



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2016

MEMORANDUM

MARKS: 200

This memorandum consists of 15 pages.

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

1.1.1	A✓	(1)
1.1.2	C✓	(1)
1.1.3	A✓	(1)
1.1.4	C✓	(1)
1.1.5	C✓	(1)
1.1.6	D✓	(1)
1.1.7	D✓	(1)
1.1.8	A✓	(1)
1.1.9	B✓	(1)
1.1.10	B✓	(1)

(10)

1.2 MATCHING ITEMS

1.2.1	B✓
1.2.2	D✓
1.2.3	E✓
1.2.4	C✓

(4)

1.3 ONE-WORD ITEMS

1.3.1	Gastroenteritis✓
1.3.2	Cholera✓
1.3.3	Fleurons✓
1.3.4	Phyllo✓
1.3.5	Kosher✓ / Kasherv
1.3.6	Canapé✓
1.3.7	Bombe/Baked Alaska✓
1.3.8	Rigor mortis✓
1.3.9	Service cloth✓/ Waiters cloth✓
1.3.10	Host✓ / Hostess✓

(10)

1.4 MATCHING ITEMS

1.4.1	G✓
1.4.2	D✓
1.4.3	E✓
1.4.4	F✓
1.4.5	B✓
1.4.6	C✓

(6)

1.5.1 **IDENTIFYING ITEMS**

A✓ C✓ D✓ G✓ H✓

(Any order) (5)

1.5.2 **IDENTIFYING ITEMS**

C✓ D✓

(Any order) (2)

1.5.3 **IDENTIFYING ITEMS**

B✓ C✓ F✓

(Any order) (3)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Healthcare workers√
Immigrants of countries where TB is common√
People with HIV infection√
Malnourished children and adults√/poor immune system from the elderly√
Drug users injecting themselves√
People with diabetes or cancer√
People who received incomplete TB treatment in the past√
People living/working with TB infected persons√
People using non ventilated areas√ (Any 3) (3)
- 2.1.2 Food handlers with TB should be put on sick leave and receive treatment/stay home√
Only go back to work seven days/ confirmation from the doctor after the onset of effective treatment√
Avoid sneezing and coughing onto food cover your mouth √
Use only pasteurised milk from a company with a good reputation√
Keep food on buffet tables/in kitchens covered√
Maintain good hygienic practices, e.g. washing hands√ (Any 2) (2)
- 2.1.3 The symptoms of TB may be confused with the symptoms of other diseases. √
Although it primarily affects the lungs / the lymph system, nervous system/ blood circulation√ there are many other symptoms:
Fever√/chills √
Night sweats√
Chest pains√
Constant coughing for more than 3 weeks√
Coughing blood√
Loss of appetite√ and weight loss√
Constant tiredness√
Dyspnoea – shortness of breath√ (Any 4) (4)
- 2.2 2.2.1 - Sam/The staff will not have pride in their work/ respect √
- They will not enjoy their work√
- They will not work quickly/hard/decrease speed/be less productive√
- They will not work efficiently / team work√
- They will not work neatly√
- They may work unsafely because they are nervous√
- It creates an unpleasant atmosphere for staff and guests√
- It creates unhappy staff members / negative attitude√ (3)
- Staff will resign / look for jobs elsewhere√
- Absenteeism increases√ (Any relevant answer)

- 2.2.2 - Sam's bad mood will impact negatively on the profitability of the restaurant√
 - Poor service will lead to dissatisfied customers not willing to pay√
 - Loss of business/ customers will not return√
 - No positive word of mouth√
 - Fewer customers decrease income/profit √ (Any relevant answer) (3)
- 2.3 2.3.1 Internet shopping/on-line shopping/ e-procurement / telephonic order√ (Any 1) (1)
- 2.3.2 ONLINE SHOPPING:
 - Ensure that he uses a credit card with a small limit√
 - Use a secure connection, beginning with 'https'√
 - Do business with a reputable organisation√
 - Use a recommended/familiar website/secure web browser √
 - Do not click on any hyperlink contained within a 'spam' e-mail√
 - He should make sure he is on the website that he thinks he is on √
 - Set the web browser to the highest level of security/notification/ anti-virus protection√
 - Use the most recent version of your web browser√
 - Look for the closed padlock icon – indicates detail protection √
 - Read the terms and conditions properly√
 - Make use of computer privacy filters√
 OR
 TELEPHONIC ORDER:
 - Check the order quantity√
 - Do not give your banking details over the telephone√
 - Request that the receiver repeats the order to you√
 - Check that there is a correct address for delivery√
 - Check for contact details for the person you are dealing with√
 - Phone a reputable company√
 - Confirm method of payment√
 - Confirm the delivery time√ (Any other relevant answer) (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION, MENU PLANNING; AND FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 Rissoles are a blend of ground meat/minced meat, fish, poultry, vegetables, lentils, onions, dipped in bread crumbs, egg and seasonings√
Shaped into small balls √
Fried until brown√ (Any 2) (2)

