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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2015

MEMORANDUM

MARKS: 200

This memorandum consists of 14 pages.

SECTION A

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QUESTION 1**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	B ✓
1.1.2	D ✓
1.1.3	A ✓
1.1.4	C ✓
1.1.5	A ✓ F165
1.1.6	D ✓
1.1.7	C ✓
1.1.8	A ✓
1.1.9	D ✓
1.1.10	A ✓

(10)

1.2 MATCHING ITEMS

1.2.1	E ✓
1.2.2	H ✓
1.2.3	A ✓
1.2.4	C ✓ / D ✓
1.2.5	B ✓

(5)

1.3 MATCHING ITEMS

1.3.1	C ✓
1.3.2	C ✓ / E ✓ / H ✓
1.3.3	A ✓ / H ✓
1.3.4	B ✓
1.3.5	C ✓ / H ✓

(5)

1.4 ONE-WORD ITEMS

1.4.1	centralised ✓ / CRS ✓ / central reservation system ✓ (1)
1.4.2	banquet ✓ (1)
1.4.3	gastro-enteritis ✓ (1)
1.4.4	searing ✓ / sealing ✓ (1)
1.4.5	pâté ✓ / foie gras ✓ (1)
1.4.6	coulis ✓ (1)
1.4.7	Guéridon trolley ✓ carving ✓ (1)
1.4.8	entrepreneur ✓ (1)
1.4.9	dessert spoon ✓ and fork ✓ / dessert cutlery ✓ ✓ / dessert utensils ✓ ✓ (2)

(10)

1.5 **CHOOSE TWO CORRECT DESCRIPTIONS**

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1.5.1	C, D ✓✓
1.5.2	A, G ✓✓
1.5.3	B, H ✓✓

Any order

(6)

1.6 **CHOOSE FOUR FOOD ITEMS**

A ✓
E ✓
F ✓
G ✓

Any order

(4)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS**Downloaded from eduresourceza.com****QUESTION 2**

- 2.1 2.1.1 Body language:
 Most communication takes place through body language. ✓
 Your body language can either show interest in customers or rejection. ✓
 Stand up straight✓/ Straight posture✓
 Make eye contact✓
 A positive body language e.g. smiling✓
 Acknowledge different cultural etiquette e.g. bowing, nodding your head✓

Attitude:
 Have patience✓
 Be friendly✓/ Be polite✓
 Being efficient during service/ giving their best✓
 Being tolerant✓
 Their positive attitude ✓
 Going an extra mile✓

 (Any other relevant answer) (6)
- 2.1.2 First impressions are lasting when:
 If you are not smartly dressed the guest will assume that the service offered is not of a high standard. ✓
 First impressions will have an impact of customers returning to the establishment. ✓ (Any 2) (2)
- 2.2 2.2.1 The transmission of HIV/Aids through food and drinks is not a risk✓
 Sharing of utensils is not a risk✓
 Day-to-day contact in the workplace is not a risk✓
 Mary is protected by law✓ (Any 3) (3)
- 2.2.2 Mary needs to:
 • Absent herself from work if she is ill (i.e. diarrhoea) ✓
 • Seek treatment if she has contracted an infectious infection, e.g. TB✓
 • Cover open wounds with a waterproof plaster✓
 • Follow hygiene practices (cover mouth when coughing, cover nose when sneezing, wash hands after using the toilet) ✓
 • Always wear gloves when treating someone with a cut✓
 (Any other relevant statement) (3)

- 2.2.3
- Day to day contact with her colleagues✓
 - She can share utensils with others ✓
 - She can use the same facilities, e.g. toilets, canteens✓
 - Cleaning✓
 - Stock control✓
 - Administrative work✓
 - Move to a different department/position e.g housekeeping, reception✓
- (Any other suitable answers relating to the work environment) (3)

- 2.3
- It aids restaurant employees to complete their daily tasks including accurate food and beverage orders✓
- Communication of tasks to the kitchen✓
- Guest bill settlement✓, credit card processing✓
- Charges posted to guest accounts in a restaurant✓
- Its quicker✓
- Saves time and labour✓.
- (Any 3) (3)

