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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2023

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 18 pages.

SECTION A: SHORT QUESTIONS**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	D✓	M87	F200
1.1.2	C✓	M79	F189
1.1.3	D✓	M	F166
1.1.4	A/C✓	M39-40	F103
1.1.5	B✓	M136	F147-148
1.1.6	C✓	M140	F150
1.1.7	A✓	M27	F82
1.1.8	D✓	M69	F206
1.1.9	A✓	M158	
1.1.10	B✓	M171	F31

(10)

1.2 MATCHING ITEMS

1.2.1	D✓
1.2.2	F✓
1.2.3	B✓
1.2.4	C✓
1.2.5	G✓

M175-180
F36-37
(5)**1.3 MATCHING ITEMS**

1.3.1	E/A✓
1.3.2	D✓
1.3.3	B✓
1.3.4	G✓
1.3.5	C✓

M159
F52
(5)**1.4 ONE-WORD ITEMS**

1.4.1	Marketing✓//Telemarketing/Telesales/advertising	M14	F133
1.4.2	De-alcoholised✓/non-alcoholic/alcohol-free	M156	F49
1.4.3	Apple/ apple sauce✓	M96	F204
1.4.4	Sago/ sago pudding✓	M137	F158
1.4.5	Tempering✓	M145	
1.4.6	Built/ building/ layered✓	M161	F65
1.4.7	Puff / Pâte feuilletée/ Pâte feuilliere✓	M114	F206
1.4.8	Dispersion✓	M130	F 161
1.4.9	Vacherin✓	M141	F151
1.4.10	Ageing/ripening/maturing✓	M82	F198

(10)

1.5 SELECTION ITEMS

1.5.1 C✓, E✓, H✓, I✓, J✓

Any order M69-70
F16

(5)

1.5.2 A✓, D✓

Any order M92 F192
(2)

1.5.3 C✓, D✓, F✓

Any order M5-6 F122
(3)**TOTAL SECTION A [40]**

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

QUESTION 2

- 2.1 2.1.1
- Nausea ✓
 - Vomiting ✓
 - Severe dehydration/ rapid dehydration/ severe water loss ✓
 - Blue death/ death ✓
 - Rapid heart rate ✓
 - Dry mucous membrane/dry mouth ✓
 - Muscle cramps/ stomach cramps/stomach pain/upset stomach ✓
 - Low blood pressure/ dizziness ✓ (Any 3)
- M25
F78
(3)
- 2.1.2
- The staff will not be at risk because the establishment uses a proper sanitation system /clean water/uncontaminated water ✓
 - The health board assured the restaurant that they can continue/if there was a problem, they would have shut down the place/ Restaurant hygienic practices adhere to safety standards ✓
 - Staff will ensure that the food is covered at all times ✓
 - Staff will use clean water/ uncontaminated water/ treated water to wash fruit and vegetables ✓
 - The restaurant provides treated / purified/ bottled water for drinking ✓
 - Staff will only serve cooked fish and shellfish ✓
 - Staff will ensure that food is cooked thoroughly ✓
 - Staff will also wash their hands/sanitise often with antiseptic soap before and during food preparation ✓
 - Clean/sanitise work areas and surfaces regularly ✓
 - The two people didn't contract the disease at the restaurant ✓ (Any 4)
- M25
F78
(4)
- 2.1.3
- People living in areas with poor sanitary systems and unsafe water supply/ rural areas ✓
 - People with malnutrition ✓
 - People living with someone who has the disease ✓
 - People eating shellfish and vegetables from contaminated water ✓
 - Children/elderly ✓
 - People with low stomach acid levels ✓
 - People with weakened immune systems/people with HIV and AIDS ✓ (Any 3)
- M25
(3)

2.2 2.2.1 The feedback is good/ positive

- Profitability/profit will increase✓
- The guests will return for the food / good reviews regarding food / quality of the food is rated excellent✓
- Guests received food/meal that was well prepared/guests willing to pay for good quality food✓
- Taking of the food order was rated good ✓
- The guests were recognised and seated promptly/ the guests felt welcomed/ time it took to be seated was rated excellent✓
- The serving staff created a good impression initially/ professionalism and efficiency of the staff is rated good✓

