



# basic education

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

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2014**

**MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 17 pages.**

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

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

(10)

**1.2 MATCHING ITEMS**

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

(10)

**1.3 ONE-WORD ITEMS**

1.3.1	point of sale✓ /POS✓
1.3.2	baked Alaska✓
1.3.3	malva pudding✓
1.3.4	salmonella✓
1.3.5	stewing✓
1.3.6	glazing✓
1.3.7	Churros/sonhos ✓
1.3.8	plated/plating/silver/English✓
1.3.9	franchise✓
1.3.10	baking blind/blind baking/vol au vent/ bouchee/ barquette/short crust shell ✓

(10)

1.4 **SELECTION ITEMS**

1.4.1	A✓	D✓	E ✓ (Any 2)
1.4.2	A✓	C✓	D✓

(5)

## 1.5

1.5.1	Claret✓ / Pinotage✓ / Merlot✓	(3)
1.5.2	Sauvignon blanc✓ / Chardonnay✓ / Chenin Blanc✓	(Any 2)

(5)

**TOTAL SECTION A: 40**

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

- 2.1      2.1.1      - Show tolerance by recognising others in the establishment√  
 - Show support and accept others/ respect√  
 - Willingness: They must be prepared to work with others/ √  
 - Display fairness/honesty with the team√  
 - Co-operating with one other√  
 - Work toward the same objectives√  
 - Everyone pulling their weight√  
 - Sharing successes and failures√  
 - Clarify the job description of each staff member. √  
 - The employer to give incentives to improve working relations √  
 - Talk to each other/communication √  
 - Objectivity: Do not be biased against other people√  
 - Ask for help when needed√  
 - Understanding: have some thought for your fellow workers and do not be selfish. √  
 - Teamwork: practice to work together/do team building exercises √  
 - Positive attitude: Enjoy working with each other. √  
(Any 5)      (5)
- 2.1.2      - The maître d' should make a good impression in order attract clients. √  
 - Ensure that the guest is satisfied and will become a loyal customer for return business√  
 - A satisfied customer will be willing to pay for the service which will result in boosted profits√  
 - Good service by the maître d' can lead to positive word of mouth attracting more customers√  
 - More customers will bring in more money √  
(Any 3)      (3)
- 2.2      - Lower productivity√, work will not be done on time or to the expected standard√.  
 - Increases absenteeism√, as sick workers are not fit to work√  
 - Jobs are created√  
 - Costs incurred in retraining and rehiring workers√  
 - Low employee morale where other workers have added work because of staff shortages√  
 - Workflow disruption √  
 - Inhibits/ decreases economic growth √  
(Any 4)      (4)
- 2.3      - Data from the reception is sent to the housekeeping section. √  
 - Improves housekeeping coordination, increases efficiency, improving guest service√  
 - At a glance the housekeeping department is able to determine the number of rooms that need to be prepared for check-in guests/ Saves time/quicker

- The reception is able to see how many rooms are available for new bookings.
- Guest requests can be viewed by housekeeping e.g. extra cot in room.
- More accurate information
- Assists with stock taking (Any 4) (4)

2.4

- Identification numbers√/passport numbers/copies of passports
- Fill in a registration card√
- Sign printed copy of registration form√
- Number of guests in the group√
- List of guest names and allocation of the rooms keys/cards/codes√
- Contact details: telephone number√ , address, √ email address√
- Credit card details may be required additional costs
- Type of room requested by tourists : smoking or non-smoking√, single or double√, room views√
- Updating additional costs/extra services√
- Confirmation of the group booking √ (Any 4) (4)

