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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2017
MEMORANDUM**

MARKS: 200

This memorandum consists of 13 pages.

SECTION A

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QUESTION 1**1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

1.2 MATCHING ITEMS

1.2.1	I✓
1.2.2	F✓
1.2.3	A✓
1.2.4	B✓
1.2.5	C✓
1.2.6	G✓

(6)

1.3 ONE-WORD ITEMS

1.3.1	De-alcoholised✓
1.3.2	Hanepoot✓/Jeripigo✓/Muscadel✓
1.3.3	Liquor Act✓
1.3.4	Baking blind✓
1.3.5	Tele-marketing✓
1.5.6	Marbling ✓
1.3.7	Horseradish/gravy/jus✓
1.3.8	Sushi✓
1.3.9	Chutney✓
1.3.10	Soya✓

(10)

1.4 **SELECTION**

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1.4.1	A ✓ D ✓
1.4.2	B ✓ C ✓

(4)

1.5. **MATCHING ITEMS**

1.5.1	C ✓	(v) ✓
1.5.2	D ✓	(iii) ✓
1.5.3	B ✓	(iv) ✓
1.5.4	F ✓	(i) ✓
1.5.5	G ✓	(ii) ✓

(10)

TOTAL SECTION A: 40

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

2.1 2.1.1 24–48 hours✓ (1)

- 2.1.2
- Food handlers with gastroenteritis should inform their employer as soon possible✓
 - Food handlers should not work if they have diarrhoea✓
 - Food handlers should maintain good personal hygiene✓(wash hands after using the toilet, refuse, after touching your body, your hair, nose etc.)✓
 - They should wash and sanitise equipment and surfaces after handling raw meat and poultry✓
 - They need to ensure that food is thoroughly cooked especially chicken, fish and eggs✓
 - Insects and rodents should be eliminated from the kitchen✓ by installing screen on windows✓
 - The kitchen should comply with proper storage regulations✓
 - All food should be covered when stored✓
 - Cooked foods should be separated from raw foods✓
 - Food should not be stored on the floor✓
 - Waste should not be left to accumulate✓; lids must be kept on the bins at all times. ✓
- (Any 5) (5)

2.1.3 (a) **GASTROENTERITIS**

- Diarrhoea✓
- Nausea and vomiting✓
 - Dehydration✓
 - Stomach ache✓
 - Headache✓
 - Fever✓

(Any 3) (3)

2.1.3 (b) **TUBERCULOSIS**

- Continuous cough✓
- Feeling tired all the time✓
 - Weight loss✓
 - Loss of appetite✓
 - Coughing up blood✓
 - Night sweats✓
 - Chest pains✓
 - Shortness of breath✓

(Any 3) (3)

- 2.2 2.2.1 Good service is meeting customers' needs timely✓, by professional people✓ in a pleasant environment✓ in the way they want and expect them to be met✓ (Any 2) (2)
- 2.2.2 The management decides on the level of service they would like in their restaurant✓. The level of training differs✓, Service is often linked to the price✓ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service✓
The more expensive the dish, the better the service is supposed to be✓ (Any 3) (3)
- 2.3 2.3.1 Point of sale system (POS)✓ (1)
- 2.3.2 The system will assist restaurant employees to complete their daily tasks that include : food and beverage orders,✓ communication of tasks to the kitchen✓, guest bill settlement✓, credit card processing✓, and charges posted to guest accounts in the hotel✓ (Any 2) (2)

