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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**

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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**

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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**

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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/Sheety ✓
- 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 (name and address of supplier) ✓	410 g (weight) ✓
Figs, sugar, water (ingredient list) ✓	(Bar code) 6 004791 001 1378 ✓
Refrigerate after opening (instructions for use) ✓	02/04/15 (use by, best before) ✓
Produced in an area which uses peanuts. (allergens) ✓	www.mikesjam.co.za (consumer feedback) ✓
Manufacture date ✓	

(only one mark per heading)

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

□

(6)
[40]

QUESTION 4**Downloaded from eduresourceza.com**

- 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 ✓

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- 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✓
- The packaging can be used to market the product. ✓
- Make the product attractive to catch the eye of the consumer ✓
(Any 4) (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**Downloaded from eduresourceza.com**

- 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 ✓
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- 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