



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2012

MEMORANDUM

MARKS: 200

This memorandum consists of 11 pages.

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

1.1.1	A	LO2AS1
1.1.2	D	LO2AS3
1.1.3	C	LO3AS1
1.1.4	D	LO3AS2
1.1.5	B	LO3AS3
1.1.6	B	LO3AS4
1.1.7	B	LO3AS5
1.1.8	B	LO4AS2
1.1.9	C	LO4AS4
1.1.10	C	LO4AS4

(10)

1.2 CHOOSE THE CORRECT DISH

1.2.1	Bangers and Mash	LO3AS4
1.2.2	Sushi	HSP 57
1.2.3	Hamburgers	
1.2.4	Infino	
1.2.5	Lamingtons	(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	Curriculum Vitae, CV	LO1AS3
1.3.2	Being alert, service driven	LO2AS1
1.3.3	Heimlich	LO2AS3
1.3.4	On-line/Internet/web	LO3AS1
1.3.5	Par-stock	LO3AS2
1.3.6	Invoice	LO4AS1
1.3.7	30	LO4AS4
1.3.8	Team/brigade	LO4AS4
1.3.9	1-2 cm	LO4AS4
1.3.10	Silver service	LO4AS4

(10)

1.4 MATCHING ITEMS

1.4.1	D	LO4AS4
1.4.2	F	
1.4.3	G	
1.4.4	A	
1.4.5	E	

(5)

1.5.1	A	LO2AS2
	D	
	E	
1.5.2	B	LO2AS3
	C	
	E	
	G	
1.5.3	A	LO4AS4
	D	
	E	

(10)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

2.1	2.1.1	Students/learners, teachers, non teaching staff (Any 2)	LO1AS1 (2)
	2.1.2	500 Learners/students√ +25 teachers√ + 20 non teaching staff √ = 545√	LO1AS1 (4)
	2.1.3	<ul style="list-style-type: none"> • No • HIV does not survive outside the body. Transmission of HIV and Aids by food and beverage is not a risk. • Learners should follow recommended standards and practices of good personal hygiene and food sanitation. (Any 2)	LO2AS2 (2)
	2.1.4	A – If a dose is missed, the virus becomes immune against the ARV. B – Increase the immune system. C – To help the body fight infection and build the body's resistance against diseases	LO2AS2 (3)
	2.2.1	<ul style="list-style-type: none"> • Promotions/Special offers • Branding • Packaging • Pricing • Presentation of products – by using interesting illustrations or photos or samples of the food • Competitions • Loyalty programmes • Advertising: brochures, leaflets, posters, etc. (Any 4)	LO1AS1 HSP 3-5 (4)
	2.2.2	Positive factors <ul style="list-style-type: none"> • They have the premises/building/tuck shop from which to sell the stock. • The educators, non-teaching staff and learners will buy the products. • Hospitality Studies educator is willing to train learners. • They have the people whom they could sell to. • To change the image of the tuck shop positively. (Any 4)	LO1AS3
		Negative factors <ul style="list-style-type: none"> • Do not have the skills to run the business. • Have insufficient funds. • Neglected tuck shop. • Street vendors outside the school gates. • Learners without HIV and Aids are afraid of contracting the disease. (Any 4)	(8)

	2.2.3	<ul style="list-style-type: none"> • Food, e.g. cakes, pickles, snacks, pies, etc. • Stationery • Airtime 		LO1AS3
		(Any relevant answer)	(Any 2)	(2)
2.3	2.3.1	<ul style="list-style-type: none"> • Shower or bath daily • Use a deodorant • Wear clean clothes and uniform • Males should be clean shaven • Keep hair clean and neatly tied back • Always wear head gear when handling food • Keep fingernails clean and short • Footwear should be clean and safe • Do not smoke in food areas • Cover open burns and cuts with a waterproof dressing • Wash hands immediately after using the toilet, smoking or dealing with refuse. 		LO2AS1
			(Any 5)	(5)
	2.3.2	<ul style="list-style-type: none"> • Exercising courtesy under all circumstances • Being punctual • Keeping confidential matters to yourself • Being fair in all situations • Doing your full share of work and not leaving it to others • Being alert at all times • Dealing with sensitive issues with privacy • Listening to others • Apologising sincerely for errors • Speaking clearly in a language that the listener can understand 		LO2AS1
			(Any 3)	(3)
2.4	2.4.1	<ul style="list-style-type: none"> • Deal with injuries until professional help is available • Protect life/ try to keep person alive • Relieve suffering and pain until professional help is available 		LO2AS3
		(Any 2)		(2)
	2.4.2	<ul style="list-style-type: none"> • Swelling • Severe joint pain • The skin appears to have a bluish colour because of torn blood vessels • Restricted movement or immobility of the joint 		LO2AS3
				(2)
	2.4.3	<ul style="list-style-type: none"> • Keep the injured joint still • Keep the injured joint slightly elevated • Place a cold compress on the joint for 10 minutes. Remove for a few minutes and repeat the procedure. • Place a bandage loosely around the joint 	(Any 3)	LO2AS3
		Any other relevant answer		(3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