3.1.2

ADVANTAGES	DISADVANTAGES
<ul style="list-style-type: none"> - A large number of people can be entertained at one time. √ - A fairly small space can be used. √ - Little cutlery and crockery is required. √ - A diverse mix of guests can be accommodated because guests can mingle easily. √ - The duration of the function is usually quite short as it only lasts 2 hours/waiters are only required for a short period.√ - The menus can be relatively cheap, while offering interesting food. √ - A variety of snacks is served which gives guests a choice of food items. √ - Less tables √ - No table plan√ - Less staff to serve guests√ - No waiting time for the food √ <p>(Any 3)</p>	<ul style="list-style-type: none"> - Cocktail snacks require a lot of preparation/time-consuming√ - Guests might be uncomfortable standing for the duration of the cocktail party√ - Guests will dirty their fingers√ - Several snacks have to be prepared√ - Food items can be costly if protein is the main ingredient√ - People may be hungry at the time of the function and thus may eat more than the number of snacks provided per person√ <p>(Any 3)</p>

(3 x 2) (6)

- 3.1.3
- Place the non-alcoholic drinks in an accessible spot with someone to serve them./Separate tables for drinks √
 - Non-alcoholic cocktails may be served as the guests arrive, while juice, mineral water and non-alcoholic drinks can be served throughout the evening. √
 - Bartending with flair can enhance the function and may add to the fun√.
 - Use different Styles of glasses to serve the different types of drinks√
 - Must be served cold and chilled√ / stock up with ice

- Waiters must use a non-slip tray✓/ special trays
 - Garnish with appropriate accompaniments when serving✓
 - Carry the tray and move amongst the guests✓
 - Handle glasses by their bases if serving by hand✓
 - Do not overfill glasses to prevent wastage and spillage✓
- (Any 4) (4)

- 3.1.4 Slows down preparation✓ / more time is needed✓
 Have to make another plan/Other equipment can be used to prepare the pita and the bruschetta e.g. griddle pan, salamander, gas equipment. ✓
 The pita and the bruschetta can be bought and used as a replacement✓.
 The samoosas and the rissoles are fried and therefore the availability of the oven will not have an impact on these dishes.✓
 The snacks will be uncooked✓
 They will spoiled which will lead to wastage of ingredients✓
 Insufficient snacks✓
- (Any 4) (4)

3.1.5

	PURR PASTRY	SHORT CRUST PASTRY
(a) Differences	Small amount of oil✓ Ratio of flour to fat: almost no fat ✓ No eggs✓ Does not crumble✓ Not as rich✓ Darker golden brown colour✓ Pliable / flexible✓ Thinner ✓ Fried✓ (any 2)	Contains fat/ shortening✓ Ratio of flour to fat 2 : 1✓ / 1: ½ ✓ Crumbles easily✓ May contain eggs✓ Soft short crust pastry✓ Rich pastry✓ Thick pastry ✓ Lighter golden colour✓ Baked✓ (any 2)
(b) Example of pastry product	Samoosas✓ (1)	Quiche✓ (1)

(6)

- 3.1.6 (a) Quiche ✓ (1)
- (b) To ensure that the pastry case is thoroughly cooked ✓
 To help the crust to become crisp / prevents it from being soggy✓
 To keep the crust from blistering ✓ (Any 2) (2)

- 3.1.7 - Cream puffs✓ – Balls of 2–4 cm/round shapes filled with pastry cream or Chantilly cream. ✓
 - Profiteroles✓ – Small, sweet choux puffs filled with pastry cream or Chantilly cream ✓
 Éclairs✓ – Log or finger-shaped choux pastry filled with pastry cream or Chantilly cream and topped with chocolate

- Croquembouche✓ – A pyramid of filled cream puffs, covered with spun sugar✓
 - Swans✓ - shell shaped puffs filled with Chantilly cream✓
 - Beignets✓ – squares baked and dusted with icing sugar✓
 - Mini paris brest✓:-choux pastry piped into small rings, topped with slivered almonds✓
- (2 marks for names of products and 2 marks for description) (4)

