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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2014

MEMORANDUM

MARKS: 200

This memorandum consists of 13 pages.

**SECTION A
QUESTION 1**

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1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	A	
1.1.2	A	
1.1.3	C	
1.1.4	D	FOCUS 31
1.1.5	A	FOCUS 45
1.1.6	B	FOCUS 74
1.1.7	C	FOCUS 110
1.1.8	D	
1.1.9	B	FOCUS 122
1.1.10	A	FOCUS 152

HSP4
HSP7
F 64
HSP16
HSP21
HSP30
HSP32
HSP59
HSP63
HSP109
(10)

1.2 ONE-WORD ITEMS

1.2.1	Marketing tool	FOCUS 16/17
1.2.2	Integrity/tolerance	FOCUS 88
1.2.3	Heimlich manoeuvre	
1.2.4	First-in-first-out (FIFO)	FOCUS 93
1.2.5	Jews	
1.2.6	Menu	
1.2.7	Blinis	
1.2.8	Gueridon	FOCUS 203
1.2.9	Baine marie	
1.2.10	Tip/Gratuity	

HSP2
HSP15
HSP22
HSP42
F 116
HOSP67
HOSP137
HOSP163
LHS229
HOSP163
(10)

1.3 MATCHING

1.3.1	G
1.3.2	D
1.3.3	F
1.3.4	B
1.3.5	A

HSP
144/145
LHS 209
FOCUS
175
(5)

1.4 **IDENTIFICATION ITEMS**

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1.4.1	A
	B
	E

HSP 18
LHS
35/26
(3)

1.4.2	A
	B
	E
	G
	H

HSP
18
LHS
221/225
(5)1.5 **ONE-WORD ITEMS**

1.5.1	lacto-ovo vegetarians	FOCUS 119	HSP 98
1.5.2	legumes	LHS126	HSP 99
1.5.3	requisition form	FOCUS 9	HSP 137
1.5.4	aperitif	LHS217	HSP148
1.5.5	2,5 cm		
1.5.6	left		
1.5.7	service cloth	FOCUS 202	HOSP 202

(7)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

- 2.1 2.1.1 HIV and Aids LHS 25
HSP18
F 32
(1)
- 2.1.2 Assisted her friend, who was bleeding, with her bare hands. HSP 18
LHS 25
(1)
- 2.1.3 By using other people's needles LHS 25
Having unprotected sex FOCUS
Mother to baby transmission by breast feeding 32HOSP
18
(Any 2) (2)
- 2.1.4 **SYMPTOMS**
Swollen glands HSP 18
Fever FOCUS
Headaches 32
Tiredness LHS
Lack of energy 25/26
Diarrhoea
Mouth and throat ulcers
Weight loss
Unusual skin rash
Cracks at the corners of the mouth (Any 3)
- TREATMENT**
ARV – must be taken the same time every day
Healthy lifestyle
Exercise
Vitamin supplements
Good nutrition
Antibiotics (Any 3) (6)
- 2.2 2.2.1 (a) She has a general description of her intended service plan. HSP
She has goals: to make money to study, to produce an 10/11
amount of rosterkoek and ginger beer daily for a year. FOCUS
She does not have a business name. (Any 3) 14/15
(3)
- (b) She does not have a complete financial plan.
Just has an idea of the amount of products she will make
and the selling price.
Should have a detailed plan of income and expenditure
that she expects on a daily basis.
Break even analysis
Balance sheet for the first year.
Should work out a budget (Any 4) (4)

- (c) She does not indicate where she will purchase her stock
 and does not indicate how she will acquire her initial stock
 No staff plan – who will be responsible for making the products (Any 3) (3)
- 2.2.2 No, she can also use other forms of advertising, such as flyers. (Any 1) LHS 13
 FOCUS
 16/17
 HOSP
 2/3 (2)
- 2.2.3 Use bright colours. LHS 13
 Put a small advert on a clean black page. FOCUS
 Use big letters. 16/17
 Use interesting pictures and photos. HOSP
 2/3
 (4)
- 2.3 2.3.1 (a) • Constantly watch customers to pick up what their needs are before they ask. LHS20/21
 • Watch team members to see if they need help. HSP
 • Get to know your clients. 14/15
- (b) Honesty includes basic honesty toward employees and customers
 The customer should always feel that money was well spent.
- (c) She should respect herself and respect others that she is working with. (3)
 Respect clients.
- 2.3.2 • Shower or bath daily. HSP14
 • Use deodorant.
 • Wear clean clothes and uniforms.
 • Males should be clean shaven.
 • Keep hair clean and neatly tied up.
 • Always wear headgear when handling food.
 • Keep finger nails short and clean.
 • Foot wear should be clean and safe.
 • Avoid excessive jewellery.
 • Do not smoke in food areas.
 • Cover open burns and cuts with waterproof dressing.
 • Wash hands immediately after using the toilet, smoking or handling refuse. (Any 4) (4)

