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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2011

MEMORANDUM

MARKS: 200

This memorandum consists of 12 pages.

SECTION A

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QUESTION 1**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	B	LO1AS1	F 14
1.1.2	B	LO3AS1	HSP 28
1.1.3	A	LO3AS5	HSP 94
1.1.4	A	LO4AS4	HSP 59
1.1.5	D	LO2AS1	HSP 70
1.1.6	A	LO3AS5	HSP 125
1.1.7	C	LO3AS3	F 163
1.1.8	C	LO4AS1	F 89
1.1.9	A	LO3AS6	HSP 59
1.1.10	A	LO4AS2	HSP 152

(10)

1.2 MATCHING ITEMS

1.2.1	C
1.2.2	E
1.2.3	D
1.2.4	B
1.2.5	F

LO3AS5 F 132 – 143 & HSP 74

(5)

1.3 MATCHING ITEMS

1.3.1	G
1.3.2	E
1.3.3	A
1.3.4	B
1.3.5	C

LO3AS5 HSP 125 - 127

(5)

1.4 FILL IN THE MISSING WORD(S)

1.4.1	scald	LO2AS3	F 50
1.4.2	cross contamination	LO2AS2	HSP 17
1.4.3	lungs	LO2AS2	LHS 13
1.4.4	gloves or latex gloves	LO2AS3	HSP 23
1.4.5	Professional/good/excellent	LO2AS1	HSP 14

(5)

1.5 ONE-WORD ITEMS

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1.5.1	Entrepreneur	LO1AS3	HSP 6
1.5.2	Tourniquet	LO2AS3	F 52
1.5.3	Portion/portion size	LO3AS1	F 80
1.5.4	Reconciling	LO3AS1	HSP 93
1.5.5	Requisition form/Bin card/stock control sheet	LO3AS2	F 94
1.5.6	Crudités	LO3AS4	HSP 67
1.5.7	Croutes	LO3AS4	HSP 67
1.5.8	Fruitarian	LO3AS5	HSP 98
1.5.9	Textured vegetable protein/ soya protein	LO3AS5	HSP 102
1.5.10	Buffet	LO4AS3	HSP 171

(10)

1.6 ONE-WORD ITEMS

1.6.1	gastro-enteritis	LO2AS2	F 31
1.6.2	HIV	LO2AS2	F 32
1.6.3	TB	LO2AS2	F 36
1.6.4	choking	LO2AS3	F 46
1.6.5	allergic reaction	LO2AS3	F 46

(5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

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QUESTION 2

2.1	2.1.1	• Newspapers • Pamphlets • Brochures • Posters • Newsletters • Magazines • Leaflets	HSP 3 F 16 LO1AS1
		(any 4)	(4)
	2.1.2	• Illustration is eye-catching • There is a short message • Direct and centered on the lodge itself • Simple words have been used • No spelling errors • It does not have too much information • Layout is simple • Some colour could be used • Font size and letter type readable • The specials will not be accessible to people who do not have Internet	F 20-21 LO1AS1
		(Any relevant alternative answer) (Any 6)	(6)
	2.1.3	• When tourists visit the city lodge they will go out and buy local products and use services in the local community • More jobs will be created • The communities' esteem and standard of living will be improved. • Better roads and infrastructure.	HSP 5 LO1AS1
		(Any relevant alternative answer) (Any 4)	(4)
	2.1.4	• cash flow analysis • Items on which money will be spend • Include all sources of income • At the end, a total amount indicating income minus expenses • Profit-and-loss account • Balance sheet • Break-even analysis • Budget	HSP 11 LO1AS3
		(Any relevant alternative answer) (Any 5)	(5)

- 2.2 2.2.1 • They were cooperative F68
 • Employees maintained a sense of honesty at all times LO2AS1
 • Were committed to their work
 • Communicated clearly in order to avoid misunderstanding
 • Team members were tolerant
 • Workers were reliable and dependable
 • Employees always displayed self-control (Any 4) (4)
- 2.2.2 • Uniforms were worn with pride and dignity F65
 • Uniforms were clean and in good repair LO4AS4
 • Instructions on the clothing label were followed
 • Comfortable shoes were worn to enhance their appearance
 • No excessive jewellery was worn
 • Overpowering perfume was avoided
 • Hair was always neat (Any 4) (4)
- 2.2.3 • Stock control improved HSP30
 • Internet purchases can be done LO3AS1
 • Stores lots of information
 • Computer linked between customer and kitchen
 • Orders displayed on monitors
 • Menu planning
 • Recipe standardization
 • Budget control
 • Labour-saving
 • Less time consuming
 • Conserve energy
- (or any other relevant alternative answer) (Any 4) (4)