(Any 2)

AND

The feedback was bad/negative

- The guests reported that they will not recommend the restaurant to friends/ recommendation to friends rated poor/ compromises advertising/ publicity of the restaurant/ negative word of mouth ✓
- Guests may not return/ fewer customers/ reduces customers coming to the restaurant ✓
- Profit will be reduced/ smaller profit/less profit✓
- Overall service was rated poor/ bad service creating a bad impression/ Customer care is compromised ✓
- The waiting time was very long/ rated poor /The restaurant did not respond in a timely manner with the service of food/ guests don't like to wait✓

(Any 2)

M32
F89
(4)

2.3	2.3.1	(a) 10✓ (b) 22/ R1011,78✓	M36 F94 (2)
	2.3.2	• They help them to manage stock✓/ simplify the stock receiving process✓ • The process is less time consuming/quicker✓ • The number of errors are going to be reduced/ it is more accurate/ less human error✓ • It will reduce paperwork for them/environmentally friendly/ reduces carbon footprint✓ • They will be able to control the flow of stock/ tracks movement of stock/ quantity of stock can be determined at any given time/source of information regarding stock on hand/subtract automatically as stock is issued or used✓ • Missing stock can be detected quickly✓ • Stock control process can be carried out often✓ • System reflects the detail of stock automatically✓ • They will reduce wastage e.g. preventing issuing extra stock that is not required ✓ • Total cost of stock can be recorded instantly/ price per unit ✓ • Stock sheets can be printed ✓ • Easy to update and reorganise information ✓ • Can be printed alphabetically making stocktaking easier✓ • It can improve communication between departments i.e. with requisitioning of stock✓ • Reduce or prevent theft✓ • Fewer people required to do stock/inventory taking✓ • Stock records can be kept safely with passwords✓	M36 F95 (4)

(Any 4)

TOTAL SECTION B : 20

SECTION C: NUTRITION AND MENU PLANNING

FOOD COMMODITIES

QUESTION 3

3.1 3.1.1

Anaphylactic reactions:

- Swelling of the tongue✓
- Swelling of the throat✓
- Heart palpitations✓
- Suffocation/difficulty breathing✓
- Blood pressure drops✓
- Pulse is weak / fast✓
- Skin rash/hives ✓
- Nausea / vomiting✓
- May lead to death✓

(Any 2)

M50
F4
(2)

3.1.2

Choice of dishes is good✓

- A variety of dishes is available/used✓ / different proteins: fish/ schnitzel / different vegetables: mushrooms/potatoes✓
- Basic ingredients are not repeated✓
- A variety of colours: nori, salmon, avocado in sushi/ chocolate mousse garnished with raspberries/ blackberries✓
- Variety of flavours✓ / different flavoured food included in the choice of dishes✓
- Variety of temperature✓ / hot and cold food included/ sushi and chocolate mousse are served cold/ stuffed mushroom/ croquettes and schnitzel are served hot✓
- Variety of cooking methods✓ / grilled stuffed mushrooms/ croquettes and schnitzel are fried / the potatoes for the croquettes are boiled/ rice boiled/ bacon is fried/ chocolate are indirect steamed✓
- Type of dishes are suitable for each course/ a formal dinner✓
- Dish chosen for each course corresponds with the expected portion sizes for each course✓

OR

Choice of dishes is bad✓

- No variety of texture✓ the brown stuffed mushroom/sushi and chocolate mousse are all soft textures/ limited crunchy/ crisp textures✓
- No variety/contrast of colour: most dishes/ entrée, main course and chocolate mousse are brown /similar in colour✓
- No variety in shape✓ / most food is round✓ / stuffed mushrooms/ croquette are round /sushi is round /chocolate mousse in glasses are round✓
- There are too many starchy items e.g.rice, potatoes, crumbs✓
- Limited nutritional balance✓ / a variety of fresh vegetables are not included ✓
- Very rich/fatty food used: bacon, cheese, oil used for schnitzel and croquettes and cream in mousse✓
- There is no sauce/gravy/vegetables in the main course ✓
- Two deep fried items in the main course✓

