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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2022

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 15 pages.

SECTION A: SHORT QUESTIONS**QUESTION 1** Downloaded from eduresourceza.com**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	A✓	M49	F5
1.1.2	C✓	M60	F20
1.1.3	C✓	M194	F38
1.1.4	D✓	M22	F76
1.1.5	D✓	M188	F34
1.1.6	B✓	M44	F3
1.1.7	D✓	M94	F194
1.1.8	A✓	M95	F194
1.1.9	C✓	M95	F193
1.1.10	C✓	M86	F200

(10)

1.2 MATCHING ITEMS

1.2.1	C✓
1.2.2	E✓
1.2.3	B✓
1.2.4	F✓
1.2.5	H✓
1.2.6	A✓

M69
F16
(6)**1.3 MATCHING ITEMS**

1.3.1	B✓
1.3.2	D✓
1.3.3	E✓
1.3.4	F✓

M3-4
F118
(4)**1.4 ONE-WORD ITEMS**

1.4.1	Gueridon✓	M175	F37
1.4.2	Agar agar✓	M128	F160
1.4.3	40/double/ twice the amount✓	M76	F18
1.4.4	Malva pudding/Jan Ellis✓	M136	F158
1.4.5	Cap Classique/Method Cap Classique /MCC✓	M156	F148
1.4.6	Game/Venison✓	M79-	F189
1.4.7	Target market/Customer/Consumer✓	M16	F135
1.4.8	Net/Net profit✓	M62	F23
1.4.9	Bromelin/Enzyme/Proteolytic enzymes✓	M132	F163
1.4.10	Phyllo/Purr✓	M115	F205

(10)

1.5 SELECTION ITEMS**Any order**

1.5.1 B✓ C✓ F✓

M150 F165
(3)

1.5.2 A✓ C✓ E✓

M10 F-
(3)**1.6 SEQUENCE****Correct order**

B✓ D✓ A✓ C✓

M116 F209
(4)**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 -Diarrhoea/ runny stomach/watery stools✓
 -Vomiting✓
 -Abdominal pain/stomach pain/tummy ache/cramps✓
 -Nausea✓
 -Headaches✓
 -Fever ✓
 -Dehydration✓
 -Weakness/fatigue ✓
 -Chills ✓ (Any 4) M24
 F77
 (4)
- 2.1.2 -The food handler/employee may have diarrhoea✓
 -The food handler must be prevented from spreading the virus/
 it could be spread to the guest/other employees✓
 -Food handler might contaminate the food while working in the
 kitchen/they might not wash their hands properly after visiting the
 toilet✓
 -Employees may not feel well/ In severe cases workers might be
 dehydrated/visit the doctor✓
 -cannot do their work properly due to symptoms/ unproductive✓
 (Any 3) M24
 F77,82
 (3)
- 2.1.3 -Eliminate insects and rodents from the kitchen/ keep kitchen free
 from kitchen pests✓
 -Use screens on windows to keep insects and birds out✓
 -Food should be properly stored/cover all food during storage✓
 -Do not leave food lying around✓
 -Keep food below 5°C or above 60°C/ out of the danger zone✓
 -Avoid cross-contamination between raw and cooked foods/
 separate raw and cooked food/ Segregation of working areas ✓
 -Do not store food on the floor✓
 -Do not allow waste to accumulate✓
 -Keep the lids on waste bins closed✓
 -Use different colour chopping boards✓
 -Cook food properly/ high temperature destroys Bacteria/
 make sure chicken is cooked properly/pre-cook chicken✓
 -Use bottled/boiled water ✓ M24
 -Wash vegetables/fruits in uncontaminated/treated water ✓ F77
 -Clean/Sanitize work surfaces and equipment regularly ✓ (Any 4) (4)
- 2.2 -It is always good to use a credit card with a small limit for on-line
 purchases✓
 -Make use of secure connections – it will begin with 'https'✓
 -Check for a padlock at bottom/top of screen✓
 -Do business with a reputable organisation/ reliable supplier/legit/not a scam✓
 -Check the reviews of the establishment✓
 -Use recommended websites or with which you are familiar✓
 -Use most recent version of the web browser✓
 -Make use of computers with privacy filters✓

- Do not click on any hyperlink contained within a 'spam' e-mail✓
- Always use a secure web browser/set web browser to the highest level of security notification and monitoring✓
- Read the terms and conditions on the supplier's website to ensure protection✓
- Make sure that you are on the correct website ✓
- Don't save personal information/banking details✓
- Make sure it is the correct product/price/size✓