2.3

DISEASE	ORIGIN	SYMPTOMS	TREATMENT
1. Gastro-enteritis	Viral or bacterial infection caused by the intake of contaminated food drinks or chemicals. Rota virus. Food-poisoning. Irritable bowel	Diarrhoea Vomiting Abdominal pains Headaches Fever Dehydration	Drink plenty of fluids Anti-diarrhea agent Anti-vomiting agent (emetic)
2. TB	Mycobacterium or TB bacteria Drinking unpasteurized milk	Constant coughing Fever Chills Night sweats Chest pain Coughing blood Loss of appetite and weight Shortness of breath	Vaccination – BCG Medication Anti-biotics

HSP
16 – 17
LO2AS2

(6)

2.4

2.4.1

Is an ice-pack or a face towel rinsed in cold water

HSP 26
LO2AS3
(1)

2.4.2

- Reduces pain
- Reduces swelling
- Reduces internal bleeding

HSP 26
LO2AS3
(2)**TOTAL SECTION B: 40**

SECTION C: FOOD PREPARATION

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QUESTION 3

3.1

HSP
35-36
LO3AS33.1.1 • $R7\ 600,00 + R\ 4\ 500,00 + R\ 3\ 000,00 = R\ 15\ 100,00$ (4)3.1.2 • $R24\ 000,00 \div 120 = R200,00$ (2)3.1.3 • $R24\ 000,00 - R15\ 100,00 = R\ 8\ 900,00$ (2)3.1.4 • $R8\ 900,00 \div R24\ 000,00 \times 100 = 37,08\%$ (2)

3.1.5 • Ingredients, beverages (Any suitable examples of food items) (2)

3.2

3.2.1

- Bin card
- Inventory sheet
- Computerized stock control system (Any 1) (1)

HSP143
LO3AS2

3.2.2

Requisition form√ √Date: 09 November 09				
Items:	Available in stock	Issued	Returned	Total on hand
√	√	√	√	√

Issued (Aboyeur):_√_ Received:_√_
Time:√____

Returned:____√____ Received (Aboyeur):_√_
Time:√____

HSP138
LO3AS2

(Any 6) (6)

3.2.3

- Serviettes
- Tablecloths
- Overlays
- Slip cloths
- Service cloths (Any 2) (2)

LO3AS2
F 86

- 3.3
- Spring roll deep fried in fat – rather bake them
 - Mayonnaise has large proportion of fat and eggs – use low-fat mayo or egg-free.
 - Creamy mushroom sauce – use low-fat milk.
 - Greek salad with olive and feta – make a simple fresh green salad.
 - Baklava has lots of sugar – use sugar substitute.
 - Chicken plenty of oil, skin has lot of fat – remove skin and poach
- (Any 5 x 2) (10)
- 3.4
- 3.4.1 (a) The fruit was added to the mixture before the jelly showed signs of setting (1)
- (b) It was placed in a deep freeze instead of a fridge. (1)
- (c) The mould was not greased or not rinsed with cold water. (1)
- 3.4.2 The jelly may break up when turned out. The jelly may take a long time to set. The jelly may become watery.
Proportions affected – fruit excess therefore sinks to bottom
(Any 2) (2)
- 3.4.3 To hydrate the gelatine (1)
- 3.4.4 Bavarian cream, Charlotte, Chiffon Pie, Mousse
Any other relevant answer (Any 1) (1)
- 3.5
- Type of function
 - The length of time
 - The variety of food offered
- (Any 2) (2)
[40]
- LO3AS4
HSP 49
- LO3AS5
HSP 128
- LO3AS6
LHS75

QUESTION 4

- 4.1
- 4.1.1 Carving (1)
- 4.1.2
- Meat is always sliced against the grain.
 - Meat should always be sliced thinly.
 - Use a sharp carving knife.
 - Use the full length of the blade to ensure even slices. (Any 3) (3)
- 4.1.3
- Grade the meat
 - Age
 - Amount of fat
 - Maturity of the carcass
 - Choice according to use
- (Any 4) (4)
- LO3AS5
HSP 86
- LO3AS5
HSP 86
- LO3AS5
F 140