(1 mark for Good/Bad + 4 appropriate reasons)

M43
F2
(5)

- 3.1.3
- Too much refined starch e.g. rice, potatoes and crumbs✓
 - Avoid the mashed potatoes in crouquettes/ avoid schnitzel because of the crumbing ✓
 - Too much sugar ✓ avoid chocolate mousse ✓
 - Too much fat included in the menu /Chocolate mousse, bacon and cheese contains fat✓; exclude the fatty dishes✓avoid frying as a method of cooking✓decrease total fat intake, especially saturated fat and dietary cholesterol✓ avoid schnitzel and croquettes that are fried/ rather air fry or grill ✓
 - Processed meats included on the menu✓ avoid bacon✓
- (Any 4)

M48
F5
(4)

3.2 3.2.1

CROQUEMBOUCHE	GOUGÈRES
-Plain choux pastry puffs/ No flavouring✓ -Sweet✓ -Texture is lighter/ crispier✓ -Filled with cream, crème pâtissière or chantilly cream✓ -Glazed or dusted with icing sugar✓ -Covered with spun sugar✓ (Any 1)	-Flavoured with cheese✓ -Savoury -Texture is heavier because of the cheese/ more moist✓ -Filled with a savoury filling✓ - Not dusted with icing sugar✓ -Sprinkled with finely chopped herbs/grated cheese/ dusted with paprika✓ - Not covered with spun sugar✓ (Any 1)

M125
F187
(2)

- 3.2.2
- Place in an airtight container or bag/cover with plastic wrap✓
 - Can last 3 days in the room temperature✓/ dry place✓
 - Can be frozen✓
 - Store without filling✓
- (Any 2)

M126
F187
(2)

- 3.2.3
- Overcooking of water and butter/ boiled for too long✓
 - Too much water evaporated/too little steam✓
 - The oven was not hot enough✓
 - The choux pastry batter contained too much fat/ butter✓/too much cheese added✓
 - Incorrect proportion of water to fat/butter / not 2:1 / incorrect measuring of ingredients✓
 - Too little egg to emulsify the fat/ butter✓
- (Any 3)

M124
F186
(3)

- 3.2.4
- Spun sugar is prepared by boiling a sugar syrup /melting sugar until it caramelises/until golden/ light brown ✓
 - It is made by rapidly flicking/ quick moving of the caramelised sugar✓ using a cut whisk/fork ✓
 - It can be spun over dowels/wooden spoons/or on a table ✓ to create long, fine hairy threads of sugar✓
- (Any 2)

M146
F156
(2)

- 3.3 3.3.1
- The meat is placed in a smoker/closed container/space where it is exposed to the smoke from burning wood chips, dried tea leaves or rice✓
 - The meat is cooked during smoking at above 52°C✓ (Any 1)
- M150
F167
(1)
- 3.3.2
- Smoking preserves the food / Smoking lengthens/increases the shelf life ✓
 - Retards growth of microorganisms✓
 - It accelerates / quickens the drying process✓
 - Prevents enzymatic browning✓
 - Salt retards the growth of micro-organisms✓
 - Food is cooked/ food is ready to eat✓
 - Slows down rancification/ fat will not go off quickly✓
 - Adds a smokey taste/ enhances the flavour✓
 - Appearance is more appealing✓ (Any 4)
- M150
F171
(4)
- 3.3.3
- Meat: Beef/ Pork/ Lamb✓ Ham✓ Sausages✓ Ribs✓ Salami✓ Bacon/ Gammon/Brisket✓
 - Chicken✓ Turkey✓
 - Fish:✓ Salmon✓, Trout✓ Snoek✓
 - Fruit: ✓Mangoes✓ Pineapples✓ Apricots✓ Peaches✓
 - Paprika✓ Tomatoes✓ Egg plant/ Brinjal✓
 - (1 mark either Meat/ Fish/ Chicken/Fruit **OR** examples provided) (Any 3)
- M150
F167
(3)
- 3.4 3.4.1
- Almond milk✓/Nut milk✓/ Hemp milk✓
 - Rice milk✓
 - Soy milk✓
 - Coconut milk✓
 - Oat milk✓
 - Plant based yoghurts✓
 - Vegan ice cream✓
 - Artificial cream✓
- (Any 1 suitable plant-based milk substitutes)
- M101
(1)
- 3.4.2
- High in plant protein✓
 - Low in fat / low in kilojoules✓
 - Cholesterol free✓
 - Natural source of fibre/ high in fibre✓
 - Rich in antioxidants✓
 - Cheaper than animal products/ substitutes for animal proteins✓
 - Rich in complex carbohydrates✓
 - Low in glycaemic index✓
 - Excellent source of nutrients✓/vitamins✓, minerals✓
 - No hormones /antibiotics✓
 - Limit the negative effect on the environment/ lessens carbon footprint✓
 - Help to prevent life style diseases/ healthier✓ (Any 4)
- M105
F181
(4)