TOTAL SECTION B: 20

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

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QUESTION 3

- 3.1 3.1.1 Hindquarter✓ (1)
- 3.1.2 12 - Rump✓
13 - Fillet/tenderloin✓
15 - Silverside ✓ (3)
- 3.1.3 • Silverside is dry it keeps it moist✓
• Adds flavour✓
• Improves appearance✓ (3)
- 3.1.4 9 ✓ / Thin flank✓
10✓ / Wing rib✓
11✓ / Loin✓
12✓ / Rump✓ (Any order) (Any 3) (3)
- 3.2 3.2.1 Beignets:
are a choux pastry product✓
are sweet✓
squares or strips✓
are deep fried in oil✓/ baked✓.
Beignets can be dusted with sugar or icing sugar✓
(Any 2) (2)
- 3.2.2 Must be the correct shape✓
Must not be oily ✓
Crispy✓
Light in weight✓
Hollow if baked✓
Golden /light brown✓
Even sized✓
Well puffed✓
Pleasant taste/not burned✓ (Any 3) (3)
- 3.2.3 Can be stored in an airtight container✓/ sealed plastic bag✓ for a
few days at room temperature✓/ cool dry place✓.
Can be stored in the fridge✓
Can be frozen for 2 to 3 months✓ (Any 2) (2)
- 3.2.4 Churros✓
Éclairs✓
Paris-Brest✓
Croquembouche✓/French wedding cake✓
Profiteroles✓
Gâteau St Honore✓
Cream puffs✓
Swans✓ (Any 3) (3)

- 3.3 3.3.1 Vacuum packaging✓ (1)
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- 3.3.2 Fresh or cooked food is placed in an airtight packaging✓✓
All the air is removed/The packaging is sealed✓✓
(Any 2X2) (4)
- 3.4 3.4.1 Because:
Iron, copper, brass and other metals will leave a metallic✓ taste,
due to the reaction with an acid✓ (Any 1) (1)
- 3.4.2 Wooden spoons✓/ Silicone / Melamine✓
Glass bowls✓
Earthenware pots/bowls✓
Stainless steel pots/bowls✓
Enamel pots/bowls✓ (Any 2) (2)
- 3.4.3 Salt✓
Sugar✓/ Honey✓
Lemon✓/ Vinegar✓
Benzoic acid✓
Sodium benzoate✓
Salicylic acid✓ (Any 2) (2)
- 3.5 3.5.1 Docking✓/ Prick✓ (1)
- 3.5.2 The air will not escape✓/ it was trapped between the layers✓, and
it will rise during the baking process✓, making it uneven✓.
Pastry will blister✓. (Any 2) (2)
- 3.5.3 Measure ingredients accurately✓/ ratio✓/ do not put too much flour
and water✓
Handle the dough lightly✓
Keep everything ice cold✓
Use minimum flour when rolling out the dough✓
Bake at the correct position and temperature✓ (Any 3) (3)
- 3.6 3.6.1 To absorb the liquid✓ and soften✓ (Any 1) (1)
- 3.6.2 To melt gelatine down✓/ turn into a liquid✓
In order to incorporate easily into the mixture✓ (Any 1) (1)
- 3.6.3 Gelatine will scorch easily✓/ burns easily✓, loses some of its
setting ability✓ (Any 1) (1)
- 3.6.4 To prevent it from sticking✓ In order to unmould easily✓ (Any 1) (1)

[40]

QUESTION 4

- 4.1 4.1.1 High in proteins✓
Good source of carbohydrates✓
Low in fat✓
Cholesterol free✓
Good source of fibre✓
Gluten free✓
Rich in antioxidants✓
High in potassium✓
High in iron ✓
High in magnesium✓
High in vitamin B✓ (Any 2) (2)
- 4.1.2 Kidney beans✓
Baked beans✓
White beans✓
Butter beans✓
Moong dhal✓
Sugar beans✓
Green beans✓
Black eyed beans✓ (Any 2 type of beans) (2)
- 4.1.3 Remove impurities✓Reduces intestinal gases✓/ flatulence that form after eating beans✓. (Any 1) (1)
- 4.1.4 Waiters should inform the guests✓because some people are highly allergic to nuts✓✓ (3)
- 4.1.5 Cold dessert✓ (1)
- 4.1.6
- Grilled tofu ✓
 - Soya sausage✓
 - Vegetable breyani✓
 - Vegetable lasagne✓
 - Spinach cannelloni
- (Any 2 suitable relevant answers) (2)
- 4.1.7 Menu not suitable✓
Hindus do not eat pork✓
Exclude wine from their diet✓
Gelatine in the fruit jelly is not consumed✓
Some Hindus are vegetarians they will not eat the fish on the menu✓
But certain dishes on the menu are suitable e.g:
Soup /bread rolls/potato wedges and creamed spinach. ✓ (Any 4) (4)
- 4.2 4.2.1 The type of menu will suit the type of equipment you have✓
The premises you use will depend on type of menu and number of guests✓
Producing a large variety of dishes is difficult if space is limited✓
(Any 1) (1)

