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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2021

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

SECTION A**QUESTION 1**

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1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	A✓	M187	F45
1.1.2	C✓	M124	F185
1.1.3	C✓	M116	F211
1.1.4	D✓	M27	F82
1.1.5	C✓	M5-7	F120/7
1.1.6	B✓	M93	F192
1.1.7	A✓	M156	F48
1.1.8	D✓	M140	F150
1.1.9	B✓	M175	F37
1.1.10	B/D✓	M15	F134

(10)

1.2 MATCHING ITEMS

1.2.1	B✓	M125
1.2.2	D✓	
1.2.3	E✓	F185-186
1.2.4	C✓	
1.2.5	A✓	

(5)

1.3 MATCHING ITEMS

1.3.1	E✓	M161 F65
1.3.2	A✓	
1.3.3	B✓	
1.3.4	F✓	
1.3.5	D✓	

(5)

1.4 ONE-WORD ITEMS

1.4.1	Ice bucket/cooler/wine cooler/wine bucket/wine bucket stand✓	M167	F58
1.4.2	Business plan✓	M11	F131
1.4.3	Audio-visual/Auditory✓	M20	F140
1.4.4	Diabetes/Diabetes Mellitus/Type 1 Diabetes✓	M47	F5
1.4.5	Certification/Authenticity✓	M158	F53
1.4.6	Offal/Mogodu✓	M80	F190
1.4.7	Soya✓	M104	F182
1.4.8	Host/Hostess✓	M193	F36
1.4.9	Hydration/sponging/Blooming✓	M130	F161
1.4.10	Barding✓	M86	F199

(10)

1.5 SELECTION

- 1.5.1 B✓, C✓, E✓, F✓, G✓
 1.5.2 C✓, D✓, E✓
 1.5.3 A✓, B✓

Any order

M99

F178

(5)

Any order

M39

F101

(3)

Any order

M114

F206

(2)

TOTAL SECTION A: 40

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

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- 2.1 2.1.1
- Name of goods/products/type of stock/brand name✓
 - Description of goods/products/unique code✓
 - The quantity/volume/mass that was received and issued✓
 - The new balance (total) on the stock/ stock on hand✓
 - Minimum and maximum stock levels/reorder stock levels✓
 - The price per unit/stock price✓
 - A cash column/value✓
 - Date✓
 - Signature/authorisation/person requiring the stock✓
 - Order/requisition number✓
- (Any 3) M36 F95-97 (3)
- 2.1.2
- Less time consuming/saves time/quicker✓
 - Easier to determine quantity of stock/ more effective✓
 - The system can alert the storekeeper of products that need to be reordered/manage and control the flow of stock✓
 - The total cost of stock will be recorded instantly✓
 - Stock will be automatically deducted from the stock list✓
 - Number of errors is reduced/more accurate✓
 - Stock control process can be carried out more often/frequently✓
 - The computer can store the information/easy to retrieve information✓
- (Any 2) M36 F95 (2)
- 2.2 2.2.1
- Punctuality/integrity/reliability/productivity ✓ - Luvuyo was not a functional and cooperative team member/being late for work/not doing his full share of work/ not being reliable and dependable✓
 - Self-respect and respect for other/commitment/communication/co-operation/tolerance✓- He has failed to respect others/arguing with the guest/he was not aware of the guests needs✓
- (Any 4)
- OR
- Luvuyo was late for work✓-not a functional and cooperative team member/not doing his full share of work/ not being reliable and dependable✓
 - No punctuality/integrity/reliability/productivity✓
 - Arguing with the guest✓ - He has failed to respect others/he was not aware of the guests needs✓
 - No self-respect and respect for others/lack of commitment/communication /co-operation/tolerance✓
- ..(Any 4) M30 F86 (4)
- 2.2.2
- He must be punctual/give speedy feedback/to respond
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NSC – Marking Guidelines

timeously to the customer/efficient when delivering a service and respond in a timely manner/don't keep customers waiting✓