**TOTAL SECTION B: 20**

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

- 3.1 3.1.1 Puff ✓ (1)
- 3.1.2
- Measure ingredients accurately ✓
  - Keep work surface, ingredients, utensils and hands ice cold ✓
  - Handle the dough lightly ✓
  - Use minimum flour when rolling ✓
  - Incorporate as much air as possible ✓, roll and fold ✓
  - Détrempe should be rolled in a rectangle of even thickness ✓
  - Place butter in centre of dough ✓
  - Fold dough around the butter enclosing it completely ✓
  - Roll the block of dough and butter into an even rectangle ✓
  - Fold the dough into a business letter ✓
  - Fold dough into three and pinch the open edges together to trap the air ✓
  - Don't stretch the pastry ✓
  - Rotate block of dough 90° on the work surface ✓
  - Roll out again and fold again. ✓
  - Rest and chill pastry for 30 minutes after each stage of making and assembling
  - Repeat rolling process 4–5 times ✓
- (Any 5) (5)
- 3.1.3
- Apple ✓
  - Gravy ✓
  - Raisin ✓
  - Mustard ✓
  - Cranberry ✓
  - Sauce Robert ✓
- (Any 1) (1)
- 3.1.4
- almonds ✓
  - brazil ✓
  - cashews ✓
  - hazelnuts ✓
  - macadamia ✓
  - pecan ✓
  - pistachio ✓
  - walnuts ✓
  - peanuts ✓
- (Any 2) (2)

- 3.1.5
- pigeon ✓
  - quail ✓
  - wild goose ✓
  - ostrich ✓
  - pheasant ✓
  - guinea fowl ✓
  - wild duck ✓
  - partridge ✓
  - emu ✓
- (Any 3) (3)
- 3.1.6
- Roast beef is not suitable ✓ because pollo-vegetarians exclude red meat ✓.
  - Chutney chicken is suitable ✓, pollo-vegetarians include poultry, milk products, eggs and vegetables ✓.
  - Grilled pork not suitable ✓ because they do not eat pork ✓.
  - Peach and coconut trifle is suitable, allowed to eat dairy and fruit ✓.
- (Any 3 of the above statements) (3x2) (6)
- 3.1.7
- Roast Beef Boucheés, Glazed Pork, Chutney chicken, Peach and Coconut Trifle
- (Any 1) (1)
- 3.1.8
- Vegetable lasagne ✓
  - Vegetable breyani ✓
  - Grilled tofu ✓
  - variety of vegetable soups ✓
  - vegetable patties ✓
  - salad/ vegetarian starter ✓
  - dessert ✓
- (Any dish that excludes beef or pork) (3)
- 3.2
- 3.2.1
- Protein ✓
  - Carbohydrates ✓
  - Fibre ✓
- (Any 1) (1)
- 3.2.2
- Sort the beans to remove impurities, broken pieces, stones ✓
  - Wash to remove dirt / Place the beans in a bowl, cover with water and remove any skin or items that might float to the surface ✓
  - Boil the beans rapidly for 3 minutes, remove from the heat, set aside for 1 hour ✓ OR Place the beans in a bowl and cover with cold water and soak overnight ✓
  - Drain the beans and discard the soaking liquid ✓
  - Rinse under running water ✓
- (Any 3) (3)
- 3.2.3
- Salt will react with the starch in the beans causing them to harden ✓
  - Salt will slow the cooking process ✓
- (Any 1) (1)

- 3.3     3.3.1     - Leaf/Sheet✓  
                     - Powdered/Granulated✓  
(Any 2)     (2)
  
- 3.3.2     - Gelatine must be measured correctly/correct proportion✓  
                                 - Gelatine should be hydrated, dispersed properly ✓  
                                 - Chef must ensure that the cheesecake is first properly set✓  
                                 - Put gelatine mixture to partially set in the fridge✓  
(Any 3)     (3)
  
- 3.3.3     - To prevent the fruits from sinking to the bottom/or going to the top✓  
                                 - Ensures uniform distribution of fruit✓  
                                 - Enhance the appearance/garnish ✓  
(Any 2)     (2)

