleasant environment✓/in the way they want and expect them to be met✓ (Any 2) (2)
- 2.2.2 The management decides on the level of service they would like in their restaurant✓. The level of training differs✓, Service is often linked to the price✓ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service✓
The more expensive the dish , the better the service is supposed to be✓ (Any 3) (3)
- 2.3 2.3.1 Point of sale system (POS)✓ (1)
- 2.3.2 The system will assist restaurant employees to complete their daily tasks that include : food and beverage orders,✓ communication of tasks to the kitchen✓, guest bill settlement✓, credit card processing✓, and charges posted to guest accounts in the hotel✓ (Any 2) (2)
- TOTAL SECTION B: 20**

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

- 3.1 3.1.1 Make jam√
It can be glazed√
It can be canned √
It can be frozen √ (Any 2) (2)
- 3.1.2 -Wash and remove the pips from the cherries√
-Prepare a sugar syrup√
-Boil the food in the syrup until soft√
-Scoop the cherries into sterilised jars√
-Fill with syrup and seal√ (Any 4) (4)
- 3.2 3.2.1 Net profit: selling price-total cost (food cost + overhead cost)√
= R10 000 – (R3500+R2500) √
= R10 000 – R6000√
= R4000,00√ (Any 3) (3)
- 3.2.2 Cost per person= Selling price/number of people
=R10 000/100 people√
= R100,00 per person√ (Any 3) (3)
- 3.2.3 -Name of the company, address, contact details√
-Personal information of the client: name, contact number,
address√
-Information regarding the function: date, time, dietary requirement,
type of function√
-Additional charges√
-Special requests√
-Payment terms√ (Any 4) (4)
- 3.3 3.3.1 (a) Step 4: to prevent the eggs from cooking√/curdling√ (Any 1)
- (b) Step 7: to finish the baking process√, to allow for the pastry to
dry out√, so the cavity is encased in a delicate, crispy shell√
To prevent burning√ (Any 2) (3)
- 3.3.2 Chocolate√
Caramel √
Vanilla/chocolate icing√
Fondant√
Spun sugar√
Sprinkled with icing sugar√ (Any 2) (2)
- 3.3.3 Too much water will evaporate√ resulting in too little steam√ and
the final product will be reduced in volume√ (Any 2) (2)

- 3.4
- | POLLO VEGETARIAN | PESCO VEGETARIAN |
|---|---|
| -Diet includes poultry, milk, dairy products, eggs, vegetables and fruits√ -Diet excludes red meat, fish and seafood√ (Any 2) | -Diet includes fish, seafood, milk, dairy products, eggs, vegetables and fruits√ -Diet excludes red meat and poultry√ (Any 2) |
- (4)
- 3.5
- 3.5.1 White beans will take on the colour of the red speckled beans√ (1)
- 3.5.2 It takes longer to cook√, and the beans may break or separate from the skins√ (Any 1) (1)
- 3.6
- 3.6.1 3-5 cocktail snacks√ (1)
- 3.6.2
- The snacks must be bite sized√
 - Include hot and cold savoury snacks√
 - Include two to three sweet snacks√
 - They must be visually attractive and colourful√
 - They must be tasty and well-seasoned√
 - They must include a variety of flavours√
 - Ingredients should be easily recognisable√
 - Personal and kitchen hygiene is essential√
- (Any 4) (4)
- 3.6.3 Unsuitable√
The guest will dirty their fingers√, or may need a finger bowl√
Need a side plate to serve√ (3)
- 3.6.4
- Fruits dipped in chocolate√
 - Milk tartlets√
 - Chocolate truffles√
 - Scones√
- (Any relevant answer) (3)
- [40]**