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- He must show patience/tolerant with the guest✓
- He needs to be polite/ friendly✓
- He needs to be positive when dealing with guests' complaints ✓
- Never argue with guests/the customer is king/the customer is always right✓
- Stay calm/control emotions/ he needs to be mindful of the tone of his voice/body language when dealing with the customer✓
- Find solutions to the problem✓
- He needs to be reliable with regards to guests request/not making empty promises ✓
- He needs to ensure that guests receive value for money/ receive what they ordered✓
- He must recognise guests as soon as they arrive✓
- He must display accuracy in taking and delivering guests orders✓
- Listen and pay attention✓
- Helpful/willing to assist✓
- Be alert to guest's needs✓
- Respectful towards guest✓
- Make a good first impression/good appearance✓
- Accept his mistake and be apologetic✓ (Any 4)
- All water should be chemically treated/purified or boiled✓
- Provide bottled water✓
- Do not serve food and water that has been contaminated/ avoid fish or shellfish obtained from contaminated water✓
- Foods need to be cleaned and cooked properly/use treated water to wash fruit and vegetables✓
- Avoid serving raw and undercooked food e.g. uncooked fish or shellfish ✓
- Cover food to prevent flies✓
- Thorough hand washing facilities with antiseptic soap/sanitizer is important ✓
- Staff should get vaccinated ✓
- Send infected/sick workers home ✓ (Any 4)

M32
F90
(4)

2.3

2.3.1

2.3.2

- People using unsafe water supplies/ living in areas with poor sanitation/ people who eat shellfish and vegetables from water known to harbour the bacteria will be infected faster✓ due to the possible intake of cholera bacteria✓
- Children, the elderly and malnourished people✓ are at risk because they have a weaker immune system✓/low levels of stomach acid that can't fight off the bacteria✓
- People living with someone who has the disease✓ may be infected/ higher risk of becoming infected✓ (Any 3)

M25
F78
(4)

M25
F78
(3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING;

FOOD COMMODITIES**QUESTION 3****Downloaded from eduresourceza.com**

- 3.1 3.1.1 Leg chop✓
Rib cutlet✓

M94
F194
(2)
- 3.1.2 (a) Marinating✓
Chemical tenderising✓

(Any 1)
M86
F200
(1)
- (b) • Marinating is steeping meat into a seasoned liquid mixture✓for 15 minutes to 2 hours✓
• Acid, oil, spices and herbs are used to tenderise the meat fibres✓

OR
• Chemical tenderising – sprinkle meat tenderisers over meat✓/cover meat with acid, fresh pineapple or paw-paw✓to break down the meat fibres for 15 minutes to 2 hours✓
(Any 2 relevant to 3.1.2 (a))
M86
F200
(2)
- 3.1.3 • Greyish light red/pinkish colour meat✓
• Flesh feels firm/not leave a dent when pressed on✓
• Fine grain texture✓
• Fat normally white or creamy white/ fat should not be oily✓
• Bones are red and porous, rib bones speckled✓
• Fresh smell /no strange/unpleasant smell✓

(Any 3)
M83
F189
(3)
- 3.2 • The meat will have freezer burn✓
• The meat surface will be dehydrated/dried out✓
• Appearance of greyish-brown spots on the surface of the meat/change of colour✓
• Meat juices/sarcoplasm will ooze out of the meat after thawing✓
• There will be ice crystals on top of the meat✓

(Any 2)
M84
F199
(2)
- 3.3 Rib cutlet: 150-250 g✓
Gammon: 120-150 g ✓
The rib cutlet includes the bone; the gammon is without bones✓
(Any weight within the range)
F204
M96
(3)