- 3.4.3
- The store caters for a vegan diet✓
 - The meals sold are suitable for vegans such as vegetables, nuts, cereal, yeast, plant oils and soya products✓
 - Flexitarian diet includes red meat, fish, seafood, milk, dairy products/ eggs/poultry✓
 - Flexitarian foods/dishes are not sold in the store✓
 - However the Flexitarian can consume vegetables and fruits from the cafe✓
- (Any 3)
- M99
F178
(3)
- 3.4.4 Unsuitable because:
- Rissoles✓: contain minced meat, fish or poultry/ contains animal product and egg as binding agent✓
 - Foie gras✓: contains goose/ duck liver✓
 - Fish nuggets✓: fish and dipped in egg✓
- (Any 2+2)
- M69-
70
F16
(4)

[40]

QUESTION 4

- 4.1 4.1.1
- Cooling the ingredients and moulds ahead of time in the fridge/ freezer before using them✓
 - Adding crushed ice / ice as a substitute for water to the dispersed gelatine✓
 - Placing the mould in a larger bowl with ice water✓ M132
 - Placing the mould in the freezer for a short while before ice crystals form✓ (Any 2) F162 (2)
- 4.1.2
- A high amount of sugar causes the jelly to take longer to gel and set✓/weakens the gel /softer/runny gel/ may not gel at all✓ (Any 1) M132 F163 (1)
- 4.1.3
- Brush the mould lightly with oil✓
 - Lightly spray with non- stick spray✓ M130
 - Rinse mould with cold water✓ F162
 - Use a non- stick silicone mould✓ (Any 2) (2)
- 4.1.4
- Eggs / egg yolk✓
 - Milk / cream✓
 - Sugar✓ M137
 - Flavouring e.g. vanilla/ almond essence✓ F148
 - Starch thickening/ flour/ corn flour✓ (Any 4) (4)
- 4.1.5
- The starch in the mixture protects the egg / flour or cornflour will gelatinise which prevents splitting or curdling of the egg✓ M137 F148 (1)
- 4.2 4.2.1
- For the shortening/butter/margarine/lard to remain hard/ to prevent the shortening from melting✓
 - Prevents dough from softening/flour will absorb the softened butter which will negatively impact on texture/butter may ooze out during baking✓
 - To prevent the dough from shrinking during the baking process✓ (Any 2) M118 (2)
- 4.2.2
- Ensure that moisture is retained✓
 - Alters the texture/ owing to caramelisation of sugar✓
 - Add sweetness✓
 - Creates a softer crumb✓ M112
 - Adds colour/ golden/ light brown/ caramel colour/ assists in Maillaird's reaction✓ (Any 2) F208 (2)
- 4.2.3 Lining✓ M116 F210 (1)
- 4.2.4
- The pastry dough was over-mixed/over-handled/over-rolling the dough✓
 - Insufficient resting/ chilling✓
 - The pastry dough was stretched during handling✓ M119
 - The cartouche was not weighed down properly during blind baking✓ (Any 2) F212 (2)