- 4.2.2 A shorter menu will work better than a long and complicated one✓
Little time will result in a shorter menu and less complicated dishes✓ (Any 1) (1)
- 4.2.3 Chefs who are highly experienced and skilled✓ can produce more complicated dishes than staff with less experience✓ (Any 1) (1)
- 4.3 4.3.1 Hot dessert/baked fruit based dessert (1)
- 4.3.2 Apple must be cooked✓/ soft✓
Even sized apples✓
Good quality apples✓
No pips✓
Apples must not be oxidised or turn brown✓
Distinctive flavour of the apple/ use sour apples/Granny smith✓
Syrup must not be too runny/liquid✓
Apple must not be mushy✓ (Any 2) (2)
- 4.3.3 Ice cream ✓
Creme Chantilly / cream✓
Caramel sauce ✓
Butterscotch✓
Brandy sauce✓
Sabayon✓ (Any 2) (2)
- 4.3.4 The apple charlotte should be the focal point✓.The sauce should complement the flavour of the apple charlotte✓. Make sure that all garnishes are edible, e.g. mint leaves✓.
Icing sugar or cocoa can be dusted on top of the apple charlotte✓ (3)
The plate should clean✓, big enough to hold the sauce and the pudding✓
Ensure that the portion size is correct✓
It should hold its form and not collapse✓
Serve hot dessert on a hot plate✓
(Any 3)
- 4.4 4.4.1 Selling price
= Food cost (R2 550)+Overhead cost (R520)+Labour cost (1 000)✓
= R4 070✓ x 60/100✓
= R4 070 + R2 442 ✓ (5)
= R6 512✓
- 4.4.2 Gross profit:
= Selling price – food cost✓ (3)
= R6 512 – R2 550✓
= R3 962✓

4.4.3 Cost per person:

= Selling price / number of guests✓

= $\frac{6\,512}{50}$ ✓

50 ✓

=R130,00✓ /R 130,24✓

(2)

(Any 2)

4.5

- Food cost will be greater than planned✓
- Food cost percentage will increase✓
- The profit will be less✓
- The company is going to suffer a lot✓
- There will be a shortage of stock✓
- The chef could be fired from his job for stock loss✓
- This will lead to closure if the practice continues. ✓
- The guests will be happy✓
- Good word of mouth✓
- This will increase the number of guests✓

(4)

(Any 4)

[40]**TOTAL SECTION C: 80**

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1 Guest rooms/ accommodation✓
 Function rooms/ conference rooms✓
 Bar/restaurant/ coffee shop✓
 Laundry✓
 Food and beverage✓ (Any 4) (4)
- 5.1.2 Front office: plays a central role in meeting the needs of the guests from the time they make a reservation, arriving at the hotel until they depart. ✓
 It is important that front office staff makes guests stay comfortable and enjoyable in order for them to return✓ and market the Black Bird Hotel by word of mouth. ✓ (Any 2)
- Maintenance department is essential and contributes to the comfort and allows the hotel to operate smoothly. ✓
 They ensure that all the facilities in the room are functioning properly and are within the satisfaction of the guest. ✓
 Maintenance must be available to work swiftly and efficiently on problem areas so as not to upset the guest. ✓ (Any 2) (4)
- 5.1.3 Yes✓, the Black Bird Hotel will contribute to the local economy. (1)
 • Promoting goodwill ✓
 • Creating job opportunities ✓
 • Bringing valuable foreign currency into a country ✓
 • Building infrastructure ✓
 • Improving the standard of living of the community✓
 • Contributes to the GDP✓ (Any 2) (3)
- 5.2 5.2.1 Reservation officer:
 Takes advance bookings and normal bookings✓
 Monitors the booking taken✓
 Forecasting✓
 Makes sure that the required number of rooms are sold at the correct rate to the relevant number of people✓ (Any 2) (2)
- 5.2.2 Porter:
 Greets guests on arrival✓
 Gives directions✓
 Calls taxis✓
 Organises luggage✓
 Opens car doors✓
 Takes guests to and from the airport✓
 Parks guest cars✓ (Any 2) (2)