3.4     Example:

Mike's Homemade Products (**brand name**) ✓

Fig Jam (**name of food product/product name**)✓

**Description of the product e.g. whole, smooth** ✓

44 Sandton Drive, Johannesburg, South Africa <b>(name and address of supplier)</b> ✓	410 g ( <b>weight</b> ) ✓
Figs, sugar, water <b>(ingredient list)</b> ✓	<b>(Bar code)</b> 6 004791 001 1378✓
Refrigerate after opening <b>(instructions for use)</b> ✓	02/04/15 <b>(use by, best before)</b> ✓
Produced in an area which uses peanuts. <b>(allergens)</b> ✓	<a href="http://www.mikesjam.co.za">www.mikesjam.co.za</a> <b>(consumer feedback)</b> ✓
Manufacture date✓	

(only one mark per heading)

(1 mark for design and Any 5 marks for information)

□

(6)  
[40]



**QUESTION 4**

- 4.1 4.1.1 (a) A: Paris Brest: Choux✓  
B: Pastry case: Puff✓ (2)
- (b) A: Paris Brest: initial 200 °C/220°C reduced to 180 °C✓  
B: Pastry case: 220°C /230 °C✓ (2)
- (c) A. Paris Brest  
- crisp✓  
- hollow and dry inside✓  
- light in weight✓  
- light brown in colour✓  
- well puffed✓  
- even sized ✓ (Any 2)
- B. Pastry case  
- light✓  
- flaky layers✓  
- light golden brown in colour✓  
- uneven surface✓  
- rich, delicate taste✓ (Any 2) (4)
- 4.1.2 - cream puffs✓  
- croquembouche✓  
- gateau St Honore✓  
- beignets✓  
- churros/sonhos✓  
- éclairs✓  
- profiteroles✓  
- swans✓  
- gougere✓  
- gnocchi ✓ (Any 2) (2)
- 4.2 4.2.1 Crown roast✓ (1)
- 4.2.2 - Mint sauce✓  
- Brown gravy/Jus lie✓  
- Apple jelly✓ (Any 1) (1)
- 4.2.3 150-200g/ 200g - 250g / 1 to 2 chops per person✓ (1)
- 4.2.4 A Trimming  
- neatens the meat and clean the bones ✓  
- a sharp knife is used to remove excess fat and sinew✓
- B Searing  
- Browning the meat at high temperatures✓ surface is  
browned creating a desirable flavour / and colour✓ (4)

- 4.3 4.3.1 - Process of covering the surface of meat with thin slices of bacon or fat✓ (1)
- 4.3.2 - Game meat is lean therefore it is very dry✓  
- Barding prevents the meat from drying out✓  
- Moistens the meat✓  
- Adds flavour to the meat ✓  
- Improves the appearance ✓ (Any 2) (2)
- 4.4 4.4.1 Cocktail function, finger lunches (Any 1) (1)
- 4.4.2 - Little or no utensils are required✓  
- Inexpensive✓  
- Large number of people can be entertained at one time✓  
- A small space can be used✓  
- Duration of the function is short✓  
- Variety of snacks is served✓  
- Finger foods allow more creativity✓  
- Few serving staff✓ (Any 3) (3)
- 4.4.3 (a) Total price of function = Profit + Total cost✓  
= R4 800✓ + (R7 500 + R2 200 + R1 500)  
or  
= R4 800 + R11 200✓  
= R16 000✓ (Any 3) (3)
- (b) Gross profit = Selling price – Food cost ✓  
= R16 000✓ – R7 500✓  
= R8 500✓ (Any 3) (3)
- (c) Cost per person = Selling price/number of guests✓  
= R16 000/100✓ or R160 ✓ (Any 2) (2)
- 4.4.4 - Beverages/ Juice on the table✓  
- Hiring of special equipment✓  
- Hiring of furniture e.g tables, chairs✓  
- Music/entertainment ✓  
- Chair covers✓  
- Centre pieces✓  
- Flower decoration✓  
- Decorating the venue, e.g. Christmas eve, lighting✓  
- Cost of waiters/staff/barman ✓  
- Special requests ✓  
- Service charge ✓ (Any 4) (4)
- 4.4.5 - Creates job opportunities when more hotels are built e.g. chefs, waiters✓  
- Builds infrastructure, e.g. roads, hotels✓  
- Brings valuable foreign currency into a country if guests are from abroad✓