4.2.5 Lattice work✓ M118
F213
(1)

4.3 4.3.1

- Neck✓
- Shoulder✓
- Breast✓
- Thick rib✓
- Loin✓
- Flank✓
- Leg✓
- Shin/shank✓

(Any 3) M94
F194-
195
(3)

4.3.2 Name of cooking method:
 • Stewing✓/ braising✓ (Any 1)
 Description of cooking method:
 • Brown/sear meat in a little oil✓
 • Mutton must be simmering slowly in a covered potjie pot/ three legged pot/ sauce pan✓ in a small amount of liquid✓ below boiling point/ 85-99°C✓
 • Bubbles rise to the surface without bursting✓
 • Vegetables are added to the potjie pot in the last 30 minutes so they do not overcook✓
 (Any 2) M89
F202
(3)

4.3.3

FAT	TEXTURE
• evenly distributed✓ • firm/ hard✓ • white fat✓ (Any 2)	• smooth✓ • fine grain✓ • firm and not dry✓ (Any 2)

M83
(4)

4.4

- Before cooking do not immerse meat in water or wash because nutrients are lost✓
- The flavoursome components are removed when meat is washed✓
- Meat must be salted after cooking; salt extracts meat juices/ do not salt meat before cooking✓
- Sear or seal meat before cooking✓
- Meat must be thawed correctly to limit losses caused by dripping✓
- Thaw meat in the refrigerator✓
- Avoid cooking the meat at too high or too low temperatures✓ (Any 3)

M85
(3)

- 4.5 4.5.1 Labour cost= amount per hour x number of hours x number of waiters✓
 =R100 per hour x 7 hours x 5 waiters✓
 =R3500✓
 M61-62
 F23-25
 (3)
- 4.5.2 • Music and entertainment✓
 • Large tent✓
 • Tiffany chairs✓
 • Laser cut name cards✓
 • Flowers✓
 (Any 2)
 M60
 F20
 (2)
- 4.5.3 Total cost= Cost of food and beverage/ Food Cost+ cost of hiring/Overheads + labour cost✓
 =(R4500+R1200+R3000)✓+(R1500+ R4500+R600+R500)✓+ (R3500)
 OR
 =R4500+R1200+R3000+R1500+ R4500+R600+R500✓+ (R3500)
 (no brackets: only 1 mark)
 OR
 =R8700✓ + R7100✓ + R3500
 =R19300✓
 M61-62
 F23-25
 (4)
 [40]
- TOTAL SECTION C: 80**

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1
- Controls transaction performed during the day by reception and cashiers which have to be billed onto guest's accounts/ verifies posted entries to guests and non-guests accounts✓
 - Draw up reports of transaction concluded the previous day✓
 - Balancing all front office accounts ✓
 - Resolves room status discrepancies ✓
 - Monitoring of guests credit limitations ✓
- (Any 2)
- M6
F113
(2)
- 5.2 5.2.1
- The marketing department should design activities to increase customer awareness✓
 - Advertise the hotel/ the services of the hotel✓
 - Determine what the customer needs/expectations are/ do surveys and adapt product accordingly✓
 - Use promotions✓ such as give- aways/ lucky draws ✓
 - Special prices/discounts/ packages/ loyalty programmes to attract customers✓
 - Using visual marketing tools to attract potential customers✓
 - Using electronic marketing tools / social media /internet/ update website to reach more customers✓
 - Hosting competitions✓
 - Hosting sponsorships or events✓
- (Any 4)
- M16/
17
F114
(4)
- 5.2.2
- Reception/front office✓: Area of the establishment where guests make first contact with the establishment when making a booking/ heart of the establishment✓/ good first impressions result in positive image of the establishment.✓
 - Housekeeping✓: Department responsible for the cleaning of the hotel✓/ clean rooms and common areas will encourage guests to return resulting in increase in income. ✓
 - Laundry✓: Area of the establishment that is responsible for washing, ironing, dry cleaning of establishment's linen✓/ the availability of clean linen in the guests rooms leads to satisfied guests who will want to return thereby increasing income. ✓
 - Maintenance✓: Area of the establishment that is responsible for renovating, gardening, assisting with heavy duty cleaning and repairs✓/well maintained buildings and gardens create a positive image of the establishment and increase the likelihood of guests returning to the establishment thereby increasing income.✓
 - Security✓: Responsible for the protection of people and assets at an establishment✓/ Guests feel safe and secure and will consider returning to the establishment thereby increasing income.✓

