



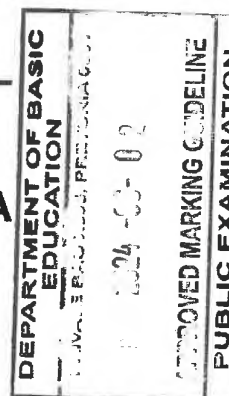
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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA



SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2024

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

02 June 2024

02 June 2024

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

1.1.1	D✓	M27	F81
1.1.2	C✓	M132	F163
1.1.3	D✓	M99	F178
1.1.4	A✓	M175	F31
1.1.5	C✓	M15	F135
1.1.6	A✓	M122	F185
1.1.7	A✓	M63	F
1.1.8	D✓	M69	F16
1.1.9	B✓	M192	F36
1.1.10	A✓	M179	F

(10)

1.2 MATCHING ITEMS

1.2.1	D✓
1.2.2	F✓
1.2.3	H✓
1.2.4	B✓
1.2.5	C✓
1.2.6	A✓
1.2.7	I✓

M136-
139
F147-
159
(7)

1.3 ONE-WORD ITEMS

1.3.1	Halaal✓	M 44	F3
1.3.2	Nuts✓	M 105	F179
1.3.3	Host/Hostess✓	M193	F36
1.3.4	Pasteurisation✓	M150	F169
1.3.5	Sweet short crust/Pâté sucrée✓	M113	F108
1.3.6	Honesty/Integrity/Reliability/Loyalty/Trustworthy✓	M29	F86
1.3.7	GDP/Gross Domestic Product✓	M1	F108
1.3.8	Function/Conference room/Restaurant/ Banquet room /Boardroom✓	M2	F109
1.3.9	Allergy✓	M50	F4
1.3.10	Maître d'hôtel/Head waiter/Waiter/Waitron✓	M190	F11

(10)

1.4 SELECTION ITEMS

1.4.1 A✓C✓E✓G✓

Any order
M60
F20
(4)

1.4.2 B✓ C✓E/F✓

Any order
M194
F37
(3)

1.5 SEQUENCE

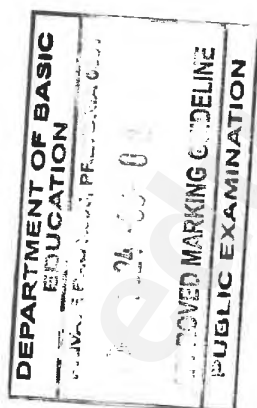
1.5.1 D✓A✓B✓E✓F✓C✓

In the correct order
M85-
87
F199
(6)

TOTAL SECTION A**[40]**

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

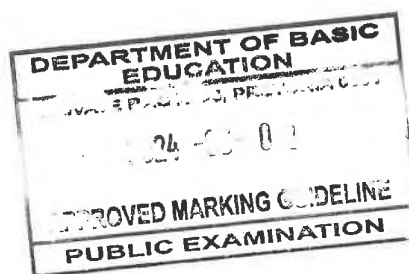
- 2.1 2.1.1 - Bacteria✓ (Salmonella, Staphylococcus, Clostridium and Escherichia coli, Food poisoning)
- Viral infections✓ (Rota virus)
- Parasites✓
- AIDS✓
- Drugs✓
- Contaminated food, drinks/water or chemicals e.g. mercury✓
- Aspirin and some antibiotics✓
(Any 2)
- M23
F77
(2)
- 2.1.2 - Diarrhoea/runny tummy✓
- Vomiting✓
- Abdominal pain/stomach cramps✓
- Headaches✓
- Fever ✓
- Dehydration✓
- Nausea✓
- Muscle cramps✓
- Dizziness/Low blood pressure✓
(Any 3)
- M23
F77
(3)
- 2.1.3 - The food handler/ staff should not work if they have diarrhoea/ staff must inform the employer✓
- Good personal hygiene is of the utmost importance✓/wash hand/sanitise after using the toilet/handling refuse/after touching your body, hair and nose✓
- Wash and sanitise equipment and surfaces after handling raw meat and poultry✓
- Food should be thoroughly cooked✓
- Eliminate insects and rodents from the kitchen✓
- Comply with proper storage regulations/ keep cold food in the refrigerator/food that must be kept at -18 °C must be stored in the freezer✓
- Keep food covered✓
- Keep food below 5 °C or above 60 °C/High temperatures destroys bacteria/ keep food out of the food danger zone✓
- Avoid cross-contamination between raw and cooked foods/ separate raw and cooked food/have segregated working areas for raw and high-risk foods✓
- Use screen on windows to keep insects, rodents and birds out ✓
- Do not store food on the floor ✓
- Do not allow waste to accumulate✓
- Keep lids on waste bins✓
- Food establishments should not use spoiled food✓
(Any 3)
- M24
F77
(3)