(Any 4)

M36
F94
(4)

- 2.3 2.3.1 -Expectations for a fine dining restaurant were not met, usually the best quality is expected/ Guest is not happy/ not satisfied/negative outcome✓
- Not fresh food/ disappointment of not receiving good quality food✓
- The guest does not expect bad/poor quality service from restaurant staff

(Any 1)

M31
F89
(1)

- 2.3.2 -The restaurant's main responsibility is to ensure good customer care and service which the waiter did not fulfil / The waiter didn't show good customer care✓
- The professionalism of the waiter was not good/bad waiter's attitude✓
- The waiter did not understand the guest / didn't care about the guest complaint/ the manner and efficiency of dealing with guest complaints was not acceptable /The waiter did not handle the complaint about the oysters positively ✓
- The waiter did not show understanding and a willingness to solve the problem/ didn't offer a solution / alternative dish✓
- The waiter was rude/unfriendly to advice the guest to go to another restaurant✓
- The waiter did not control his emotions/ didn't stay calm and polite✓
- He did not have a warm encouraging tone/ he was shouting/arrogance✓
- The waiter argued with the guest ✓
- Waiter didn't apologize✓
- Inappropriate body language/ negative hand gesture/Waiter didn't make eye contact ✓

Solutions will not be awarded marks (Any 4)**TOTAL SECTION B : 20**M32
M183
F90
F42
(4)

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

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QUESTION 3

- | | | | |
|-----|-------|---|---------------------|
| 3.1 | 3.1.1 | -The mould should be greased/lightly brushed with oil/lightly sprayed with non-stick spray✓
-Line mould with clingwrap✓ | M130
F162
(1) |
| | 3.1.2 | Process 1-Hydration/ sponging/blooming✓
Process 2- Dispersion✓
Must be in the correct order | M128
F160
(2) |
| | 3.1.3 | -Stirred custard/ egg <u>custard</u> /Cold dessert✓

(Any 1) | M137
F147
(1) |
| | 3.1.4 | -The custard will be curdled/ split / uneven texture/not smooth ✓
-If boiled for too long it might burn/ burnt taste✓
-There will be formation of pieces in liquid / syneresis/ protein over-coagulate, separating from the liquid/watery with pieces in✓ (Any 2) | M137
F147
(2) |
| | 3.1.5 | -Avoid overheating the milk/milk should be scalded/don't boil milk✓
-Warm milk must be added to eggs and not eggs to the milk/ milk should be tempered ✓
-It should be stirred constantly✓
-Cook on low to medium heat/ not too high heat ✓
-Cook over a bain-marie/double boiler ✓
-Custard should be cooked until it is thick enough to coat the back of a spoon/ don't overcook custard or for too long✓ (Any 3) | M137
F147
(3) |
| | 3.1.6 | -Add directly to the warm custard✓
-Microwave (for a few seconds)✓

(Any 1) | M130
F161
(1) |
| | 3.1.7 | French meringue✓ | M140
F151
(1) |
| | 3.1.8 | -There should be no traces of egg yolk in the egg white as it will prevent the egg white from foaming properly✓
-Egg whites must be at room temperature to foam best✓
-All equipment should be free of fat/grease/clean and dry✓
-Wipe bowl with lemon✓
-Acids such as cream of tartar or lemon juice can be added to help stabilise the foam✓
-Mixing bowls made of material that does not retain grease such as glass, porcelain or stainless steel should be used/the best material to use is copper which causes catalytic reactions with egg white that helps to produce a stable foam✓
-Beat egg whites to soft peak stage✓
-Gradually add sugar, while beaten until the meringue forms a stiff peak✓
-Don't overbeat meringue✓
-Use the correct ratio of ingredients (egg white to sugar) ✓ (Any 3) | M140
F151
(3) |