- 3.1.8 (a) $\frac{R3\ 000}{0.5} \checkmark = R6000\checkmark$ (2)
- (b) Gross profit = selling price – food cost
R6000 - R3 000✓ = R3 000✓ (2)
- (c) No / It is not possible to calculate the net profit ✓
Reason:
Net profit = selling price – total cost✓
The total cost cannot be determined✓/ There is missing information✓
Total cost = food cost + labour cost + overheads✓ (3)
Labour cost and overhead costs were not provided✓ (Any 3)

- 3.2 3.2.1 High cholesterol can lead to a stroke or heart attack✓
Can contribute to high blood pressure✓
Cholesterol will be left behind in arteries/blocks arteries/cause hardening of arteries✓
Reduces blood flow✓
If blood flow is reduced the organs get damaged✓ (Any 1) (1)
- 3.2.2 Eat less fat, Use skim milk instead of full cream✓
Avoid or restrict the intake of processed meat, e.g. salami, Russians ✓
Avoid or restrict refined carbohydrates (starch), e.g. white bread✓
Offer dishes high in complex carbohydrates, e.g. brown rice✓
Limit alcohol intake✓
Incorporate fruits, vegetables✓
Fibre rich foods✓ (Any 3) (3)
- [40]**

QUESTION 4

- 4.1 4.1.1 (a) French meringue✓
(b) Italian meringue✓ (2)
- 4.1.2 A coulis is puréed✓, raw or cooked strawberries/fruits✓
with or without sugar syrup/adjusted in flavour✓ (Any 2) (2)
- 4.1.3 It helps to stabilise the foam✓ (1)
- 4.1.4 Store without the filling✓
Store in an airtight container✓
Store at room temperature/not in the fridge/cool dry place✓
Do not store near onions or strong smelling foods✓
Do not freeze Pavlova✓ (3)
Must be individually stored making a space between them to avoid
breaking✓ (Any 3)
- 4.1.5 Brush, pour or drizzle coulis over the fruit ✓
Brush, pour or drizzle gelatin over the fruit ✓
Brush, pour or drizzle thickened fruit juice over the fruit ✓
Brush, pour or drizzle melted jam over the fruit ✓
Brush, pour or drizzle or sugar syrup over the fruit ✓
Fruit is continuously cooked in a high concentrated sugar syrup
until it forms a glaze✓ (Any 2) (2)
- 4.1.6 Ovo-vegetarian✓
Lacto-ovo vegetarian/ ovo-lacto vegetarian✓
Pesco-vegetarian/ pescatarian vegetarian✓
Pollo-vegetarian✓
Pollo-pescatarian✓
Semi-vegetarian✓
Flexitarian✓
Reason: May eat eggs and fruits✓
(Any 4 vegetarians and ONE reason) (5)
- 4.1.7 Agar-agar✓
The vegetarians may not eat gelatin because it is made from
animal tissue✓
Agar-agar is made from seaweed✓ (Any 2) (2)
- 4.2 4.2.1 Gelatin leaves✓ sheet gelatin✓ (Any 1) (1)
- 4.2.2 Gelatin was hydrated/soaked in cold water✓
Soak till very soft/liquid absorbed ✓
Excess water is squeezed out✓ (Any2) (2)
- 4.2.3 Melt the hydrated gelatin over steam/ hot water bath/ or bain-
marie/Melt gelatin in the microwave for a few seconds✓
Then stir into the strawberry purée /OR heated puree✓ (2)
- Reason:
The strawberry purée is cold/not hot enough to melt the hydrated
gelatin, therefore the gelatin should be melted first✓
The gelatin must be slightly cooled/not too hot when adding it to
the strawberry purée✓ (Any 1 reason) (3)

- 4.2.4 The gelatin in the strawberry purée was not thick enough or
The strawberry purée did not have the consistency of thick egg
white or strawberry purée was still too runny✓
when adding the foam/beaten cream and egg white✓
Not folded in correctly✓ (Any 2) (2)
- 4.3 4.3.1 Tongue✓
Kidney✓
Oxtail✓ (Any 2) (2)
- 4.3.2 To brown the surface✓
To create a desirable flavour/to add flavour✓
Prevents loss of moisture✓ (Any 2) (2)
- 4.3.3 After searing✓ flat rib is cooked in liquid✓ in a covered pan ✓
Placed on a bed of root vegetables/mirepoix✓
Add enough liquid/stock to cover a quarter of the flat rib✓
Put in the oven at 180 °C / on the stove top✓ (Any 3) (3)
- 4.3.4 The white connective tissue/collagen bonds with water✓
Changing the connective tissue/collagen to gelatin✓
It makes the collagen more edible✓
Yellow connective tissue/elastin is not affected by moist heat and it
remains chewy✓ (Any 2) (2)
- 4.4 4.4.1 Rabbit✓✓ OR
Kudu✓, springbok✓, blesbok✓, impala✓, cane rats✓, porcupine✓
(Any 2) (2)
- 4.4.2 Wood smoke contains compounds✓
that slow down/inhibit the growth of microbes✓
Slow down fat going off/It slows down the animal fat from going
rancid✓
Preserves by drying/removing moisture ✓
Meat does not become contaminated easily✓
Prevents enzymes from reacting with oxygen/prevents browning✓
Increases shelf life✓ (Any 2) (2)
- 4.4.3 Drying✓
Salting✓ / Curing
Vacuum packing✓ (Any 2) (2)
- TOTAL SECTION C: 80**