2.2 2.2.1

Good✓	Bad✓
Professional ethics and service excellence	
- Waiter is listening to the guest/he did not ignore the guests✓ - The waiter is productive✓ - He did serve the food to the guests✓	- The waiter is not displaying respect and the professional attitude to the customers✓ - He is not being alert/ sensitive to the customers' needs ✓ - Waiter's body language/posture looks negative/ hand gesture/ shrugging his shoulders to the customers/ facial expression✓ - He is arguing with the customers/ lack of self-control✓ - Guest expectations are not met✓ - Guests do not look satisfied with the service✓
Appearance	
- He is wearing clean uniform✓ - He is wearing a uniform according to restaurant requirements✓ - Hair out of his face✓ - Well shaven and clean✓ - He is not wearing jewellery✓	- His shirt is not white✓ - He is not carrying a service cloth✓

(1 mark for Good or Bad+ Any 4 correct evaluation)

M30
F86
(5)

- 2.3
- The type of institution determines the type of service offered by the organisation✓/when formal restaurant offers Gueridon service one can expect to pay much more for the dishes and receive professional service✓
 - The more guests are paying for excellent customer service or the type of service, the more profit the restaurant will make✓
 - Fast food outlets deliver limited service as they aim to serve customers as quickly as possible✓, thus less money will be made✓
 - The price of dishes is linked to service ✓/the more expensive the dish, the better the service ✓
 - The managements decide what level of service they would like in their restaurant✓/may decide on the fine dining service with a high level of customer service or fast food with limited service✓
 - The level of training differs✓/ well trained waiters work in up-market restaurants where clients are willing to pay for high level of service✓
 - Good levels of service will promote positive word of mouth✓ which will increase the number of customers and increase profitability✓
 - When service is good customers will be willing to pay more✓

(Any 4)

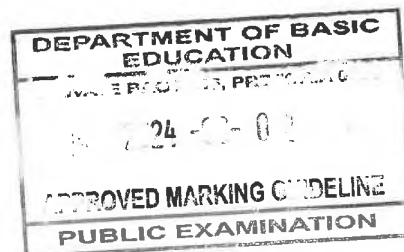
M33
F91
(4)

- 2.4 The computerised system will:
- Record dish sales and do dish analysis ✓
 - Menu analysis will increase profitability of the popular menu items✓
 - Project the ingredient costs as well as the production costs and calculate the selling prices✓
 - Use an online dictionary to translate the names of ingredients/ dishes from other languages to English/ spelling errors can be corrected✓
 - Developing and changing recipes/menus are simplified/made easier ✓
 - Store and retrieve recipes/menus and ingredients easily✓
 - Compile order lists easily and accurately✓
 - Do metric conversions for the ingredients automatically✓
 - Print portion sizes on a recipe, which makes planning for functions easier✓
 - Determine the nutritional value of food✓
 - Saves time✓
 - Minimises paperwork✓

(Any 3)

M38
F99-
100
(3)