3.2	3.2.1	<table><tr><th>ICE CREAM</th><th>GRANITA</th></tr><tr><td>-High fat content/ 10% fat/ dairy based /cream✓</td><td>-No fat/dairy content, made from fruit juice/puree/ wine/flavoured water✓</td></tr><tr><td>-Creamy ✓</td><td>-Granular✓</td></tr><tr><td>- Smooth texture✓</td><td>-Crunchy texture✓</td></tr><tr><td>-Mixture is constantly stirred/churned during freezing to break ice crystals and include air✓</td><td>-Contains finely crushed ice crystals which is broken up with a fork✓</td></tr></table>	ICE CREAM	GRANITA	-High fat content/ 10% fat/ dairy based /cream✓	-No fat/dairy content, made from fruit juice/puree/ wine/flavoured water✓	-Creamy ✓	-Granular✓	- Smooth texture✓	-Crunchy texture✓	-Mixture is constantly stirred/churned during freezing to break ice crystals and include air✓	-Contains finely crushed ice crystals which is broken up with a fork✓	M139 F149 (4)
ICE CREAM	GRANITA												
-High fat content/ 10% fat/ dairy based /cream✓	-No fat/dairy content, made from fruit juice/puree/ wine/flavoured water✓												
-Creamy ✓	-Granular✓												
- Smooth texture✓	-Crunchy texture✓												
-Mixture is constantly stirred/churned during freezing to break ice crystals and include air✓	-Contains finely crushed ice crystals which is broken up with a fork✓												
		(2 x 2)											
	3.2.2	Not suitable as a topping✓ -The sugar starts melting / Disintegrate / absorb moisture/it will become sticky/the moisture of the ice cream will melt the sugar✓ -It will negatively impact on the appearance of the ice cream✓ -It can make it too sweet OR Suitable as a topping✓ -It will improve the flavour because of the caramelised sugar / complements flavour of the ice cream✓ -It might look good if served quickly/it is a pretty garnish✓ -Add a different/crunchy texture ✓	(1) (Any 2) (1) (Any 2) M146 F156 (3)										
3.3	3.3.1	-The word menu should be written in uppercase and not in small letters ✓ -The word menu should be in bold and not un-bolded✓ -A type of meal should be indicated on the menu e.g. lunch /dinner✓ -Every name of a dish should start with a capital letter e.g. the entrée course is written starting with small letters✓ -There is no separation of courses/no space between courses e.g starter and entrée, dessert and coffee / incorrect spacing -No names for the courses provided e.g. starter, entrée, dessert ✓ -There is no date indicated on the menu/ there must be a date written out in full on every menu✓ -Bread should not be written on the menu✓	 (Any 5) M47 F (5)										
	3.3.2	-Fruitarian✓✓ -Vegan✓✓ -Ovo-vegetarian✓✓	M99 F178 (2) (Any 1 x 2)										
	3.3.3	-They are low in kilojoules/saturated fat✓/ cholesterol✓ -They are rich in complex carbohydrates✓ and dietary fibre✓ -They have a low glycaemic index✓ -It is cheaper than animal protein ✓ -It is an excellent source of nutrients/ complete protein / high protein content/ contains all the essential amino acids✓ -Plant grown protein lessens the carbon footprint✓ -It is similar in taste and texture to meat✓	 (Any 4) M104 F182 (4)										

- 3.3.4 -Almonds are a good source of protein ✓
 -Rich source of B vitamins ✓/ E vitamins ✓
 -It contains fat, but low in cholesterol/ high in healthy fats/ omega 3 ✓
 -Minerals e.g. magnesium, phosphorus and potassium ✓ M105,6
 -High in fibre ✓ F179
 -Low in carbohydrates ✓ (Any 2) (2)
- 3.3.5 -Almond brittle/Praline/caramelised almonds ✓
 -Almond Streusel/crumbs/flakes/powder ✓
 -Almond Tuiles ✓
 -Almond-based ice cream ✓
 -Candied /crystallised almonds ✓ M143-4
 -Chocolate dipped almonds ✓ F157
 -Almond cake/Almond tart ✓
 No marks for filling examples (Any 2 relevant answers) (2)
- 3.3.6 The menu is suitable for Hindus/ Yes ✓ (1)
 -There is no meat e.g. beef/pork ✓
 -Food is vegetarian e.g. soya schnitzel, butternut soup ✓
 -No fish or eggs were used ✓ M44
 -No alcohol or alcoholic products are used on menu ✓ F3
 (Any 3) (4)
[40]