	3.1.1	Bin card/stock sheet/inventory sheet		LO3AS2 (1)
	3.1.2	<ul style="list-style-type: none">• Stored in a cupboard that is locked• Store in piles of 24 (may differ according to in house rules)• Don't stack too high to prevent toppling over• Shelves should be labelled• Should be stored at a convenient height for placing on and removing from shelves without fear of accidents.• Should be kept covered to prevent dust and bacteria settling on it• Store the same types of crockery together e.g. cups/saucers. (Any 4)		LO3AS2 (4)
3.2	3.2.1	Point of Sale		LO3AS1 (1)
	3.2.2	<ul style="list-style-type: none">• Cut down on shrinkage due to theft, waste and misuse.• Ensures that every item on the menu is sold for the correct price.• Reduce time doing inventory, sales figures and other paperwork.• A POS can tell you instantly how many units of a particular product were sold on a particular day.• How much money you should have in your cash drawer.• How much profit was made on a particular day• Detailed sales reports make it much easier to keep correct stock on hand.• POS software can alert you to reorder when stock runs low.• Improves control• Keeps management informed of what is happening in the business.• The orders can be relayed to the kitchen automatically by using a touch screen by the waiter.• The bill is automatically generated from the orders placed by the waiter. (Any 4)		LO3AS1 (4)
3.3	3.3.1	<ul style="list-style-type: none">• Poached Kingklip• Morogo• Hollandaise sauce• Glazed carrots• Cream of broccoli soup (Any 4)		LO3AS4 (4)

- 3.3.2
 - Braised tripe
 - Samp
 - Morogo

(Any 2) (2) LO3AS6

- 3.3.3 Stomach

(1) LO3AS5

- 3.3.4
 - Sear the meat in hot fat
 - Add liquid to cover a quarter of the food
 - A pan is covered with the lid
 - The oven temperature should be 180 °C
 - Braising can also be done in the pot

(Any 3) (3) LO3AS5

- 3.4 3.4.1
 - 3 – Rib
 - 4 – Loin

(Any 1) LO3AS5
HSP79
(2)

- 3.4.2
 - To keep it intact
 - To retain the shape

LO3AS5
(2)

- 3.4.3
 - The meat can be stuffed and yields more portions
 - It can be easily carved
 - Interesting dishes can be prepared from less expensive meat cuts

(Any 2) LO3AS5
(2)

- 3.4.4
 - The age of the animal
 - The amount of the teeth lost
 - The quantity of fat
 - The shape and size of the carcass

(Any 2) LO3AS5
(2)

- 3.5 3.5.1
 - Both are cold desserts
 - Both are gelatine based

LO3AS5
(1)

- 3.5.2

BAVAROIS	CHIFFON
Whipped cream folded in	Egg white is folded in
Unmoulded	Not always unmoulded/filling
Heavier than a chiffon	It has a very light texture
Egg custard base	Egg custard or fruit puree
Thickened with egg	Thickened with starch (Any 4)

LO3AS5
(4)

- 3.5.3 Bavarois

LO3AS5
(1)

- 3.5.4 Raw pineapple has a proteolytic enzyme called bromelin which prevents the jelly from setting. If pineapple is used it should be cooked or use canned pineapples.