- Standard of living of community improves ✓
- When the hotel is fully booked they outsource casual staff to meet with the demand ✓.
- Increases the GDP (Gross Domestic Product) ✓
- Improves the local economy

(Any 4) (4)  
**[40]**

**TOTAL SECTION C: 80**

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

- 5.1 5.1.1 - Attract the attention of the desired target market√  
- Bring new services or products to the attention of customers√  
- Supply correct, reliable and honest information√  
- Comply with standards recommended by publication board. √  
  
(Any 3) (3)
- 5.1.2. Elaine's Bakery uses packaging to:  
- Protects the product√  
- Makes displaying the product easier√  
- Makes storage, handling and transportation of product easier√  
- Supplies information about the product√  
- Makes it easier to recognise what is inside the product√ (4)  
- The packaging can be used to market the product. √  
- Make the product attractive to catch the eye of the consumer √  
(Any 4)
- 5.1.3 - The budget is not included in the financial plan which details how money will be utilised in the next financial year√  
- In the income statement the losses are not included√  
- Break-even analysis has been omitted√, it explains how much of an item you need to sell before you have covered your fixed costs and start making a profit on that product√  
- With overheads they only included rent√ and excluded hiring of equipment√, water and electricity√, maintenance of the equipment√  
- An exclusion of assets, liabilities and owner's equity of the business at the end of the financial year√  
- Budget/Providing for unforeseen circumstances√  
- A profit of R27000 is included. √  
- Cash flow analysis included / shows income and expenditure √  
(Any 8) (8)
- 5.2 5.2.1 Marketing manager  
- Organizes all marketing activities/ such as promotions or special events at Elaine's Bakery. √ (1)
- 5.2.2 Finance manager  
- Oversees all financial procedures of Elaine's Bakery or Signs contracts with reliable service providers√. (Any 1) (1)

- 5.3
- Marketing department is responsible for making potential customers aware of the products and services that Elaine's Bakery offers√.
  - Good marketing will ensure that customers make use of their products and services which provides an income for Elaine's bakery√.
  - The financial department ensures that the income is spent according to the budget√.
  - Both departments work closely with one another to ensure the success of the establishment√.
- (4)
- 5.4 Security staff should be:
- Vigilant and watch out for suspicious vehicles or activities in the car park of Elaine's Bakery√.
  - Respond to customers' complaints and concerns about noise or security issues√
  - Able to respond swiftly and appropriately to emergency situation√
  - Able to protect people and workers from Elaine's Bakery√, customers' vehicles√, personal belongings, and the assets inside Elaine's Bakery√.
  - Vigilant for stealing by staff and customers √
  - Visible security at the door and inside so that customers will feel safe and the property protected. √
- (Any 4) (4)
- 5.5
- 5.5.1 Rack rate
- The price the room is available for/ the highest rate offered at the particular time the client arrives at the hotel√.
- (1)
- 5.5.2 Revenue-generating area
- Areas in any establishment that generate income from services and products. √√
- or
- Industry sells goods and services such as accommodation, food and beverages which generate income√√
- (2)
- 5.5.3 Entrepreneurship
- is a process of starting your own business√√
- or
- Someone who identifies a business opportunity and takes calculated risks to achieve success√√
- (2)  
**[30]**