- 5.3 5.3.1 Product ✓: offering coffee ✓
 Place ✓: coffee shop in a busy centre close to the university ✓
 People: students will be the target market, lecturers and professors, families, business people ✓
 Packaging/Presentation ✓: big sign displaying the coffee cup attracting the customer/the appearance of the coffee shop is inviting ✓
 Price ✓: make the coffee affordable for students ✓
 Promotion ✓: marketing ✓ (Any 3 x 2) (6)
- 5.3.2(a) Operational plan for the Espresso Café will describe how your business will operate ✓, the details and costs for manufacturing ✓, delivering ✓, stock control ✓, merchandising ✓ and storing ✓.
 An operational plan will also describe the personnel plan ✓, organogram ✓, job description ✓ and individual responsibilities ✓.
 (Any 3) (3)
- 5.3.2(b) Marketing plan for the Espresso Café describes your clients ✓, advertising ✓ competitors ✓, location ✓, products ✓, prices ✓, promotion ✓, and method of distribution ✓.
 (Any 2) (2)
- 5.4 5.4.1 Accountant ✓
 Financial manager ✓ (Any 1) (1)
- 5.4.2 Doorman ✓
 Bellboy ✓
 Porter ✓
 General manager ✓
 Heads of the different departments e.g head of housekeeping ✓
 (Any 1) (1)
- 5.4.3 Human resource manager/ HR ✓ (1)
- 5.4.4 Marketing manager ✓
 Events planner ✓
 Sales manager ✓ (Any 1) (1)
- [30]

QUESTION 6

- 6.1 6.1.1 Table d'hôte ✓ /
Set menu /
Formal menu ✓ } Any (1)
- Fixed number of courses ✓
Price is given at R450 ✓
No choice between courses ✓
Time of function given as 19:00 ✓ (Any 2) (3)
- 6.1.2
- Palette cleanser after the fish course ✓
 - Refreshes the mouth ✓
 - It is served after the fish course before the main course ✓
- (Any 1) (1)
- 6.1.3(a) Canapé: bite-size savoury snacks that attractively garnished ✓
consist of 3 parts: base, spread and garnish ✓
Base can be made of bread (croûte) ✓, savoury
biscuits ✓ and pastry dough ✓.
Variety of shapes ✓.
May be glazed with aspic to prevent drying out ✓. (Any 2) (2)
- 6.1.3(b) A cold dessert ✓
Creamy light and fluffy ✓ due to the addition of whipped
cream and beaten egg whites ✓ (Any 2) (2)
- 6.1.4 There should be a focal point ✓
Cocktail snacks must be in neat rows ✓
Cocktail snacks must be of a variety of colour and shape ✓
Place food at different heights ✓
Use a variety of containers ✓
Do not overload the table ✓
Place savoury and sweet snacks separately ✓ (Any 4) (4)
- 6.1.5 Harvest year ✓ / year it was produced ✓
Alcohol percentage ✓
Bottle volume ✓
Producer/ Estate/ Manufacturer ✓ (Any 2) (2)
- 6.1.6 15 °C to 20 °C / room temperature ✓ (Any 1) (1)
- 6.1.7
- Salmon, prawn and mussel bisque: incorrect choice of wine ✓
 - Shiraz is a red wine ✓
 - Course of fish should be served with a white wine ✓
 - Grilled Porterhouse steak: choice of wine is correct ✓
 - Porterhouse steak is red meat which pairs well with the classic red blend ✓
 - Cherry sponge pudding, Mascarpone mousse, Glühwein ice cream and berries: correct choice of wine ✓
 - Hanepoot is a sweet wine ✓
 - Desserts pair well with sweet wine ✓
- (6)

6.1.8

	SERVING OF WINE	SERVING OF COCKTAILS
Use of trays	Trays not required because glasses are already on the table✓ Can be served on trays✓	Cocktails are arranged on / without the trays✓
Sequence	Host tastes the wine✓, waiter starts with the ladies✓ ending with the host✓. Wine poured in an anti-clockwise direction✓. (Any 1)	No sequence, waiters walk around between the guests✓

(4)

6.2

Built cocktail: prepared in a glass✓
 Ingredients mixed in the glass in which it will be served✓
 Ingredients are floated on top of each other✓
 Swizzle sticks can be placed in the glass to allow the ingredients to be mixed✓
 Any cocktail where there is an indication that two or more layers excluding ice have been used✓ (Any 2)

(2)

6.3

- Keep the guest calm✓
- Assist the person immediately✓
- Follow the emergency plan of the establishment✓
- The manager will decide which action should be taken according to the degree of injury✓
- First aid will be provided for, if injuries are minor ✓
- If injuries are serious take the guest to the doctor or hospital✓
- Emergency services will be contacted for major injuries✓
- A report should be completed and filed after the injury✓ (Any 3)

(3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200