- Human resources✓: employing people with disabilities will improve the image of the hotel/ employing qualified staff/ training staff properly will create a good image for the establishment✓ M3-4
- Marketing✓: effective websites/ advertising will create a positive image and increase the number of bookings✓ F112-118
- (Any 2+2) (4)
- 5.2.3
- Economic growth could be stimulated✓
- Local income will increase✓
- Job creation will be improved and unemployment will decrease✓
- Greater financial growth in a country/ GDP increases✓
- Esteem and living standards will increase as people get jobs✓
- Multiplier effect increases✓
- Natural resources will be preserved, maintained and utilised responsibly✓
- Increased foreign currency due to influx of tourists✓ M1
- Tax will be paid by the hotel sector✓ F108
- Improves infrastructure✓ (Any 4) (4)
- 5.3 5.3.1
- Young people✓
- Food enthusiasts✓
- Tourists✓
- Food critics✓ M16
- Adventurous people looking for new experiences✓ F135
- Bikers✓ (Any relevant answer) (1)
- 5.3.2 (a) Business location: Durban Beachfront✓
- Form of business: partnership✓
- Short-term goals: in six months expanding in the beach front✓
- Long-term goals: expanding to other provinces, in South Africa✓
- Business description✓
- Logo ✓ M11
- Vision and mission of the business✓ F131
- (Any 2) (2)



- 5.3.2 (b) Personnel Plan: 3 motorbike drivers/guides✓ food stall managers✓/chefs or kitchen staff✓/service staff✓ cleaners✓

Job Descriptions: motorbike drivers -driving motor bikes/serves as a guide for customers✓

Food stall managers - manage the food and service operations✓/ controls the business transactions/ involved in marketing✓

Chefs/kitchen staff- involved in food preparation at the stall✓

Service staff- serving and billing the customers✓

Cleaners – general cleaning of food preparation and service area✓
(Any 2 personnel + job description)

M12
F131
(4)

- 5.3.3
- Leaflets/ handouts/pamphlets✓
 - Flyers✓
 - Posters✓
 - Brochures✓
 - Newsletter✓
 - Magazine✓
 - Newspaper✓
 - Social media (Facebook, Instagram, Tik Tok, Twitter)/online advertising✓
 - Stickers on the bikes✓
- (Any 4)

M18-
19
F138-
139
(4)

- 5.3.4 The advert must:

- Provide the company name/slogan✓
- Supply contact details or address✓
- Provide information on price, place and product✓
- Formulate a short marketing message✓
- Must use bright colours✓
- Be eye catching✓
- The wording must be catchy and easy to read/ big letters ✓
- Use different types and sizes of fonts✓
- Use simple language free of errors/ spelling mistakes✓
- The pictures and photos must add interest in the foods sold✓
- Be on the left-hand page✓
- Be neat and attractive✓

M19
F138
(Any 5) (5)
[30]

QUESTION 6

- | | | | |
|-----|-------|--|--------------------|
| 6.1 | 6.1.1 | It contains large carbon dioxide bubbles / large bubbles ✓ | M156
F48
(1) |
| | 6.1.2 | Sauvignon Blanc/ Chenin Blanc/Chardonnay/ Pinot Noir/Viognier/ Columbar/Gewurtztraminer/Buketraube/Riesling/Semillon✓ (Any 1) | F48
(1) |
| | 6.1.3 | <ul style="list-style-type: none"> • Cap Classique/ MCC/Second fermentation in the bottle✓ • Charmat/Second fermentation in a tank✓ • Carbonated/Injection of carbon dioxide into the wine✓ | M156
F62
(2) |
| | 6.1.4 | (a) Sec: dry✓ | M156
(1) |
| | | (b) Doux: sweet/very sweet✓ | M156
(1) |
| | 6.1.5 | <ul style="list-style-type: none"> • No person under the age of 18 may be served alcohol✓ • Minors will not be granted a liquor license✓ • Adequate guest toilet 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 may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking an ordinary meal on the licensed premises✓
Closed days are defined as Sundays, Good Friday and Christmas day✓ • No liquor may be supplied or sold to a person who is drunk✓ • All liquor bought on the premises must be consumed on the premises✓ • A person may bring his own liquor onto a licensed premise upon which a 'corkage fee' will be charged. Such liquor has to be consumed on the premises✓ • It is illegal to add any liquids, such as water, to the liquor in a bottle/ adulteration is illegal✓ • Bankrupt or a unrehabilitated person will not receive a licence✓ • The applicant / spouse of the applicant should not have a criminal record ✓ • Applicant must be compliant to SARS tax laws✓ | M168
F55
(4) |