QUESTION 4

4.1	4.1.1	Downloaded from eduresourceza.com Pot roast/Oven-roasting✓ -Braising✓	(Any 1)	M93 F192 (1)
	4.1.2	-Good feeding/special diet guarantees good quality meat will result in good marbling✓ -Meat with larger quantities intra-muscular fat is tastier and more tender due to better marbling/ marbling adds to tenderness and flavour of the meat✓ -The younger the animal the more tender the meat, /the age will determine the grade of meat✓ -Muscles that are not often used resulting in meat that is more tender /a tranquil environment will result in good quality meat✓ -Treatment before slaughtering will influence the quality of meat/animals was kept calm before slaughtering✓	(Any 2)	M81 F196 (2)
	4.1.3	-It is suitable/Good/ Best accompaniment ✓ -Yorkshire pudding is the traditional accompaniment for roast beef/ it can soak up the juices/sauce/gravy of the roast hump✓		M96 F204 (2)
4.2	4.2.1	A- Carving✓ (1) -An action where meat is sliced into sections/portions for serving✓ -Meat is always cut against the grain✓ -Full length of the blade/ sharp knife must be used✓ -Use a carving fork to pin down the meat whilst slicing with the knife ✓ (2) B- Stuffing/Rolling✓ (1) -Used for boned meat ✓ -The interior of the meat is filled with forcemeat or a mixture of breadcrumbs, cooked rice etc./filling✓ and then rolled and tied✓ (2 x 3)		M85-7 F199-201 (6)
4.3	4.3.1	Puff pastry/pate feullitee✓		M113 F206 (1)
	4.3.2	1:1✓ Equal quantities of flour to fat✓	(Any 1)	M117 F206 (1)
	4.3.3	Good/successful ✓ (1) -It is the correct size 5 cm in diameter✓ -Nicely layered/ Flaky layers are visible/pastry is laminated✓ -Well risen/well puffed✓ -Surface uneven✓ -Round shape/neatly shaped✓ -There is a good cavity for fillings/ hollow in the middle✓ -Bite-sized✓ -Colour is appropriate /acceptable /light / not burnt or dark✓ (cannot accept golden brown)	(Any 2)	M117 F208 (3)

- 4.3.4 -All the ingredients/equipment/surfaces should be cold during preparation ✓
 -The correct proportions/ratio of ingredients should be used ✓
 -Do not over handle/overwork the pastry as the texture will be dense ✓
 -Ensure that the shape of a bouchée is round/ round cutter ✓
 -Use a minimum amount of flour during rolling and folding ✓
 -It must be rested after each stage of rolling and folding ✓
 -It must be baked at the correct temperature of 220 °C/ not too high temperature ✓
 -Oven must be pre-heated ✓
 -Don't bake for too long/don't over bake ✓
 -Place oven rack in the correct level e.g. middle of the oven ✓
 -Don't open oven door during the baking process ✓
 -Glaze the bouchée before baking ✓ (Any 3) M114 F177 (3)
- 4.4 4.4.1 -Name of the producer/company ✓
 -Expiry date/Sell by date/ best before date ✓
 -Manufacturing date ✓
 -Net weight/weight/mass ✓
 -Warning statements ✓
 - Allergens/free of allergens ✓
 -Serving suggestions/Directions for use ✓
 -Nutritional information/value ✓
 -Bar code ✓
 -Identification/batch/serial number ✓
 -Grading ✓
 -Brand name/logo ✓ (Any 4) M153 F177 (4)
- 4.4.2 -High heat used during the canning process destroys micro-organisms ✓ and enzymes ✓
 -Canning stops food from deteriorating as it is not exposed to oxygen anymore ✓
 -The pears are sealed in **sterilised** airtight containers ✓ in a concentrated sugar syrup ✓ that prevents the growth of micro-organisms ✓
 -Air is excluded/no oxygen/ sealed containers will be airtight ✓ during the sealing therefore micro-organisms cannot multiply and recontamination will be prevented ✓ (Any 4) M151 F175 (4)
- 4.4.3 (a) Ingredient price = Food cost/Pears + sugar+ Lemon juice+ pectin ✓
 $R27,99 + R9,99 + R6,00 + R5,00$ ✓
 Food cost = **R48,98/R49,00** ✓ (Any 1 + total) M61 F25 (2)
- (b) Selling price = $\frac{\text{Food cost}}{\text{Food cost percentage (\%)}}$ ✓
 $= \frac{R48,98/R49,00}{40\% / 0,40}$ ✓
 $= \mathbf{R122,45/R122,50}$ ✓ (Any 1 + total) M61 F25 (2)