LO3AS5
(2)

- 3.5.5
- Couverture chocolate (1)
 - It is the best quality chocolate for baking
 - It contains 57% cocoa butter, no additives or artificial products,
 - It has a fine flavour (Any 1 motivation)
- (2) LO3AS5
- 3.5.6
- Chocolate is best melted in a bowl over hot water
 - Bowl shouldn't touch hot water
 - Water shouldn't boil
 - Chocolate shouldn't be overheated because it will solidify (Any 2)
- (2) LO3AS5
[40]

QUESTION 4

- 4.1 4.1.1
- Butternut soup – if cream or milk is used it cannot be served to the Jews.
 - Thai Fried Prawn salad – Jews do not eat any kind of shell fish.
 - Honey mustard Pork strips – They do not eat pork, ham and bacon.
 - Cheese bake – They do not take dairy products with meat (1 mark for dish and one mark for reason)
- (6) LO3AS4
- 4.1.2
- Not suitable/Not good.
 - Fried Thai Prawn salad – Method of cooking (Frying) and the prawn is not suitable – too much oil/fat.
 - Honey Mustard Pork strips – If it has a lot of fat it should be avoided.
 - Cheese bake – depends on the kind of cheese used, use low fat cheese.
 - Sautéed Vegetables – rather have steamed vegetables. (Any 5)
- (5) LO3AS4

4.2 4.2.1

Ingredients	Short crust	Puff pastry
(4.2.1) Flour shortening	500 g/2 250 g/1	500 g/1 500 g/1
(4.2.2) Texture	Crisp and light	Flaky with layers
(4.2.3) Rolling and resting	1 rolling and resting	9–11 rolling and resting periods
(4.2.4) TWO uses	Flans, quiche, pies, barquettes, tart base, turn overs	Mille feuilles, milk tart, jam tart, cream horns, sausage rolls, palmiers, bouchees.
	Any other	Any other

(10) LO3AS5

4.3	4.3.1	<ul style="list-style-type: none"> • Be crisp • Light • Hollow and dry in the centre • Light brown 	(Any 3)	(3)	LO3AS5
	4.3.2	<ul style="list-style-type: none"> • Baked – don't fill • Store in airtight container/bag • Store at room temperature • Store for three days • Freeze for up to a month 	(Any 2)	(2)	LO3as5
4.4	4.4.1	<ul style="list-style-type: none"> • Good source of protein • Good source of B vitamins • Low in cholesterol 	(Any 2)	(2)	LO3AS5
	4.4.2	<ul style="list-style-type: none"> • If nuts are bought in the shells, store in airtight containers • Store in non-metal containers • Store in a cool dark place • Can be stored in a freezer for up to one year 	(Any 2)	(2)	LO3AS5
4.5	4.5.1	<p>Selling Price Profit= 40 % of R6 410 = R2 564,00 Selling price= R6 410,00 + R2 564,00 = R8 974,00</p>		(4)	LO3AS3
	4.5.2	<p>Total cost – R64,10 x 100 = R6 410,00 Overheads = R800,00 Labour costs = <u>R900,00</u> Total cost = R7 190,00</p>		(4)	LO3AS3
	4.5.3	<ul style="list-style-type: none"> • Property rent • Tax • Water and electricity or gas • Equipment • Cleaning material • Stationery • Post and telephone services • Advertising 	(Any 2)	(2)	LO3AS3
					[40]
TOTAL SECTION C:					80

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

5.1	5.1.1	Buffet or Cocktail		LO4AS3
				(1)
	5.1.2	<ul style="list-style-type: none"> • Knives (carving, table, bread, butter) • Spoons (dessert) • Forks (carving, table) • Teaspoons • Serving spoons 	(Any 4)	LO4AS3 (4)
	5.1.3	<ul style="list-style-type: none"> • Bain marie • Chafing dish • Hot tray 	(Any 2)	LO4AS3 (2)
	5.1.4	<ul style="list-style-type: none"> • Table cloth can have animal prints on them • Overlays can be orange or brown • Menu cards may have ethnic prints on them • Serviettes can also have animal prints or ethnic colour • Wooden serving platters and bowls • Can use baskets to serve the bread products in • Any other suitable answer 	(Any 3)	LO4AS3 (3)
5.2	5.2.1	Natural, still, white wine. Chardonnay		LO4AS2
			(Any 1)	(1)
	5.2.2	Vintage 2010		LO4AS2 (1)
	5.2.3	Ice bucket/ wine bucket	(Any 1)	LO4AS2 (1)
	5.2.4	Volume will be 750 ml		LO4AS2 (1)
	5.2.5	<ul style="list-style-type: none"> • Ask the host if he would like to taste the wine. • Pour a small amount into the host's glass. • The bottle must never touch the glass • When pouring the label should face the guest. • After the host approves the wine then serve the ladies first then men and last the host. • The glass should be two thirds full. • When finished pouring the wine, place it in the ice bucket. 	(Any 6)	LO4AS2 (6)