**QUESTION 6**

- 6.1 6.1.1
- The cup, saucer and teaspoon must be placed in front of the customer✓
  - Tea is served in a pot so that guests can pour for themselves✓
  - The waiter must supply a strainer✓
  - The waiter must provide milk, lemon, and the appropriate sugars✓
  - The teapot accompanying the hot-water pot are not presented on an under plate✓
  - Items not needed must be removed from the table, e.g. magazines✓
  - The waiter is pouring the tea from the right hand side ✓
  - The cups ear is facing the wrong way ✓
  - The teaspoon is not correctly placed i.e. not parallel to the ear ✓
- (Any 3) (3)
- 6.1.2 The waiter:
- Should apologise✓, sound sincere and convincing✓
  - Needs to be polite✓
  - Must deal with the situation calmly and professionally✓
  - Should offer the guest a complementary meal voucher or other compensation✓
  - Supply what is needed for cleaning the dress/service cloth
  - Offer to take to the dry cleaners ✓
  - Inform the manager/maître d/supervisor ✓
  - Never offer anything you cannot provide ✓
- (Any 4) (4)
- 6.1.3
- cake fork✓
  - cake lifter✓
  - serving tong✓
  - side plate ✓
  - cake stand/serving platter
  - cloche/dome/net✓
- (Any 2) (2)
- 6.1.4 The restaurant should:
- Apologise to the guest ✓
  - Turn off switch✓
  - Make alternative arrangements to boil the water/alternative urn/Use a kettle✓
  - Put pots of water on the stove✓
  - Boil water on a gas stove✓
  - Keep the guest informed of the attention the problem receiving✓
  - Offer an alternative drink ✓
- (Any 3) (3)

- 6.1.5
- Collect clean and dirty linen
  - Wipe the tables
  - Empty tea, coffee pots and milk jugs, wash and pack away
  - Scrape the plates
  - Place saucers, plates, cutlery into neat piles
  - Wipe bottles, jars and other containers and close properly
  - Return all equipment to their various store rooms

(Any 3)

(3)

- 6.2 6.2.1 - Acid flavours such as vinegar or lemon need to be matched with acidity✓  
- Wines should be sweeter than food or else it will taste flat or thin✓  
- Desserts require a more intense sweetness✓  
- Rich red wines go well with red meat dishes but will overpower lighter flavoured foods✓  
- Simpler foods (grills and roasts) work better with older wines✓  
- Drink white wine before red wine✓  
- Drink dry wine before a sweet wine✓  
- Serve the best wine last✓ (Any 3) (3)
- 6.2.2 - No person under the age of 18 may be served alcohol✓  
- Adequate guest toilets facilities for males and females must be provided on or near the licensed premises✓  
- Ordinary meals shall be available on the premises during the hours that liquor is sold✓  
- Liquor is sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may 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 premises must be consumed on the premises✓  
- A person may bring his own liquor and pays a corkage fee✓  
- The premises must be licenced ✓ (Any 3) (3)
- 6.3 6.3.1 A - Stirred✓  
B - Blended✓ (2)
- 6.3.2 - blenders✓  
- knife✓  
- chopping board✓  
- glass✓  
- ice scoops✓  
- shaker ✓  
- smoothie maker ✓  
- tot measure ✓  
- ice crusher ✓ (Any 2) (2)
- 6.3.3 - umbrellas✓  
- swizzle sticks✓  
- straws✓  
- frosting ✓  
- fruit slice ✓  
- mint ✓  
- fresh edible flowers ✓ (Any 1) (1)



- 6.3.4
- Measure the ingredients accurately / use a tot measure for measuring ✓
  - Use good quality ingredients ✓
  - Mix the cocktails last when preparing a drinks order for particular table ✓
  - Prepare the garnishes and cover with cling film ✓
  - Don't overfill glasses, to prevent spillage ✓
  - Stir the mixture with ice in a mixing glass ✓
  - Strain into a highball glass ✓
  - Garnish with mint leaves and lemon ✓
  - Serve in chilled glasses ✓
  - Add the garnish last ✓
  - Use clean and clear ice ✓
  - First the ice then the non-alcoholic drink then the alcohol

(Any 4)

(4)

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**