4.5	4.5.1	Churros✓ Downloaded from eduresourceza.com	M124 F187 (1)
	4.5.2	180 °C – 190 °C✓	M123 F187 (1)
	4.5.3	Drain on absorbent paper✓/ It must be sprinkled/ dusted with cinnamon and sugar✓/ rolled in castor sugar while still hot✓ (Any 1)	M123 F187 (1)
	4.5.4 (a)	-Too much water will evaporate✓ resulting in too little steam/water is the only raising agent✓ resulting in a final product which is significantly reduced in volume/ small cavity/heavy/dense product✓ -Fat will ooze out of the final product resulting in an oily product✓ (Any 2)	M124 F186 (2)
	(b)	-If the paste is still hot the egg will over-coagulate/paste would be lumpy/the egg will curdle in the paste due to coagulation and will result in a poor end product✓ -If all the eggs added at once the final product may not rise enough to form a proper cavity✓ -Mixture won't emulsify properly✓ -Mixture will be difficult to work with✓ -To get the correct consistency/ make sure pastry is not too runny✓ (Any 2)	M124 F187 (2)
	(c)	-Extra flour will cause the choux pastry to collapse✓ - No cavity will form/it will not rise properly✓ -Extra flour will not gelatinise/ flour will still be raw/ floury taste -It will alter the ratio of ingredients✓ (Any 2)	M124 F187 (2) [40]
TOTAL SECTION C:			80

- 5.2.2 The responsibilities of the telesales person are:
- to phone potential clients ✓
 - to promote/market/advertise the establishment /to introduce products and services to clients/convince customers to purchase products/services ✓
 - to send SMSs and multimedia messages, e-mails of specials ✓
 - to keep the website of the establishment updated with special or products or services/provide correct information of the business/ social networking ✓
 - to work closely with the marketing manager/team to create marketing material and ensure that the establishment stands out from the rest ✓
 - maintain a professional image for the establishment ✓ (Any 3)
- M5
F120
(3)
- 5.2.3
- The human resource manager must see that the suitable candidate is trained ✓
 - Induct the candidate to fit in the dynamics of the establishment/familiarise the new employee with the work environment ✓
 - An employment contract: including salary, leave, dispute procedures, must be drawn and signed ✓
 - The code of professional conduct, procedures, work schedules and rosters must be explained to this candidate ✓
 - Takes care of disciplinary actions/issues in the workplace ✓
 - Evaluation of performance in the workplace ✓ (Any 3)
- M6
F125
(3)
- 5.2.4
- This webpage is very informative ✓
 - All the information needed is available location/vicinity/attractions, contact details/availability of accommodation ✓
 - It is short and to the point/easy to follow ✓
 - Big lettering that is easy to read is used ✓
 - Interesting/relevant pictures and photos ✓
 - Simple language free from spelling mistakes used ✓
 - The price of the product is stated ✓
 - Products offered are clearly outlined ✓
 - The layout is neat / organised / looks professional ✓
 - Outreach is greater/is visible to a world- wide/large audience ✓ (Any 5)
- M19,21
F138
(5)
- 5.2.5 (a) Revenue-generating areas are areas that earn an income for an establishment ✓
- M2
F108
- People pay for areas or services ✓
- (1)
- (b)
- Guest rooms/ accommodation ✓
 - Food and beverage/restaurant ✓
 - Spa ✓
- M2
F108
(Any 2)
(2)
- 5.3
- Price ✓
 - Place/business area/location ✓
 - Product ✓
 - Promotion/advertising ✓
 - People/customers/consumer/target market ✓
 - Packaging/display/presentation of product ✓
- M15-17
F135
(Any 3)
(3)

- 5.4 -The gross domestic product (GDP) of the economy of South Africa decreased✓
-A decrease in hotel occupancy /decrease in eating at restaurants/not visiting restaurants/less travelling and not making use of hospitality establishments
-Many Hospitality establishments closed down/ shut down of restaurants/ hotels ✓
-Loss of jobs✓
-There was no demand for companies that supply products to the hotels✓
-Economic growth was not stimulated✓
-The local income decreased ✓
-No income generated to contribute to the development and improvement of the country's infrastructure✓
-Multiplier effect decreased✓
-No tourists visiting hotels to contribute to valuable foreign currency into the country✓
-The esteem and living standards of the community could not improve✓

(Any 4)

M3
F112
(4)
[30]