- 3.4 3.4.1 (a) To prevent changes in the ratio/proportions of ingredients✓
Incorrect proportions can change the characteristics of the
pastry✓ It becomes too hard/soft/crumby /tough/ dry/dough
becomes sticky/ to ensure a successful end product✓
(Any 1) M118 F212 (1)
- (b) • Over-handling/over-mixing of the dough will cause it to shrink✓
• Heat from hands can melt the shortening that can be absorbed
by flour preventing proper rising/small volume✓
• Dough/Crust will be tough **OR** hard pastry crust ✓
(Any 2) M118 F212 (2)
- (c) • Cold shortening remains hard and forms layers between pastry
layers/ prevents shortening from melting✓
• Better rising✓
• Flakiness will be compromised if conditions are warm✓
(Any 2) M118 F212 (2)
- 3.4.2 • Blind baking is done when a pre-cooked filling is used✓
• To keep the crust from blistering/rising/remains flat/keep
shape✓
• To ensure the pastry case is cooked thoroughly✓
• To help the crust to become crispy/prevents soggy bottom✓
(Any 3) M117 F209 (3)
- 3.5 • Crisp✓
• Hollow and dry inside/dry centre/well cooked✓
• Light in weight✓
• Light brown/golden brown/straw colour✓
• Even sized✓
• Well puffed/good volume✓
• Neatly shaped/good shape✓
(Any 3) M124 F186 (3)

3.6

	BAKED ALASKA	PAVLOVA
Ratio of egg whites : sugar	1:1✓/Equal quantities (1)	1:2✓/ Double the amount of sugar to egg whites (1)
Components used to assemble each dessert	(a) Base: Sponge cake✓	(a) Base: Meringue✓
	(b) Filling: Ice cream✓	(b) Filling: Cream/ Mascarpone/fruit curd✓
	(c) Topping: Meringue✓	(c) Topping: Fruit/any fruit✓
	(3)	(3)

M141 F151 (8)

3.7	3.7.1	- Chop or break the chocolate into smaller even pieces✓ - Melt over indirect steam by putting the chocolate in a bain marie/double boiler/mixing bowl on top of a saucepan✓ - Stir occasionally✓ - Remove from the stove once water starts boiling to prevent overheating✓	(Any 2)	
		OR - Chop or break the chocolate into smaller even pieces✓ - Melt in the microwave by putting the chocolate in a bowl and heat in 30-second bursts✓ stirring in between✓	(Any 2)	M145 (2)
	3.7.2	- Commercial dark chocolate/70% or higher cocoa mass✓ - Couverture- any colour✓ - Baking chocolate- any colour/baker's covering/compound✓ - Unsweetened/bitter chocolate✓	(Any 1)	M144 F156 (1)
3.8	3.8.1	Glazing/Candied/Crystallization of sugar✓		M153 F168 (1)
	3.8.2	- Fruit is cooked repeatedly/multiple times✓ - In a highly concentrated sugar syrup✓ until it forms a glaze on the outside/fine layer of sugar crystals on the outside✓	(Any 2)	M153 F168 (2)
	3.8.3	- Prevents food from spoiling✓ - Increases the safe storage period of food✓ - Increases availability of food that are out of season✓ - Easy to store/no refrigeration is necessary✓ - Saves time and labour /no preparation necessary✓ - Preserved food can be eaten on its own/no cooking is necessary✓ - Transportation of food is easier✓ - Improves the appearance/give it a nice shine/ variety✓ - Improves the taste/unique taste✓ - Limits the availability of water for microbial growth✓ - Heat destroys micro-organisms and enzymes✓	(Any 2)	M149 F166 (2) [40]