[40]

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

- 5.1 5.1.1 - The hospitality sector makes a contribution to the gross domestic product (GDP) of the economy of SA / income tax paid to government ✓
 - An increase in demand for the products will create jobs ✓
 - Secondary jobs in the companies that supply products to the manufacturers, such as food outlets ✓
 - Local income will increase ✓
 - Multiplier effect / Income generated contributes to development and improvement of the country's infrastructure ✓
 - Funds are provided for maintenance and responsible utilization of natural resources ✓
 - Tourists bring valuable foreign currency into the country ✓
 - The esteem and living standard of the community will improve ✓ (4)
 (Any 4)
- 5.1.2 - Baking ✓
 - Home industries ✓
 - Function catering / Birthday party catering ✓
 - Vendors ✓
 - Meals on wheels ✓
 - Restaurant / coffee shop ✓
 - Tuck-shops ✓ (Any relevant food preparation opportunities) (3)
- 5.1.3 In designing the operational plan the following must be included:
 - Costs for manufacturing/running the business ✓
 - Purchasing and suppliers/merchandising ✓
 - Who will supply their raw materials and equipment, where they are located, what their credit terms are ✓
 - Delivery: whether they deliver or you will have to pick up your order ✓
 - Personnel plan / staff plan ✓
 - Stock control and storage ✓
 - An organogram: who will be responsible for which task within your business ✓
 - Job descriptions: a written list of tasks for every job in your company ✓
 - Individual responsibilities: which employees will need to take responsibility for each task ✓ (4)
 (Any 4) (4)
- 5.1.4 - Cover page: name of the business / name of the owner ✓
 - Business description: objectives / goals / address / map layout/ type of business / layout of business ✓
 - Product/service description ✓
 - Marketing plan / strategy ✓
 - Financial plan / budget / cash flow analysis / income statement / balance sheet / break-even analysis ✓
 (Any 2) (2)

- 5.2 5.2.1 - Guest rooms / Accommodation✓
- Food and beverage/restaurant✓
- Bar✓
- Spa treatments✓ (Any 3) (3)
- 5.2.2 - Human resource / manager✓
- Trainers✓
- Recruitment officers✓
- Administrative posts/clerk/secretary ✓ (Any 2) (2)
- 5.2.3 - Product is indicated in the advert✓: accommodation, meals, spa ✓
- Promotion is indicated✓: special packages: stay 2 nights, 3rd night free✓
- Price is indicated✓: R2 999, it seems more affordable than R3 000✓
- Place/address of business is indicated✓: 22 Avondale Road✓
- People/Target market is indicated✓: Parents and children✓
- Packaging is not indicated✓ :no brand awareness/logo✓
- Presentation not indicated ✓– no pictures of products✓ (Any 6) (6)
- 5.2.4 - Promotional videos ✓
- TV ✓
- Advertisements (shown in movie theatres or on video walls) ✓
- Digital shows✓
- YouTube / video clips✓ (Any 2) (2)
- 5.2.5 The security team protects guests, staff and property so that claims which may lead to huge financial losses are prevented. ✓
Human resource officers oversee security staff affairs: such as employment, training, leave, salaries, bonuses, medical aid and problems experienced/counselling. ✓
Draws up employment contracts for security staff, work schedules and rosters, codes of conduct, procedures/disciplinary actions/ settling of disputes. ✓
Security people make sure that the human resource staff are secure/safe✓
Therefore these two departments work closely with one another to ensure the success of the establishment. ✓ (Any 4) (4)

[30]