4.2	4.2.1	- The basic mixture is too soft - Oven too cold - Under-baked - Eggs insufficiently beaten into the mixture - Basic mixture insufficiently cooked	(Any 2)	LO3AS5 HSP 46 (Teachers' Guide) (2)
	4.2.2	- Water boiled too long - Not enough steam - Inaccurate measurements - Starch did not gelatinise properly - Amount of egg insufficient to keep walls rigid	(Any 2)	LO3AS5 HSP 46 (2)
	4.2.3	- Starch did not gelatinise properly - Mixture boiled for too long	(Any 1)	LO3AS5 HSP 46 (1)
4.3		- Crisp - Light in weight - Hollow and dry on the inside - Light brown in colour - Irregular in shape	(Any 3)	LO3AS5 HSP 121 (3)
4.4	4.4.1	- Flour - Butter - Iced water		LO3AS5 HSP 108 (3)
	4.4.2	Air		LO3AS5 HSP 107 (1)
	4.4.3	200 – 230 °C Any temperature in that region to indicate a very hot oven.		LO3AS5 HSP 112 (1)
	4.4.4	- Milk tart - Sausage rolls - Bouchees - Beef Wellington - Cream horns - Palmiers	(Any 2)	LO3AS5 HSP 112 (2)
	4.4.5	- Light - Many flakes - Light golden colour - Rich delicate taste	(Any 1)	LO3AS5 HSP 112 (1)

4.5

4.5.1

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MENU
DINNER/LUNCH

Butternut Soup

Green Salad

Samp & Beans/Umfino

Crème Brûlée/Malva Pudding
25/11/09

LO3AS4
HSP 98

(6)

4.5.2

- Chicken à la King
- Brown soup

LO3AS4
LHS 70
(2)

4.5.3

- Sweet potato
- Butternut
- Samp & Beans
- Umfino

LO3AS6
LHS 71

(4)

4.6

- Type of function
 - Plated service
 - Menu
 - Décor, tables and chairs and serving equipment
 - Food presentation
 - Number of guests
 - Music
 - Bar staff
 - Kitchen staff/restaurant staff
- (Any relative alternative answer)

LO4AS4
LHS 211
F 126(4)
[40]**TOTAL SECTION C: 80**

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

5.1				LO4AS2 F 180 (1)
5.1.1	Service cloth			
5.1.2	- Wipe off the water from the non-alcoholic beverage bottle. - Used to hold hot items when carrying to the table - Wipe off spills	(Any 2)	LO4AS2 F 180 F 202 (2)	
5.1.3	- It must be clean. - Ironed - Well starched - No stains - It should be white.	(Any 3)	LO4AS1 HSP 164 (3)	
5.1.4	So that dirt and stains can be easily visible Stains removed by bleach.		LO4AS2 HSP 164 (1)	
5.1.5	Salver/waiters tray		LO4AS2 SH 233 (1)	
5.1.6	- Non-slip - Have a thick base - Firm and stable	(Any 2)	4AS2 F 198 (2)	
5.2	5.2.1	- When beer is stored outside the refrigerator the temperature should not exceed 21 °C. - Avoid cold storage minus 2 °C. - The best storage range is 2 – 3 °C - Refrigerate	(Any 2)	LO4AS2 F 186 (2)
	5.2.2	- Pour a small amount into the glass of the host. - The bottle must never touch the glass. - When you pour, the label should face the guest. - Pour from the right-hand side of the guest. - After the host has approved the wine, serve the ladies first then the men and lastly the host. - Move around the table in an anticlockwise direction. - White wine should be 2 thirds red wine half-full.	(Any 5)	LO4AS2 HSP149 (5)

- 5.3 **Downloaded from eduresourceza.com** LO4AS4
LHS226
(2)
- Beverage order is taken as soon as the guests is seated
 - The waiter should help with the choice.
- 5.4 LO4AS4
HSP158
- Pleasant atmosphere
 - Furniture should be durable and comfortable
 - Soft serenading music
 - Good natural lighting
 - Temperature should be comfortable
 - Have beautiful plants at the background (Any 5) (5)
- 5.5 5.5.1 LO4AS4
HSP177
(2)
- The waitron presents the drinks menu to the guests after they have been seated.
 - Waitron takes the order for the drinks, while giving the guests time to study the food menu
- 5.5.2 LO4AS4
LHSP225
- Place bill into a fold or small plate.
 - Present the bill to the host from the left-hand side.
 - If there is no host, place it in the center of the table.
 - Allow time for the guest to check the bill before placing the money into the folder.
 - Collect the bill as soon as the guests are ready.
 - Take the bill to the cashier. (Any 4) (4)
- 5.6 LO4AS2
HSP166
- Wine glasses
 - Salt-and-pepper set/cruet set
 - Floral arrangement/Table decor
 - Side plates
 - Serviettes (Any 3) (3)
- 5.7 LO4AS3
HSP162/3
(1)
- 5.7.1 • To keep food warm during service (1)
- 5.7.2 • To serve soups (1)
- 5.7.3 • Is a side table used to serve food also used for flambé. (1)
- 5.8 LO4AS2
F 179
- Rinse in warm water without dish-washing liquid.
 - Polish by hand while still hot.
 - No cotton fibre from the dishcloth should stick on the glass.
 - Do not store glasses upside down on the counter.
 - Hang upside down by the stem. (Any 4) (4)

TOTAL SECTION D: 40
GRAND TOTAL: 200