QUESTION 6

- 6.1 6.1.1 (a) **Downloaded from eduresourceza.com** (1)
 -The knives are on the left hand side of the cover and the forks on the right-hand side/knives and forks were swopped around✓
 -Spoon is in the wrong position/should be on the right✓
 -There is no entrée knife to accompany the entrée fork✓
 -The blade of the knife is facing in the wrong direction✓
 -The handle of the dessert spoon is facing the wrong direction✓
 -There is no dessert fork✓
 -Both the knives and the forks are not at a correct distance from the edge of the table✓
 -No bread/entree knife on side plate✓ (Any 2) M178 F30 (3)
- (b) Incorrect/ wrong ✓ (1)
 -The side plate is placed in an incorrect place / it should be on the left side of the cover✓ M178 F30
 -The plates (entrée & dinner) shouldn't be on the cover✓ (Any 1) (2)
- 6.1.2 Good/ formal/neat/elegant appearance✓ (1)
 -The napkin is clean, no food stains, wax, burnt ✓
 -The napkin is well ironed/no creases/not over handled✓ M178 F30
 -The napkin does not look shabby or torn or worn out ✓
 -The napkin is neatly folded ✓ (2)
- 6.2 6.2.1 The spoon✓ M161 F67 (1)
- 6.2.2 -The ingredients are layered with a spoon✓ in the glass in which it will be served✓
 -The ingredients are floated on top of each other✓
 -Start with the most dense/heavy liquid/ingredient first✓ M161 F62
 -A swizzle stick can be placed in the glass to allow the guest to mix the ingredients✓ (Any 2) (2)
- 6.2.3 Frosting – dip the rim of the glass in beaten egg white/lemon juice/ water✓ and then into coloured/ granulated sugar/jelly powder/salt to coat the rim✓ M161 F67 (2)
- 6.3 6.3.1 A Natural wine/ still wine✓ M155 F47
 B Sparkling wine✓
 C Fortified wine✓ (3)
- 6.3.2 -Name/type of wine/Cultivar✓
 -Class designated wine✓
 -Unique name✓
 -Harvest year/Vintage/Date of production✓
 -Origin of wine /region/country of origin✓
 -Name of the business✓
 -Producer/Brand/Estate/name of vineyard ✓ M157 F53
 -Alcohol content✓
 -Bottle volume✓ (Any 3) (3)

6.3.3	Corked red wine bottles should be stored: - in a cellar/storage area that is clean and well ventilated✓ - in a slightly damp area / at a humidity level of 70% to prevent the cork of the bottles from drying out✓ - in an area free from any vibration✓ - in the dark / away from direct sunlight to avoid damage/ away from ultra-violet light/have subdued lighting only✓ - constant cool temperature/ between 10-16°C✓ - in a slightly raised position, with the corks at the top/flat/horizontal position to ensure that the sediment remains at the bottom of the bottle✓ - upside down if in boxes ✓ - with the label to the top or to the front✓ - with similar red wines together✓ - rotate the wine bottles on a regular basis✓	(Any 5)	M159 F54 (5)	
6.4	6.4.1	Silver service✓	M192 F36 (1)	
	6.4.2	-Bread service is from the left side of the guest✓ -The basket/tray/service plate must be on the left-hand palm of the waiter✓ -The waiter must lower their left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate✓ -The waiter must pick up the bread roll in the right hand using service utensils (service spoon and fork) ✓ -and transfer it to the side plate✓ -in an anticlockwise direction offering a bread roll to each guest✓ -Waiters must remember to serve ladies first ✓ -Start with the guest on the right-hand side of the host and end with the host✓ -Waiters must not leave the basket on the table✓	(Any 4)	M192 F36 (4)
6.5		-Remove any unused covers/ covers of guests who didn't arrive✓ -Covers must be corrected after orders have been taken up until the main course✓ -Correct the knife part of the first guest and then the fork part of the next guest by standing between the two guests✓ -Place the required item in sequence of use✓ -For example: if a guest ordered fish for a main course, then table/joint knife and fork will be replaced with a fish knife and fork✓ -Replace cutlery that was incorrectly used by guests✓ -The procedure includes removing glassware that the guest is not going to use, e.g. if a guest is not going to drink wine, the wine glasses must be removed✓the waitron should take glasses by the stem and place them on a tray✓	(Any 2)	M192 F33 (2) [30]
TOTAL SECTION D:			60	
GRAND TOTAL:			200	