QUESTION 6

- 6.1 6.1.1 On-consumption / on-site license✓ (1)
- 6.1.2 - The applicant / their spouse should have a clean record / not imprisoned for more than 10 years✓
 - The applicant should not be insolvent✓
 - The applicant should be over the age of 18 / under age✓
 - Adequate guest toilet facilities for males and females must be provided on or near the premises. ✓
 - Ordinary meals must be available on the premises during the hours that liquor is sold. ✓
 - 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 a meal on the licensed premises. ✓
 - May only sell liquor to be consumed on the premises✓.
 - May not sell liquor to people under the age of 18✓
 - People that are already intoxicated✓
 - It is illegal to add any liquids, such as water, to the liquor in a bottle✓ (Any 3) (3)
- 6.2 6.2.1 Suitable✓ – it is a champagne✓ , flute glass✓, used for sparkling wine✓
 Not suitable✓- the glass is shorter and is suitable for white wine✓ (Any 2) (2)
- 6.2.2 Unique name ✓: PeZulu Restaurant or any other suitable name✓
 Name of wine ✓: Sparkling wine✓
 Harvest year/Vintage✓: 2015✓
 Origin✓: e.g. Paarl, Country: South Africa✓
 Producer: Estate/Manufacturer✓
 Alcohol✓: e.g. 13%✓
 Bottle content✓: 750 ml✓
 Logo✓
 (Any 4 for the items on the label, 1 mark for the design of the label) (5)
- 6.3 6.3.1 Non-alcoholic cocktail / virgin drink✓ (1)
- 6.3.2 Made from fruit juice or syrups / concentrate (prepared from sugar and water) ✓ and other flavourings, ✓
 usually diluted with water, sodas or lemonade (Any 2) (2)
- 6.3.3 Very dry wine✓ (1)
- 6.3.4 Dry wine✓ (1)
- 6.4 6.4.1 Cloche / plate cover / butter dish✓ (Any 1) (1)

6.4.2 Wash in clean, hot, soapy water ✓
 Rinse in clean, hot water ($\pm 60^{\circ}\text{C}$ – dries faster) ✓
 Air dry and polish using a clean cloth / metal cleaner ✓
 If water stains remain after washing, dip equipment in very hot water / steam ✓ for a few moments, and then polish with a clean, dry cloth ✓
 Use a dishcloth or a service cloth to handle the equipment/cloche after polishing to prevent fingerprints ✓ (Any 2) (2)

6.5

- Place similar items together on the waiter's station: Table numbers, menus, sugar pots, salt and pepper pots, condiments ✓
- Collect all linen, both clean and dirty; return the same quantities that were issued. Place soiled linen in different piles, e.g. tablecloths, serviettes, service cloths; return to the linen room. ✓
- Empty ashtrays into a fireproof container, and place apart from other dishes. ✓
- Empty coffee pots and milk jugs, wash and pack away. ✓
- Scrape off food debris, sort and throw away other rubbish before leaving items at the dishwashing area. ✓
- Place saucers and plates in neat piles, cups together, cutlery soaking in a bowl or sorted into the basket for the dishwasher ✓.
- Wipe clean bottles, jars and other containers used for accompaniments, check that they are closed properly and place those that must be kept chilled in the refrigerator. ✓
- Return all the equipment to their various storerooms. Pack away neatly according to shelf labels. ✓
- Bundle cutlery in groups of ten ✓
- Switch off electrical equipment: bain-marie, plate warmers, hot plates, refrigerated units, and urns when not in use ✓.
- Wipe down surfaces and wash out food containers. ✓
- Check that all the sideboards are completely empty ✓. (Any 5) (5)

6.6 6.6.1

- He should have apologised sincerely. ✓
- The manager should have handled the situation positively and professionally. ✓
- He should have been calm ✓, helpful ✓ and friendly as much possible – and try to put aside any feelings of anger, hurt or embarrassment. ✓
- The manager should have communicated tactfully and sensitively. ✓
- He should have shown understanding and willingness to resolve the matter. ✓
- He should not have argued with the guest, ✓ instead listened and paid attention. ✓
- The manager should have acknowledged the complaint and moved the guests to his sister B&B. ✓
- The manager should have had alternative measures in place, e.g. buying water for drinking and a water tank / jojo for washing. ✓ (Any 4) (4)

- 6.6.2
- The kitchen would have been closed during water cuts for the sake of hygiene. ✓
 - Only beverages would be served as long as clean glassware and crockery were available. ✓
 - Productivity of staff would have decreased. ✓
 - Profits would have decreased. ✓
 - Will lose customers ✓
 - Bad word of mouth ✓

(Any 2) (2)

TOTAL SECTION D: 60
GRAND TOTAL: 200