QUESTION 4

- 4.1.1 A samosa is a triangular shaped snack/ple made with purr/phylo pastry that has been deep-fried in oil/baked/air fried with a variety of fillings that can be savoury, spicy or sweet (Any 2) M70 F207 (2)
- 4.1.2
- Preparation of the food items is time-consuming
 - Several snacks per person must be prepared
 - Food items can be costly if protein is the main ingredient/if the function/menu is not well planned
 - People may be hungry at the time of the finger lunch and so may eat more/it may not be filling enough for the guests
 - Guests might become uncomfortable to stand for the duration of the function
 - Guests will dirty their fingers/messy fingers
- (Any 3) M68 F13 (3)
- 4.1.3(a) Fruit group
- (b)
- Strawberries dipped in chocolate/sugar coated
 - Fruit skewers/fruit kebabs/brochette
 - Fruit fritters
 - Bouchées/barquette with a fruit filling/fruit tartlets
 - Apple strudel slices
 - Mini apple tarts
 - Mini toffee apples
- (Any 2-fruit based **mini/cocktail** snack) M70 F16 (2)
- 4.1.4
- | UNSUITABLE DISHES | ONE INGREDIENT |
|--|--|
| <ul style="list-style-type: none"> • Cocktail steak and kidney pies • Smoked Trout and Cream Cheese Blini • Marinated Venison Skewers | <ul style="list-style-type: none"> • Steak/Kidney/red meat/offal • Trout/Caviar/fish • Venison/game meat/red meat |
| (3) | (3) |
- M99 F178 (6)
- 4.2 4.2.1 Total Cost = Food Cost + Labour Cost + Overhead Cost
= R15 000 + R4 400 + R3 000
= R22 400
- M63 F21 (3)
- 4.2.2 Selling Price = Total Cost + Profit **OR** Total Cost + 50%
= R22 400 + 50% / R22 400 x 50% **or** 50÷100
= R22 400 + R11 200
= R33 600
- M62 F21 (4)

- 4.2.3
- Property rent✓
 - Tax✓
 - Water✓
 - Electricity/gas✓
 - Depreciation of equipment/maintenance of equipment✓
 - Cleaning materials✓
 - Stationery✓
 - Post and telephone services/Wi-Fi✓
 - Advertising✓
 - Uniforms✓
 - Linen: tablecloths, napkins, or chair covers/laundry cost✓ M60
 - Transport/delivery costs/fuel✓
 - Insurance✓ F20
 - Security systems/company✓ (Any 2) (2)
- 4.3 4.3.1 Gel formation will be influenced by:
- Gelatine concentration/amount of liquid/gelatine✓
 - Setting temperature 10-15° C✓
 - Whipping of the gelatine mixture✓
 - Adding of ingredients: amount of sugar/acid/salt/number of strawberries✓ M131 F163
 - Length of time before unmoulding/setting time✓ (Any 2) (2)
- 4.3.2
- Allow gelatine mixture to thicken to a consistency of a thick egg white before adding the strawberries to ensure even distribution✓
 - Ensure that the strawberries are free of liquid✓ M131
 - Small quantities of strawberries should be used✓ F162
 - Strawberries must be sliced evenly✓ (Any 2) (2)
- 4.3.3
- Cover the dish to prevent absorption of other flavours✓
 - Keep the dish covered to prevent cross contamination✓
 - Keep refrigerated until served to keep the gelatinous state/keep gel below 28 °C to prevent melting✓
 - If kept for longer periods, the gel becomes firmer but loses water which will result in loss of texture and volume/rubbery and shrinks✓/must be served within 24 hours✓ M130 F160
 - Do not store in the freezer✓ (Any 3) (3)

4.4 Food:

- Repetition of ingredients/starch✓ e.g., two dishes with garlic/ corn soufflé and cauliflower au-gratin both using white sauce✓
- Limited variety of flavours ✓ e.g., garlic sauce and garlic bake✓
- Little variety of textures✓ e.g., mushroom soup, corn soufflé and Hungarian goulash all soft textures/no crunch✓
- No variety of temperatures ✓all the dishes on the menu are hot e.g. cream of mushroom soup and chocolate sponge pudding both hot✓
- No variety of colours✓/no green or red incorporated in the menu, only cream and brown colours ✓e.g., cream of mushroom soup and cauliflower au-gratin✓
- Limited variety of cooking methods✓there are four baked products e.g. corn soufflé, chocolate sponge pudding/potato, bacon and garlic bake and cauliflower au-gratin all baked in oven✓
- Too many rich dishes/high in fat✓ e.g. cream of mushroom soup, cream/bacon in potato bake, cauliflower au gratin with butter on top. ✓
- Not all food groups are included/not good nutritional balance✓: fruit group is not included ✓