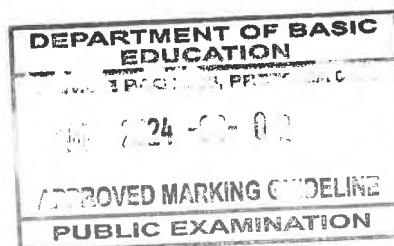
TOTAL SECTION B : 20



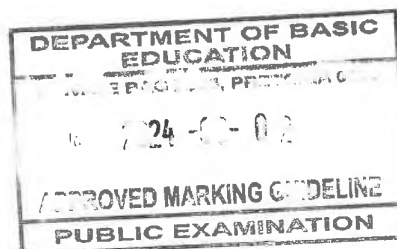
SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 2-5 snacks per person✓ M74
F16
(1)
- 3.1.2 (a) Colour
- Bad/No/ very little colour variation✓
 - Custard Pancakes, Chocolate Ganache Cakes and Lemon Meringue Tart are similar in colour that is yellow and brown.✓
 - The Pulled Pork Tacos and Lamb Riblets are brown✓
- (Any 2) M128
F69
(2)
- (b) Type of function
- Some of the snacks are not suitable due to portion sizes/ some of the snacks are not bite size hors d'oeuvres✓/the following foods are not bite size Pulled Pork Tacos, Custard Pancakes, Lemon Meringue Tart, and Chocolate Ganache Cakes✓
 - The Lamb Riblets have bones, and it can be a challenge to discard bones during the cocktail function✓
 - The foods that can dirty the guests' fingers/it is messy✓/Lamb Riblets, Custard Pancakes, Lemon Meringue Tart, and Chocolate Ganache Cakes✓
 - Cutlery and crockery will be required when eating the dishes on the menu✓
- (Any 3) M128
F69
(3)
- 3.1.3
- Use a variety of equipment to present the snacks/ use platters, Chinese spoons, shot glasses etc.✓
 - Do not put too much food onto the platters✓
 - Place hors d'oeuvres diagonally in neat evenly spaced rows or in a pattern that is pleasing to the eye✓
 - Consider mixing different colours, tastes, and texture on your platters✓
 - Use different levels and height to add visual excitement✓
 - Provide enough space around tables✓
 - Include hot and cold snacks✓
 - Include dessert snacks on separate platters✓
 - Garnish the snacks attractively/snacks should look appetising✓
- (Any 3) M75
F16
(3)



- 3.1.4 - The Lamb Riblets/ Sushi Roll contains fat/ is deep fried which makes the dishes unhealthy✓/diabetics should limit fat intake✓
 - Pulled Pork Tacos could be high in cholesterol owing to the marbling✓/ diabetics should decrease total fat, especially saturated fat and cholesterol✓
 - Sushi is made with white rice which is a refined starch✓/diabetics should avoid/ restrict refined starch✓
 - Custard Pancakes, Chocolate Ganache Cakes and Lemon Meringue Tart contain refined starch, fat, cholesterol and sugar✓/diabetics should avoid fat, cholesterol, sugar and refined starch use in preparation of the desserts✓
 - The basting sauce used to prepare Lamb Riblets contain a lot of salt and sugar ✓ diabetics should limit salt and sugar intake✓ (Any 5) M48 F5 (5)
- 3.2 - The number of staff members required for a formal banquet function may be more/number of guests attending will determine the number of staff required✓
 - The type of staff, Kitchen staff, Restaurant staff and Bar staff✓ M46
 - The capacity and level of skills of the staff must be considered ✓ F10
 (Any 2) (2)
- 3.3 3.3.1 - Kudu✓
 - Springbok✓
 - Blesbok✓
 - Impala✓
 - Duiker✓
 - Wild buck/ buck✓
 - Porcupine✓
 - Warthog✓
 - Bushpig✓
 - Rabbit/Hare✓
 - Eland✓
 - Waterbuck✓
 - (Gazella)/Gemsbok✓ (Any 2) M79 F189 (2)
- 3.3.2 - The venison must be barded owing to the leanness/absence of fat or marbling✓
 - It will add flavour✓
 - It prevents drying of the venison/ the venison tends to get dry during cooking ✓ and add juiciness✓
 - It will improve the appearance✓
 - It decreases the gamy taste✓ (Any 2) M79 F189 (2)
- 3.3.3 - Wrap meat correctly in plastic/ vacuum pack/ freezer bags✓
 - Ensure that all the air is removed from packaging✓
 - Freeze the venison steak quickly ✓ slow freezing produces ice crystals that tend to break the cells✓
 - Freezer temperature must be constant at -18 °C✓
 - Leave space between two to three packages to allow cold air to circulate✓
 - Label the packaging with meat cut name, date and number of portions/weight✓ (Any 3) M84 F199 (3)



- 3.4 3.4.1 Food Cost = R20,00+R120,00+ R100,00+R20,00✓
 = R260,00✓
 Selling Price= Food cost +Food cost percentage ✓
 = R260÷ 0.35 OR R260÷35 ×100÷1✓
 = R742,86✓

OR

- Sweet Potato Soup= R20,00 ÷ 0.35 =R57,14✓
 Crayfish Thermidor= R120,00 ÷ 0.35 =R342,85✓
 Grilled Sirloin = R100,00 ÷ 0.35= R285.71✓
 Chocolate Eclairs= R20,00 ÷ 0.35= R57.14✓
 Selling Price: R742.84.