5.2.6	<ul style="list-style-type: none"> • Wash glass in clean warm soapy water. • Rinse in warm water and place upside down to dry • Steam glasses over a bowl of boiling water • Polish using a dry clean cloth 	LO4AS2 (4)					
5.2.7	<ul style="list-style-type: none"> • 7-10 °C 	LO4AS2 (1)					
5.3	<table border="0"> <tr> <td style="vertical-align: top;">5.3.1</td> <td> <ul style="list-style-type: none"> • Waiter should ask if they prefer hot or cold milk • Place a cup, saucer and teaspoon to the right of each customer or guest. • The cup's handle should face in the direction of the customer's right hand • Place the coffee pot, milk jug, the sugar and appropriate sweetener on a tray. Carry the tray on the palm of the left hand. Ensure that the coffee is hot but not boiling • Add milk – milk is only served warm on request. • Place the coffee pot on a tray or side plate on a neatly folded service cloth • Approach the guest from the right side • Pour the coffee by tilting the pot and pouring into the cup • Pour up to 6 mm of the rim of the cup • The coffee pot should not leave the tray • Leave sugar in the bowl on the table </td> <td style="text-align: right; vertical-align: bottom;">LO4AS4 (Any 5) (5)</td> </tr> </table>	5.3.1	<ul style="list-style-type: none"> • Waiter should ask if they prefer hot or cold milk • Place a cup, saucer and teaspoon to the right of each customer or guest. • The cup's handle should face in the direction of the customer's right hand • Place the coffee pot, milk jug, the sugar and appropriate sweetener on a tray. Carry the tray on the palm of the left hand. Ensure that the coffee is hot but not boiling • Add milk – milk is only served warm on request. • Place the coffee pot on a tray or side plate on a neatly folded service cloth • Approach the guest from the right side • Pour the coffee by tilting the pot and pouring into the cup • Pour up to 6 mm of the rim of the cup • The coffee pot should not leave the tray • Leave sugar in the bowl on the table 	LO4AS4 (Any 5) (5)			
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5.4	<table border="0"> <tr> <td style="vertical-align: top;">5.4.1</td> <td> <ul style="list-style-type: none"> • Vintages and labels on wine • Proof on spirits • Date codes on Beer • Leakage on kegs • Unit sizes • Brands • Broken bottles • Broken seals • Number of bottles in cases </td> <td style="text-align: right; vertical-align: bottom;">LO4AS1 (Any 5) (5)</td> </tr> </table>	5.4.1	<ul style="list-style-type: none"> • Vintages and labels on wine • Proof on spirits • Date codes on Beer • Leakage on kegs • Unit sizes • Brands • Broken bottles • Broken seals • Number of bottles in cases 	LO4AS1 (Any 5) (5)			
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5.5	<table border="0"> <tr> <td style="vertical-align: top;">5.5.1</td> <td> <ul style="list-style-type: none"> • Ladies first • Men • Hostess • Host • Anti clockwise </td> <td style="text-align: right; vertical-align: bottom;">LO4AS4 (Any 3) (3)</td> </tr> <tr> <td style="vertical-align: top;">5.5.2</td> <td>Host</td> <td style="text-align: right;">LO4AS4 (1)</td> </tr> </table>	5.5.1	<ul style="list-style-type: none"> • Ladies first • Men • Hostess • Host • Anti clockwise 	LO4AS4 (Any 3) (3)	5.5.2	Host	LO4AS4 (1)
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5.5.2	Host	LO4AS4 (1)					
TOTAL SECTION D:		40					
GRAND TOTAL:		200					