TOTAL SECTION B: 20

SECTION C: NUTRITION:
MENU PLANNING AND FOOD COMMODITIES

QUESTION 3

- | | | | | |
|-----|-------|--|---------|-----|
| 3.1 | 3.1.1 | Make jam✓
It can be glazed✓
It can be canned ✓
It can be frozen ✓ | (Any 2) | (2) |
| | 3.1.2 | -Wash and remove the pips from the cherries✓
-Prepare a sugar syrup✓
-Boil the food in the syrup until soft✓
-Scoop the cherries into sterilised jars✓
-Fill with syrup and seal✓ | (Any 4) | (4) |
| 3.2 | 3.2.1 | Net profit: selling price-total cost (food cost + overhead cost)✓
= R10 000 – (R3500+R2500) ✓
= R10 000 – R6000✓
= R4000,00✓ | (Any 3) | (3) |
| | 3.2.2 | Cost per person= Selling price/number of people
=R10 000/100 people✓
= R100,00 per person✓ | (Any 3) | (3) |
| | 3.2.3 | -Name of the company, address, contact details✓
-Personal information of the client: name, contact number, address✓
-Information regarding the function: date, time, dietary requirement, type of function✓
-Additional charges✓
-Special requests✓
-Payment terms✓ | (Any 4) | (4) |
| 3.3 | 3.3.1 | (a) Step 4: to prevent the eggs from cooking✓/curdling✓ (Any 1)

(b) Step 7: to finish the baking process✓, to allow for the pastry to dry out✓, so the cavity is encased in a delicate, crispy shell✓
To prevent burning✓ | (Any 2) | (3) |
| | 3.3.2 | Chocolate✓
Caramel ✓
Vanilla/chocolate icing✓
Fondant✓
Spun sugar✓
Sprinkled with icing sugar✓ | (Any 2) | (2) |
| | 3.3.3 | Too much water will evaporate✓ resulting in too little steam✓ and the final product will be reduced in volume✓ | (Any 2) | (2) |

- 3.4
- | POLLO VEGETARIAN | PESCO VEGETARIAN |
|---|---|
| -Diet includes poultry, milk, dairy products, eggs, vegetables and fruits✓
-Diet excludes red meat, fish and seafood✓
(Any 2) | -Diet includes fish, seafood, milk, dairy products, eggs, vegetables and fruits✓
-Diet excludes red meat and poultry✓
(Any 2) |
- (4)
- 3.5
- 3.5.1 White beans will take on the colour of the red speckled beans✓ (1)
- 3.5.2 It takes longer to cook✓, and the beans may break or separate from the skins✓ (Any 1) (1)
- 3.6
- 3.6.1 3-5 cocktail snacks✓ (1)
- 3.6.2
- The snacks must be bite sized✓
 - Include hot and cold savoury snacks✓
 - Include two to three sweet snacks✓
 - They must be visually attractive and colourful✓
 - They must be tasty and well-seasoned✓
 - They must include a variety of flavours✓
 - Ingredients should be easily recognisable✓
 - Personal and kitchen hygiene is essential✓
- (Any 4) (4)
- 3.6.3 Unsuitable✓
The guest will dirty their fingers✓, or may need a finger bowl✓
Need a side plate to serve✓ (3)
- 3.6.4
- Fruits dipped in chocolate✓
 - Milk tartlets✓
 - Chocolate truffles✓
 - Scones✓
- (Any relevant answer) (3)
- [40]**

QUESTION 4

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- 4.1 4.1.1
- | BEEF | LAMB |
|--|--|
| Colour: bright red to cherry red✓
Texture: smooth, fine and firm✓
Fat: creamy or yellow colour ✓
Bones: Whiter and harder✓
(Any 2) | Colour: bright light red✓
Texture: smooth, fine grain
firm and not dry✓
Fat: white /pinkish✓
Bones: soft red and porous ✓
(Any 2) |
- (4)
- 4.1.2 It is a tough cut of meat/contains a lot of connective tissue✓
 Stewing is a moist heat cooking method✓, converting the white connective tissue to gelatine✓, this slow cooking method makes is tender ✓
 (Any 2) (2)
- 4.1.3 Mashed potatoes✓
 Cous cous✓
 Pap✓
 (Any relevant answer) (1)
- 4.2 4.2.1 A banquet is a formal meal to which a group of guests will be invited to celebrate an event, to honour special guests or any other type of special occasion✓
 (2)
- 4.2.2 Food and Beverage Service✓
 Food preparation✓
 (2)
- 4.2.3 Jews only consume food that is kosher/clean✓
 They do not eat the hindquarter of an animal✓
 They may not mix meat and dairy products during a meal✓
 All shellfish, snails and birds of prey are forbidden✓
 Pork and pork products are not permitted✓
 (Any 3) (3)
- 4.2.4 8-10 waiters✓
 (1)
- 4.3 4.3.1 Puff pastry✓
 (1)
- 4.3.2 (a) Butter: contributes to the rich flavour✓, contributes to colour✓
 (2)
- (b) Water: develops the gluten in the flour✓, transforms into steam✓ and helps to leaven the pastry✓.
 (Any 2) (2)
- 4.3.3 Creamed spinach✓
 Chicken and mushroom ✓
 Steak and kidney✓
 Mince✓
 Fish✓
 (Any relevant answer) (2)
- 4.3.4 -Light in texture✓
 -Flaky layers✓
 -Light golden brown colour✓
 -Uneven surface✓
 (Any 3) (3)