Management:

- Time of the year/winter/June✓, the dishes are suitable because they are all hot/comfort food✓
- Availability of the ingredients on the menu✓, the ingredients are all available during that time of the year/June/ winter✓
- Cost/budget is R200pp:✓the price of the menu is realistic for the dishes/food on the menu✓
- The type of meal is dinner/4-course/time of the day,✓the dishes are suitable for a dinner menu/4-course ✓

Customers:

- The choice of dishes on the menu will not be suitable✓ for people who follow a special dietary requirement e.g., religious reasons, diseases, vegetarians✓
- Suitable for older people or children✓as the ingredients are of ~~mushy~~ soft texture/easy to chew✓
- Not suitable for small children✓as the dishes are too sophisticated or too strongly flavoured✓

(3 x 2)

M43
F2
(6)

- 4.5
- Kosher menus must not include meat from the hindquarter of the animal✓
 - Milk and milk products and meat served in the same meal is not allowed✓/no consumption of milk products before 6 hours has lapsed after eating meat✓
 - Shellfish, birds of prey and snails are prohibited✓
 - Pork and pork products are forbidden✓
 - All food must be kosher and prepared/slaughtered according to the religious law/meat must be washed and soaked✓
 - Separate kitchen/storage areas/preparation areas/and separate utensils must be used✓
 - Only kosher products/ingredients may be used✓
 - Only kosher wine may be used in preparation✓
 - Parev products can be combined with either meat or milk products or used as a neutral food in menu planning before or after meat/milk dishes (Any 4)

M44
F2-3
(4)
[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICE**

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QUESTION 5

- | | | | | |
|-----|-------|---|---------|--------------------|
| 5.1 | 5.1.1 | <p>Joyce must:</p> <ul style="list-style-type: none"> • Be willing to take risks/have courage✓ • Have an ability to identify business opportunities and take calculated risks to achieve success✓ • Be committed and determined/be hardworking/ be able to handle pressure/be disciplined✓ • Have a sense of responsibility and love of achievement✓ • Be creative/ unique✓ • Self-reliant✓ • Be able to adapt/be a problem solver✓ • Be future-orientated/plan ahead/goal orientated✓ • Be confident in achieving success✓ • Have good organising and management skills/good leadership skills✓ • Marketing skills✓ • Have high levels of energy/stamina✓ • Have a sense of humour✓ • Communication skills✓ • Be passionate/optimistic about the type of business you are starting✓ | (Any 4) | F8
(4) |
| | 5.1.2 | <ul style="list-style-type: none"> • Information on packaging should be clear/easy to read✓ • Name of product must be clear/product easy to identify/brand/logo/contact details✓ • The packaging must attract the attention of the customer✓ • Interesting pictures✓ • Colours must be bright/interesting✓ • Writing must be clear, bold and eye catching✓ • Packaging can be collectors' items/reusable containers✓ • Information on nutrition must be indicated ✓ • Packaging must be clean and hygienic✓ • Packaging must be suitable for the product/protect the product/easy to handle/strong enough✓ • Size of the packaging should not mislead the customer on the quantity✓ • Packaging must be environmentally friendly/recycleable/biodegradable | (Any 2) | M17
F135
(2) |