QUESTION 4

- 4.1 4.1.1
- | BEEF □ | LAMB |
|---|--|
| Colour: bright red to cherry red ✓ Texture: smooth, fine and firm ✓ Fat: creamy or yellow colour ✓ Bones: Whiter and harder ✓ □ □ (Any 2) | Colour: bright light red ✓ Texture: smooth, fine grain firm and not dry ✓ Fat: white /pinkish ✓ Bones: soft red and porous ✓ (Any 2) |
- (4)
- 4.1.2 It is a tough cut of meat/contains a lot of connective tissue ✓
 Stewing is a moist heat cooking method ✓, converting the white connective tissue to gelatine ✓, this slow cooking method makes is tender ✓ (Any 2) (2)
- 4.1.3 Mashed potatoes ✓
 Cous cous ✓
 Pap ✓ (Any relevant answer) (1)
- 4.2 4.2.1 A banquet is a formal meal to which a group of guests will be invited to celebrate an event, to honour special guests or any other type of special occasion ✓ (2)
- 4.2.2 Food and Beverage Service ✓
 Food preparation ✓ (2)
- 4.2.3 Jews only consume food that is kosher/clean ✓
 They do not eat the hindquarter of an animal ✓
 They may not mix meat and dairy products during a meal ✓
 All shellfish, snails and birds of prey are forbidden ✓
 Pork and pork products are not permitted ✓ (Any 3) (3)
- 4.2.4 8-10 waiters ✓ (1)
- 4.3 4.3.1 Puff pastry ✓ (1)
- 4.3.2 (a) Butter: contributes to the rich flavour ✓, contributes to colour ✓ (2)
- (b) Water: develops the gluten in the flour ✓, transforms into steam ✓ and helps to leaven the pastry ✓. (Any 2) (2)
- 4.3.3 Creamed spinach ✓
 Chicken and mushroom ✓
 Steak and kidney ✓
 Mince ✓
 Fish ✓ (Any relevant answer) (2)
- 4.3.4 -Light in texture ✓
 -Flaky layers ✓
 -Light golden brown colour ✓
 -Uneven surface ✓ (Any 3) (3)

- 4.4 4.4.1 Flavoured and unflavoured✓
Powdered/Granulated✓
Leaf/sheet✓ (Any 2) (2)
- 4.4.2 (a) Too much sugar will weaken the gel✓, retards the setting process✓ (Any 1) (1)
- (b) Weakens the jelly✓, retards the setting process✓, will melt more easily✓ (Any 1) (1)
- (c) Dish will start to melt✓ (Any 1) (1)
- 4.5 4.5.1 The batter is steamed in moulds in a steamer or a big pot with water and then turned out for service. ✓
Make sure that no water splashes into the bowl when steaming as this will cause the pudding to be soggy. ✓ (2)
- 4.5.2 Choose the right size and shape of the plate✓
Pudding must be turned out on the middle of the plate✓
Arrange, decorate and garnish the pudding on the plate✓
The dessert can be flambéed✓ – pour brandy over and set it alight✓ (Any 2) (2)
- 4.5.3 Custard✓
Cream✓
Ice Cream✓
Brandy sauce✓ (Any 2) (2)
- 4.6 4.6.1 People with HIV have greater nutritional needs and adequate diet is essential to promote a strong immune response to help HIV people to manage the symptoms✓.
Good nutrition slows down the progression from HIV to Aids✓, and is required to optimise the benefits of Anti retro viral drugs✓.
A healthy diet can prevent and cure malnutrition, but it cannot cure HIV and Aids✓
People with Aids need to maintain a healthy body weight and take in enough protein so that they can maintain their muscle mass✓
The diet should consist of fresh fruits and vegetables in order to boost the immune system✓ (Any 4) (4)

[40]**TOTAL SECTION C: 80**

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

- 5.1 5.1.1. The target market will be determined by:
Demographic factors✓ e.g. marital status, age, family size i.e. Pay a single midweek rate and your friend/partner stays free when sharing with you, Needs and income✓
Psychographic factors: activities✓ i.e. Daily game drives, tennis and sauna✓
Product related factors✓, which describe which products or services the customers prefer i.e. Luxurious accommodation on a game farm midway between Cathcart and Queenstown, in the heart of Eastern Cape. ✓ (Any 3) (3)
- 5.1.2 Yes promotion has been used✓
Give away 2 for 1: pay the single midweek rate of R600 and your friend/partner stays free when sharing with you. ✓ (2)
- 5.1.3 It is expensive✓ because you are getting only one amount for two people✓. (1)
- 5.1.4. The size of the container should not mislead the customer as to the size of the actual contents✓
Packaging should be easy to handle✓
Information on packaging should be clear✓
Packaging should be suitable for the contents✓
It should be strong, hygienic and clean✓
If possible, it should be recyclable and reusable✓ (Any 2) (2)
- 5.1.5 Business address✓
Form of business✓
Branding✓
Short, medium and long term goals✓
Street map✓
Site plan showing the layout of the business✓ (Any 4) (4)
- 5.1.6 Springbok Game lodge contributes to job creation by:
Direct job creation: positions in the hospitality industry✓ examples: Lodge receptionist✓, Room attendant✓, Tour guide✓, Masseurs✓, chef✓, waiters✓, doorman✓ (Any 2)
- Indirect job creation: positions that does not form part of the hospitality industry✓ examples: Manufacturers of the linen used in the lodge✓, suppliers of food, drinks✓, producers of furniture✓ (Any 2) (4)