- 4.4 4.4.1 Flavoured and unflavoured✓
Powdered/Granulated✓
Leaf/sheet✓ (Any 2) (2)
- 4.4.2 (a) Too much sugar will weaken the gel✓, retards the setting process✓ (Any 1) (1)
- (b) Weakens the jelly✓, retards the setting process✓, will melt more easily✓ (Any 1) (1)
- (c) Dish will start to melt✓ (Any 1) (1)
- 4.5 4.5.1 The batter is steamed in moulds in a steamer or a big pot with water and then turned out for service. ✓
Make sure that no water splashes into the bowl when steaming as this will cause the pudding to be soggy. ✓ (2)
- 4.5.2 Choose the right size and shape of the plate✓
Pudding must be turned out on the middle of the plate✓
Arrange, decorate and garnish the pudding on the plate✓
The dessert can be flambéed✓ – pour brandy over and set it alight✓ (Any 2) (2)
- 4.5.3 Custard✓
Cream✓
Ice Cream✓
Brandy sauce✓ (Any 2) (2)
- 4.6 4.6.1 People with HIV have greater nutritional needs and adequate diet is essential to promote a strong immune response to help HIV people to manage the symptoms✓.
Good nutrition slows down the progression from HIV to Aids✓, and is required to optimise the benefits of Anti retro viral drugs✓.
A healthy diet can prevent and cure malnutrition, but it cannot cure HIV and Aids✓
People with Aids need to maintain a healthy body weight and take in enough protein so that they can maintain their muscle mass✓
The diet should consist of fresh fruits and vegetables in order to boost the immune system✓ (Any 4) (4)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

- 5.1 5.1.1. The target market will be determined by:
Demographic factors✓ e.g. marital status, age, family size i.e. Pay a single midweek rate and your friend/partner stays free when sharing with you, Needs and income✓
Psychographic factors: activities✓ i.e. Daily game drives, tennis and sauna✓
Product related factors✓, which describe which products or services the customers prefer i.e. Luxurious accommodation on a game farm midway between Cathcart and Queenstown, in the heart of Eastern Cape. ✓ (Any 3) (3)
- 5.1.2 Yes promotion has been used✓
Give away 2 for 1: pay the single midweek rate of R600 and your friend/partner stays free when sharing with you. ✓ (2)
- 5.1.3 It is expensive✓ because you are getting only one amount for two people✓. (1)
- 5.1.4. The size of the container should not mislead the customer as to the size of the actual contents✓
Packaging should be easy to handle✓
Information on packaging should be clear✓
Packaging should be suitable for the contents✓
It should be strong, hygienic and clean✓
If possible, it should be recyclable and reusable✓ (Any 2) (2)
- 5.1.5 Business address✓
Form of business✓
Branding✓
Short, medium and long term goals✓
Street map✓
Site plan showing the layout of the business✓ (Any 4) (4)
- 5.1.6 Springbok Game lodge contributes to job creation by:
Direct job creation: positions in the hospitality industry✓ examples: Lodge receptionist✓, Room attendant✓, Tour guide✓, Masseurs✓, chef✓, waiters✓, doorman✓ (Any 2)
- Indirect job creation: positions that does not form part of the hospitality industry✓ examples: Manufacturers of the linen used in the lodge✓, suppliers of food, drinks✓, producers of furniture✓ (Any 2) (4)