- 5.1.3
- Pay staff salaries✓
 - Control banking procedures✓
 - Oversee the auditing of funds ✓
 - Ensure payment of VAT✓
 - Keep accounting records, keeps track of money coming in and going out/do bookkeeping ✓
 - Safeguard the business's assets/financial stable✓
 - Prepare financial reports✓
 - Draw up budgets✓
 - Prepare cash flow forecast/determine profit and loss✓
 - Set up procedures for purchasing, receiving, storing, and requisitioning✓
 - Ensure stocktaking is done on regular basis✓
 - Take care of debtors✓
 - Deal with financial queries✓
 - Pay accounts✓
- (Any 4)
- M 6
F123
(4)
- 5.1.4
- Promotional videos/DVD/Projectors✓
 - Digital shows✓
 - **Electronic bill boards**✓
 - Social Media✓ :
Facebook✓/Instagram✓/WhatsApp✓/Twitter✓/ Tiktok✓
 - e-mails✓
 - Websites/YouTube✓
 - Telephones/Tele-marketing✓
 - Cell phones✓
 - SMS✓
 - Radio✓
 - TV✓
- (Any 2)
- M20
F140
(2)
- 5.1.5
- (1 mark for good/bad)** (1)
- Joyce's slogan is a **good/yes** marketing tool✓
- Name is in bold/striking/eye-catching/attention grabbing
 - Different lettering/large font/neat✓
 - Does not contain too many words✓
 - It relates to the product/rusks✓
- Joyce's slogan is a **bad/no** marketing tool ✓
- Spelling mistake of the word rusks✓
 - It does not give a clear description of the product✓
- (2)
- M19
F142
(3)

- 5.2
- Complaints should always be handled positively and professionally✓
 - The restaurant manager must control their emotions/be calm /don't raise your voice✓
 - Polite and friendly✓
 - Maintain eye contact✓
 - Positive body language✓
 - Helpful/show your understanding and willingness to resolve the matter, according to the establishment/take guest complaints into consideration✓
 - Listen and pay attention✓
 - Do not argue with the customer✓
 - Acknowledge the complaint and thank the guest for bringing the matter to their attention/respect opinion of guest✓
 - Attend immediately/act promptly/offer a solution✓
 - Apologise sincerely✓
 - Resolve the situation by inviting the person to discuss the issue in privacy✓
 - Never place the blame on yourself or on somebody else✓
 - Never promise something they cannot provide✓
 - Keep the guest informed of the attention the problem is receiving/progress✓
 - Report and record the handling of the problem according to the policy of the establishment✓
 - Depending on the seriousness of the complaint or policy of the establishment a free drink/meal or discount can be offered✓ (Any 5)

M183
F45
(5)

- 5.3
- Staff members should stay calm✓
 - Apologise to the guests✓
 - The kitchen may be closed during water cuts due to hygiene reasons✓
 - Guests must be informed✓ that food and beverages can only be served if there is clean cutlery, crockery and glasses✓
 - Restaurants should adjust their menu to suit the situation✓
 - Hand sanitisers should be readily available for the use of guests✓
 - Bottled water must be made available in restaurant✓
 - Specific provisions/arrangements must be made for the use of toilets e.g., collection of water from Jo Jo/ water tanks/boreholes ✓
 - Use available water sparingly✓
 - Make sure that all taps are closed during the water cut to prevent flooding at a later stage✓
 - Plan in advance according to expected water cut schedule e.g. have disposable cutlery, crockery available /have containers with water available✓
 - Follow the correct procedures to report the matter/report to the manager/ municipality✓ (Any 4)

M187
F45
(4)

5.4

IDENTIFY THE NON-REVENUE-GENERATING AREAS (A–F)	NAMES OF THE AREAS
B✓ D✓ E✓ (3)	Front Office/reception area✓ Maintenance✓ Bookings office /marketing/call center✓ (3)

M2
F112
(6)
[30]

QUESTION 66.1 Alcohol. **Downloaded from eduresourceza.com**

- Aperitifs ✓
- Cocktails ✓
- Spirits ✓
- Wines ✓
- Beer/ciders ✓
- Digestive/Shooters ✓
- Speciality coffees ✓