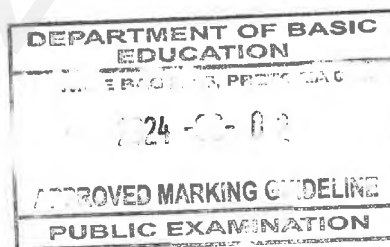
M62
 F21
 (Any 4) (4)

- 3.4.2 Gross Profit= Selling Price- Food Cost ✓
 = R742,86 / R742.84 - R260,00✓
 =R482,86 /R482.84✓

M62
 F21
 (3)

- 3.5.1 3.5.1 - Beignets✓
 - Churros✓
 - French Crullers✓

M125
 F186-
 187
 (2)



(Any 2)

- 3.5.2 - Icing sugar✓
 - Castor sugar✓
 - Glaze✓
 - Melted chocolate✓
 - Glacé icing✓
 - Cinnamon sugar✓
 - Caramel/ chocolate sauce✓

(Any 2) M125
 F186-
 187
 (2)

- 3.5.3 (a) Eggs coagulate during baking✓ to stabilise the walls of the cavity/ Eggs help to hold the form when baked✓
 - It also emulsifies the butter and water✓ (Any 2)
 (b) During baking water is converted into steam✓, which acts as a raising agent ✓
 - Water will help create even size choux pastry when baked✓
 - The steam will help create the cavity✓ (Any 2)

M122
 F185
 (2)

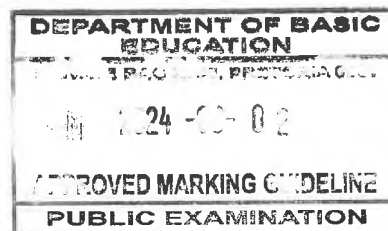
M122
 F186
 (2)

- 3.5.4 - It can be frozen for up to three months✓
 - Open freeze on a baking tray until solid✓
 - Once solid place in a freezer bag/ airtight container and seal✓
 (Any 2)

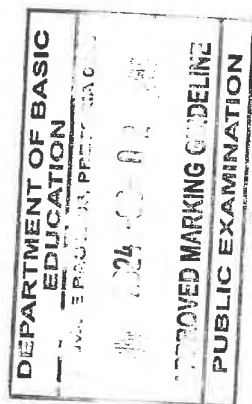
M126
 F187
 (2)
 [40]

QUESTION 4

- 4.1 4.1.1
- Discard the water that the lentils were soaked in✓
 - Soaked lentils can be simmered in boiling water✓
 - Simmering slowly in a covered saucepan✓
 - Do not boil the lentils/ boiling liquid can overflow/Lentils may break or separate from their skins when boiled✓
 - Do not add salt during cooking as this slows down the cooking process✓
- M104
F183
(Any 3) (3)
- 4.1.2
- Legumes/pulses/beans (any examples)✓/peas✓
 - TVP/Texture Vegetable Protein/soya ✓
 - Tofu✓, miso✓ tempeh
 - Chickpeas✓
- (Any other relevant THREE protein rich vegetarian products)
- M98
F178
(3)
- 4.2 4.2.1
- Shortening remains hard ✓ and forms layers between the pastry✓
 - For better rising✓
 - To improve flakiness✓
 - To not melt the butter✓
- M118
F208
(Any 2) (2)
- 4.2.2
- Glazing✓
- M116
F211
(1)
- 4.2.3
- No, the chef would not glaze the quiche✓ (1)
 - There's no pastry cover on the quiche that can be glazed✓
 - The quiche does not have a crust on top✓
 - The topping is a custard that will bake and set therefore does not need to be glazed✓
- M116
F211
(Any 1) (2)
(1 mark for determining + 1 mark for motivation)



4.2.4



	PUFF PASTRY	PHYLLO PASTRY
(a) Quality Characteristics	- It is rich ✓ - It is not brittle ✓ - It is thicker/ multiple thin layers ✓ - It is flaky ✓ - Golden brown colour ✓ (Any 1)	- It is not very rich - It is brittle /breaks easily ✓ - Paper thin ✓ - Not flaky ✓ - Light straw colour ✓ (Any 1)
(b) Layering/Laminating of the pastry	- Laminated/ layered pastry ✓ - Layers are separated by air and butter ✓ - The trapped air expands and lifts the pastry to create multiple layers ✓ (Any 1)	- Non-laminated ✓ - Layers are created by brushing melted butter onto the pastry sheets and it is layered on top of each other before baking ✓ (Any 1)