2.4	2.4.1	• Meat left on the grill for too long the fat can burn and cause a fire. • Pan is too full with boiling water/oil it can boil over causing burns. • Chef walking around with a hot frying pan in his hand. • The chefs are too busy making a noise to check what is happening on the stove. • Too many pots on the stove at the same time there is no time to check on some of them. • Reckless behaviour	(Any 4)	(4)	LHS 38
	2.4.2	• Cover with a wet wound dressing. • Large surfaces may be covered with a wet sheet. • No oils or ointments may be applied to the wound. • Treat for shock. • Do not give the patient anything to eat or drink. • Transport patient to the doctor or hospital. • Check for vital signs.	(Any 3)	(3)	HSP23/24 FOCUS 51
TOTAL SECTION B:					40

SECTION C: FOOD PRODUCTION

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QUESTION 3

3.1	3.1.1	Spring rolls Samoosas Croquembouche	Asia, China, Japan India France	(Any 2 x 2)	HOSP 57/58 (4)
	3.1.2	(a) TYPE OF DOUGH Phyllo pastry Puff (b) DISHES Spring rolls Samoosa (c) CHARACTERISTICS Crisp Golden brown Samoosas - triangular Spring rolls – long rectangular shape	(a) TYPE OF DOUGH Choux (b) DISHES Croquembouche (c) CHARACTERISTICS Cone-shaped Light Hollow in the middle Crisp Light brown Firm Dry on inside		(8)
	3.1.3	Confectioner's custard Fresh cream Ice cream Jam Caramel Fruit in syrup		(Any 1)	HSP121 FOCUS 156 (1)
	3.1.4	Melted chocolate Fondant Spun sugar			HSP 121 (1)
	3.1.5	De-boning Boning			HSP 86 (2)
	3.1.6	Yes, seldom – because they are not as tough as beef and mutton.			HSP 74 (2)

3.2

PICTURE	TECHNIQUE	DESCRIPTION
A	Binding (1)	Tying a roast with string and securing it with knots that have the correct tension. (2)
B	Carving (1)	Carving should be done against the grain of the meat. Use a sharp knife. Use a fork to make the cutting easier. (2)

HSP
86

(6)

3.3

3.3.1	8 dozen samoosas @ R24,00	= R192,00	
	2 dozen vegetable samoosas @ R22,00	= R44,00	
	72 quiches @ R30,00 per dozen	= R180,00	
	60 sausage rolls @ R65,00 per dozen	= R175,00	
	Total	= R591,00	
	Sound	= R1 500,00	
	Cutlery and Crockery	= R850,00	
	Decor	= R700,00	
	Table cloths and chair backs	= R1 000,00	
	TOTAL	= R4 050,00	(4)
3.3.2	TOTAL COST OF FUNCTION	=R4 641,00	
	Deposit	= 65/100 x 4 641	
		=R3 016,65	(2)
3.3.3	Balance = R4 641,00 – R3 016,65	= R1 624,35	(2)

3.4

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ZOZOLO CATERERS
QUOTATION

Name of client: (a) Shosholoza High School
Address: (b) 68 Thabo Road, Lindelani
Tel. No.: (c) 032 948 3848

Date of function: (d) 25 November 2013

Excluded from the price: (e) table decorations (f) cool drinks

8 dozen mince samoosas @ R24,00 per dozen
2 dozen vegetable samoosas @ R22,00 per dozen
72 quiches @ R30,00 per dozen
60 sausage rolls @ R35,00 per dozen

Sound	R1 500,00
Cutlery and crockery	R850,00
Décor	R700,00
Tablecloths/Chair backs	R1 000,00

TERMS OF PAYMENT
Deposit to be paid.
Outstanding amount to be paid before or on the date of the function.

(6)

3.5

Stock Sheet/book
Bin Card
Requisition forms

(Any 2)

(2)
[40]

QUESTION 4

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4.1

4.1.1

BAVAROIS		MOUSSE	
1	It is made from hot egg custard	1	Light, fluffy mixture may be sweet or savoury
2	Whipped cream is used.	2	Fold in whipped cream or whipped egg white.
3	Unmoulded	3	Softer than bavarois
4	Gelatin is added.	4	No gelatin is used
(1)		(1)	

(2)

4.1.2

Charlotte russe
Charlotte royal
Charlotte miscovate

(Any 1) (1)

4.1.3

Loosen sides with a knife or spatula and unmould.
Dip in hot water for a few minutes and then unmould
Place a dish cloth dipped in hot water and squeezed out well over the mould for a few minutes and it will unmould

(Any 2) (2)

4.1.4

The fruit is added when the dish shows signs of setting.

(2)

4.1.5

Use correct proportion of gelatin to liquid.
Hydrate gelatin before adding to the mixture.
Do not boil milk with gelatin mixtures.
Use cooked or canned pineapples to gelatin desserts.