5.2

5.2.1

REVENUE GENERATING AREAS	NON-REVENUE GENERATING AREAS
Bars✓ Food and beverage✓ Guest rooms✓	Finance✓ Security✓ Maintenance✓

(6)

5.2.2

These two departments depend on each other because sales and marketing is responsible for making potential customers aware of the products and services that the establishment offers✓. They ensure that customers make use of the products and services which provides an income for the business✓. The financial department ensures that the income is spent according to the budget and needs of the establishment✓.

(Any 2)

(2)

5.2.3

--Supervises personnel✓, property✓ and key control✓
-They must protect the establishment, staff and the guests from the following criminal activities:
-credit card skimming✓
-liability or insurance fraud
-terrorism✓
-information technology✓
-gambling fraud✓

(Any 3)

(3)

5.2.4

-Movable cocktail bar✓/Liquid chefs✓
-Drinks on wheels✓
-Vendor✓
-children birthday party drinks✓

(Any 3)

(3)

[30]

QUESTION 6**Downloaded from eduresourceza.com**

- 6.1 6.1.1 Refers to getting equipment (cutlery, crockery) and tablecloths ready before meal is served✓./ to put in place✓/pre-preparation✓ (2)
- 6.1.2 Check to see if the table cloth is:
Clean ✓and has no food stains✓ or wax stains from candles✓.
not burnt, shabby or worn out✓
ironed✓
hanging evenly from each side of the table✓
not upside down✓ (Any 3) (3)
- 6.1.3 The glass should be washed in warm water with dishwashing liquid✓
Rinse in clean warm water✓
Airdry✓
Steam the glass over a bowl of boiling water✓
Polish using a clean, dry cloth✓ (3)
- 6.1.4 Chardonnay is suitable✓ because white meat (fish) goes well with white wine✓ M159
F 52
(2)
- 6.1.5 The red wine glass must be positioned 2.5cm✓ from the tip of the main course knife✓ and at 45° angle to the left of the white wine glass✓ White wine glass first and red wine glass second✓ (Any 3) (3)
- 6.1.6 The red wine needs to be stored in the dark✓ to avoid damage from ultra violet light✓
Place red wine bottles on their side so that the corks stay moist and swollen✓ providing an airtight seal.
Store red wine bottles upside down in a box✓
Store similar wines together✓
Pack and store wine bottles with the label to the top or to the front✓
Wine prefers a slightly damp location free from vibration✓ (Any 4) (4)
- 6.2 6.2.1
- | ON-CONSUMPTION | OFF-CONSUMPTION |
|---|---|
| Allows the liquor to be consumed where it is bought✓, liquor not taken off the premises✓
Examples: hotels, restaurants, clubs✓ (Any 2) | Allows liquor to be bought but consumed elsewhere✓/
removed from premises✓
Examples: liquor stores, wholesale liquor outlets✓ (Any 2) |
- (4)
- 6.2.2 In plated service food is plated directly onto individual plates✓ in the kitchen or at a service point✓ and then served to customers✓ on the right hand side✓ (3)

- 6.2.3 Better portion control✓
Less wastage✓
More creativity from the chef who plates the food✓
Specialised training in terms of serving food from the platter is not required✓
Skilled waiters for carrying plates without disturbing food arrangement on the plates✓ (Any 3) (3)

- 6.3 Food will be spoiled✓
Food wastage will cost the lodge✓
The menu may need to be adapted and therefore the guests may not receive their preferred orders ✓failure e.g. a gelatine dish wont set✓
Unexpected cost will be incurred in order to fix the fridge.✓ (Any 3) (3)

TOTAL SECTION D: 60
GRAND TOTAL: 200