(Any 4)

6.2

- Follow the recipe carefully✓
- Use good quality products✓
- Accurate measurements of ingredients are important when mixing drinks/use a tot measure✓
- A cocktail that contains cream, fruit juice or eggs should be shaken✓
- Do not overfill shaker✓
- Make sure that the shaker is sealed properly✓
- Never shake effervescent drinks✓
- Ice should be clear and clean ✓
- Serve in chilled glasses✓
- Place the ice in the glass/shaker ✓
- Shake well/shake from left to right/shake for about 10 seconds ✓
- Open the shaker carefully to prevent spills✓
- Use a strainer when pouring the drink✓
- Don't overfill the glass✓
- Finish off with garnishing (straw, cherry, etc.)the glass✓

M160
F65-
66
(5)

6.3

6.3.1

(a) Mrs F. Roux✓

M193
F35-
36
(1)

(b) Mrs A. Brand✓

(1)

(c) Mr K. Jabe✓

(1)

6.3.2

- The venue must be set up according to the organiser's suggestions✓
- Create a pleasant/relaxed/formal atmosphere for the guest✓
- The colour scheme should be warm and welcoming✓
- The furniture that will be used should be durable and comfortable✓
- Know the number of covers/guests✓
- Choose music that will enhance the theme/ music must not too loud✓
- Use different types of lighting e.g. natural lighting/low lighting/candles✓
- Ensure that the temperature is comfortable/ not too cold and not too hot✓
- The room must be well ventilated✓
- Have beautiful plants at the background✓
- The interior and décor/ flowers should match the theme of the function/ ensure that the décor blends ✓
- Correct positioning of tables and chairs to improve easy flow or movement✓
- Align tables and chairs/arrange in a pattern✓
- Make sure tables and chairs are not wobbly/ levelled✓
- Ensure that you have enough tables, chairs, cutlery and crockery/glasses ✓
- Ensure that the venue and the equipment is clean✓

M170
F30-
31
(5)

(Any 5)

- 6.3.3
- Maître d'hotel/Head waiter should acknowledge new guests within 30 seconds of entering the restaurant✓
 - Maître d' hotel greets guests in a professional manner/ polite/ friendly/ welcoming way✓
 - Make eye contact✓
 - Check the reservation/ ask if they have a booking/ note the name of the host✓
 - Maître d' hotel introduces guests to waiter✓
 - The waiter greets in a friendly manner✓
 - Do not leave the customers at the door, always ask them to follow you/show the guests to their table✓
 - Address host in his/her preferred language/ address the guest as Sir or Mam / their surname as it appears in the booking✓
 - If the Maître d' hotel is not available another waiter/manager must step in and receive the guests at the door✓
- (Any 4)
- M190
F34
(4)
- 6.4
- Be polite and friendly without being familiar/ be professional ✓
 - Be attentive, but do not respond to the flirting ✓
 - Ask them politely to stop✓
 - Serve meal as soon as possible✓
 - Ask the maître d' hôtel or manager to assist✓
 - Get another waiter of a different gender to serve the table✓
 - If the guest continues ask the guest to leave✓
 - If the guest refuses call security to escort the guest out of the restaurant✓
- (Any 3)
- M185
F41
(3)
[30]
- TOTAL SECTION D: 60**
GRAND TOTAL: 200