Non-alcoholic:

- Mocktails ✓
- Carbonated drinks ✓
- Water/mineral waters ✓
- Juices ✓
- Squashes ✓
- Cordials ✓
- Milkshakes/ smoothies/crushers ✓
- Hot beverages/coffee/tea ✓

M165
F17
(Any 4) (4)

- 6.2
- Carry hot plates ✓
 - Crumbing down ✓
 - Serving of wine ✓
 - Dab spills ✓
 - Handle cutlery after polishing ✓
 - Fold a lily with the service cloth to go underneath coffee pot/juice jug ✓

M190
M194
F36
F37
F60
(Any 2) (2)

6.3 6.3.1

Angels on Horseback	Dry Sparkling wine ✓
Crayfish cocktail	De-alcoholised Chenin Blanc ✓
Beef Goulash	Merlot ✓
Bread and Butter pudding	Port ✓

M159
M162-
163
F52
F58
(4)

- 6.3.2
- De-alcoholised wines are wines from which the alcohol has been removed/ filtered out ✓
 - These wines are made in the same way as normal wines ✓
 - Before the wines are bottled, the alcohol is removed using a cold filtration process ✓
 - These wines contain less than 0,5% alcohol-by-volume ✓

M156
F49
(Any 2) (2)

6.4	6.4.1	Mocktail: is made up of a variety/mixture✓ of two or more non-alcoholic drinks It is a cocktail without alcohol✓ (Any 2)	M160 F 62 (2)
	6.4.2	• People of all ages/all religions could be served the mocktails✓ • Mocktails could be served or sold at any time of day✓ • Mocktails don't need to be served with a meal✓ • There are no closed days for the sale of mocktails✓ • The establishments made more money as sales increased✓ • No need for a liquor licence/no need to renew a licence, thus saving money✓ • Can sell it as a take-away✓ (Any 3)	M168 F55 (3)
6.5	6.5.1	• Conduct a stocktake of consumables/ complete stock sheets✓ • Clear the bar top and clean the counters and sink✓ • Pack away all equipment/glasses/chairs✓ • Wash and polish glasses/used equipment✓ • Remove all empty bottles✓ • Empty the liqueur trolley and return stock to the bar cupboard✓ • Restock the bar from the cellar/make a list for purchasing or ordering✓ • Washing floors✓ • Cashing up✓ • Empty the rubbish bin✓ • Switch off the lights/urn, ice-machine, etc.✓ (Any 4)	M182 F40 (4)
	6.5.2	• Return condiments to the kitchen/buffet cupboard/waiter station/remove from the table✓ • Control that lids are tightened/Cover them as instructed✓ • Cleaning bottles/containers/lids✓ • Re-filling containers before storing✓ (Any 3)	M182 F40 (3)

6.6 6.6.1 A – Bain Marie✓
B – Chafing dish✓

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M174
F31
(2)

6.6.2

A (Bain Marie)	B (Chafing dish)
• Uses heat and water to keep food warm/warm up food✓	• Uses heat and water to keep food warm/warm up food✓
• Uses steam from boiling water, electricity/gas	• Use steam from boiling water created by wax candles or flammable gel/spirit burners✓
• Has deep and shallow inserts/ containers/bigger volume✓	• Has shallow inserts/ containers/smaller volume✓
• Flat lids on containers✓	• Dome shaped lids✓
• Used on a countertop or built in the serving area or in the kitchen counter✓	• Used on a buffet table in the serving area✓
• Bain marie is difficult to move because it is heavy✓	• Can be moved/portable to different areas where needed because it is lighter✓
• More expensive to purchase✓	• Less expensive✓

(Any 2 each)

M174
F31
(4)
[30]

TOTAL SECTION D:
GRAND TOTAL:

60
200