(Any 2) (3)

HSP
128
F159

4.2

NAME OF DISH	INGREDIENTS USED	METHOD FOLLOWED
Stuffed egg snack (1)	green and red peppers, cottage cheese and boiled eggs (4)	1. Shell the eggs. 2. Cut and half. 3. Remove the yolks. 4. Add cottage cheese, and diced peppers to the egg yolks and mix together. 5. Fill the egg halves, garnish with parsley and serve on a platter (5)

[Any other suitable cocktail snack]

(10)

- 4.3 4.3.1 The first copy goes to the kitchen, second one to the cashier and the third one stays with the waiter.
This informs each one of them what has been ordered and how much is to be paid. (Any 2) (2)
- 4.3.2 Yes (1)
New technology is quicker.
It can store lot of information.
It is easier to use.
It saves money. (Any 2) (2)
- 4.4 4.4.1 3–5 pieces of food per hour per person (1)
- 4.4.2 Serving tongs
Cake lifter
Cake fork (Any 2) (2)
- 4.4.3
 - They should be bite size
 - Well garnished
 - Eye catching but simple
 - Ingredients should be recognisable
 (Any 3) (3)
- 4.5 4.5.1
 - Ensure that all linen is controlled on a daily basis (in and out)
 - Only one person should have access to the linen room.
 - Use the first in first out system.
 - Use a requisition form for linen going out and coming in to the store room.
 (Any 3) (3)
- 4.5.2
 - The responsible person who receives the stock must be present when the stock arrives.
 - Stock received must be checked against the delivery note or invoice
 - All perishable items and frozen staff should be stored away first.
 - The person in charge should check stock for quality and quantity, shelf life, damage and contamination, mass and brands.
 (Any 3) (3)
- 4.6 Better portion control
Less wastage
More creativity from the chef who plates the food
Specialised training of serving food from a platter is not required.
Cheaper (Any 3) (3)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

- 5.1 Gueridon trolley – Used for service of food in the dining area.
Transferring food from a serving dish onto the plate of a guest.
Carving unit – Used for carving joints, poultry or game (4)
- 5.2 Thick clam soup with fresh cream – serve without cream
Prawn cocktail – Florida cocktail
Roast beef – chicken curry
Deep fried potatoes – mashed potatoes
Greek salad with dressing – tossed green salad with a light dressing
Chocolate pudding – fruit salad
Ice cream – low-fat/fat-free ice cream
[Can be replaced with any suitable dish] (5 x 2) (10)
- 5.3 5.3.1
- The beer glass should be perfectly clean
 - Keep glass at a slight angle
 - Pour along the inside of the glass
 - Pour beer slowly
 - Bottled beer served 12–15 degrees centigrade
 - Lager can be chilled at 4 and 5 degrees centigrade
 - Head or crown should be 2,5 cm high
 - If beer is too cold it will not foam/if hot will foam too much
- (Any 5) (5)
- 5.3.2
- Present the bottle of wine to the host.
 - Ensure that correct glasses are on the table.
 - Cut the foil with the sharp knife.
 - Remove the cork.
 - Hold the bottle so that the label can be seen.
 - Hold the inside of the neck of the bottle with the serviette
 - Pour from the right of the person.
 - Fill each glass two thirds for white wine and one third for red wine.
 - Place wine bottle in an ice bucket.
- (Any 4) (4)
- 5.4 5.4.1 Origin – Grapes should be harvested and the wine produced in the same country. Country of origin.
- 5.4.2 Estate – The name of the registered state is indicated where it is applicable only when the wine is produced, made and harvested from the grapes grown on that estate.
- 5.4.3 Cultivar – Wines may only be sold as wine of a particular cultivar if the wine has been made from at least 50% of that specific cultivar. (3)

- 5.5 5.5.1 Table d'hôte (1)
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- 5.5.2 It has wine glasses on the setting.
It has forks, knives desserts spoons already laid out on the setting.
Side plates and linen serviette. (3)
- 5.5.3 Table should be arranged according to the shape and size of the room.
The chairs should be positioned parallel to the table and a small distance away from the edge of the table.
Use table cloths made of linen and of the same colour preferably white.
Chair covers can be used to match the table cloths
Utensils, cutlery and crockery should all be the same. (Any 4) (4)
- 5.6 5.6.1 Presenting a bill
• It is placed on a small plate and presented to the host from the left hand side.
• It should be placed in a bill folder.
• If there is no host place the bill in the centre of the table.
• Allow the guest enough time to place the correct amount of money into the folder.
• The waiter collects the folder with the money and the bill and takes it to the cashier. (Any 3) (3)
- 5.6.2 Crumbing down
• This is done after the main course before the dessert.
• Hold the plate with the flat part of your left hand with your hand under the centre of the plate.
• Fold the service cloth and hold it in your right hand or between a spoon and a fork in your right hand.
• Brush down from the guest left hand side.
• Crumble down on the left side of the first guest and then on the right hand side of the following guest while standing between the two guests.
• Move around in anti-clockwise sequence end with the host (Any 3) (3)
- TOTAL SECTION D: 40**
GRAND TOTAL: 200