5.2 5.2.1

| REVENUE GENERATING AREAS | NON-REVENUE GENERATING AREAS |
|---|---------------------------------------|
| Bars✓ Food and beverage✓ Guest rooms✓ | Finance✓ Security✓ Maintenance✓ |

(6)

5.2.2

These two departments depend on each other because sales and marketing is responsible for making potential customers aware of the products and services that the establishment offers✓. They ensure that customers make use of the products and services which provides an income for the business✓. The financial department ensures that the income is spent according to the budget and needs of the establishment✓. (Any 2)

(2)

5.2.3

--Supervises personnel✓, property✓ and key control✓
-They must protect the establishment, staff and the guests from the following criminal activities:
-credit card skimming✓
-liability or insurance fraud
-terrorism✓
-information technology✓
-gambling fraud✓ (Any 3)

(3)

5.2.4

-Movable cocktail bar✓/Liquid chefs✓
-Drinks on wheels✓
-Vendor✓
-children birthday party drinks✓ (Any 3)

(3)

[30]

QUESTION 6

- 6.1 6.1.1 Refers to getting equipment (cutlery, crockery) and tablecloths ready before meal is served✓./ to put in place✓/pre-preparation✓ (2)
- 6.1.2 Check to see if the table cloth is:
Clean ✓and has no food stains✓/ or wax stains from candles✓.
not burnt, shabby or worn out✓
ironed✓
hanging evenly from each side of the table✓
not upside down✓ (Any 3) (3)
- 6.1.3 The glass should be washed in warm water with dishwashing liquid✓
Rinse in clean warm water✓
Airdry✓
Steam the glass over a bowl of boiling water✓
Polish using a clean, dry cloth✓ (3)
- 6.1.4 Chardonnay is suitable✓ because white meat (fish) goes well with white wine✓ M159
F 52
(2)
- 6.1.5 The red wine glass must be positioned 2.5cm✓ from the tip of the main course knife✓ and at 45° angle to the left of the white wine glass✓ White wine glass first and red wine glass second✓ (Any 3) (3)
- 6.1.6 The red wine needs to be stored in the dark✓ to avoid damage from ultra violet light✓
Place red wine bottles on their side so that the corks stay moist and swollen✓ providing an airtight seal.
Store red wine bottles upside down in a box✓
Store similar wines together✓
Pack and store wine bottles with the label to the top or to the front✓
Wine prefers a slightly damp location free from vibration✓ (Any 4) (4)
- 6.2 6.2.1
- | ON-CONSUMPTION | OFF-CONSUMPTION |
|---|---|
| Allows the liquor to be consumed where it is bought✓, liquor not taken off the premises✓ Examples: hotels, restaurants, clubs✓ (Any 2) | Allows liquor to be bought but consumed elsewhere✓/ removed from premises✓ Examples: liquor stores, wholesale liquor outlets✓ (Any 2) |
- (4)
- 6.2.2 In plated service food is plated directly onto individual plates✓ in the kitchen or at a service point✓ and then served to customers✓ on the right hand side✓ (3)

- 6.2.3 Better portion control✓
Less wastage✓
More creativity from the chef who plates the food✓
Specialised training in terms of serving food from the platter is not required✓
Skilled waiters for carrying plates without disturbing food arrangement on the plates✓ (Any 3) (3)
- 6.3 Food will be spoiled✓
Food wastage will cost the lodge✓
The menu may need to be adapted and therefore the guests may not receive their preferred orders ✓failure e.g. a gelatine dish wont set✓
Unexpected cost will be incurred in order to fix the fridge.✓ (Any 3) (3)
- TOTAL SECTION D: 60**
GRAND TOTAL: 200