M113
-115
F206-
207
(4)

4.3

4.3.1

- Syneresis/curdling occurs when the egg protein is overheated or over cooked ✓
- The protein shrinks and water is lost/oozes from the protein network ✓
- The crème brûlée will have undesirable bubbles/lumps the texture will not be smooth ✓
- The crème brûlée will have an egg taste ✓
- Overcooking of the topping will create a burnt taste/dark appearance ✓

M137
F148
(3)

4.3.2

- Mixture should be cooked in a bain-marie/ water bath ✓
- Do not cook at too high temperatures ✓
- Do not bake for too long/set a timer ✓

M137
F148
(2)

4.3.3

- Sprinkle castor sugar on top ✓
- The sugar is caramelised on the baked custard before serving with a blow torch/in the oven grill ✓
- It is served in the mould/it is not unmoulded on a plate/It is not inverted ✓
- The guests will use the back of dessert spoon to crack the caramelised top ✓

M138
F-
(2)

4.3.4

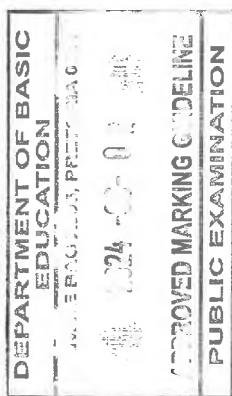
- Hydration/Sponging/Blooming: ✓ gelatin is soaked in cold water/ sprinkled over cold water/soak till very soft/liquid absorbed ✓
- Dispersion: ✓ Melt the hydrated gelatin over steam/hot water bath/ or bain-marie/Melt gelatin in the microwave for a few seconds ✓
- Gelation: ✓ The gelatin mixture is refrigerated to set or form a solid gel. ✓

M129-
130
F162
(6)

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- 4.3.5 - The large quantity of air from the whipped cream will decrease the firmness of the gel✓ M132
- It will take longer to set/will not hold shape✓ F163
- Softer/weaker gel✓ (1)
- 4.3.6 - It will set quicker/quickly✓ M131
- It will be rubbery✓ F163
- It will be more firm ✓ (Any 1) (1)
- 4.4 4.4.1 - Vacuum packing/Vacuum sealing✓ M150
F166
(1)
- 4.4.2 - Fresh or cooked food is placed in special plastic/vacuum bag✓
and all the air is removed✓
- The vacuum deprives the bacteria of the oxygen that it needs to survive✓ thereby slowing down the spoiling process.✓ M
F166
(Any 2) (2)
- 4.4.3 - The brand name✓
- The name of the product✓
- Lot identification/batch or serial number✓
- Mandatory warnings✓
- Ingredients of packaged food/ nutrient content✓
- The food additives✓
- The allergens✓
- Name and address of the manufacturer✓
- The instructions for use✓
- Manufacturing date✓
- The sell by date/ use by date/ best before /expiry date✓
- Portions✓
- Directions for use✓
- Net mass/ in kg/grams✓
- Grading ✓ M153
- Barcode✓ F177
- Country of origin ✓ (Any 3) (3)
- 4.5 4.5.1 - Wash glass jars in hot soapy water and rinse well✓
- Boil them for about 10 minutes/ sterilise the bottles✓
- Dry them upside down in a warm oven✓
- Sterilise the lids in the same way✓ M151
- Alternatively, bottles/jars can be microwaved until the water boils and evaporates.✓ (Any 4) F1
[40]

TOTAL SECTION C: 80



SECTION D: SECTORS AND CAREERS

FOOD AND BEVERAGE SERVICE

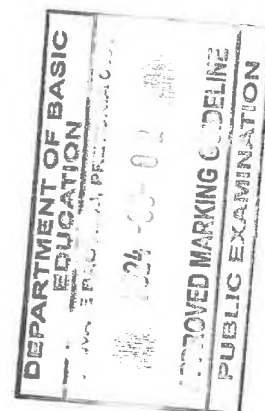
QUESTION 5

5.1 5.1.1

Aya and Maya must be:

- hardworking✓
- willing to take risks/risk taker✓
- fearless ✓
- committed and determined/loyal /motivated✓
- creative/innovative✓
- self-reliant/self-driven ✓
- adaptable/ flexible/resilient ✓
- responsible✓
- equipped with organisational and managing skills✓
- adventurous to try new things✓
- energetic and have a sense of humour✓
- good communication skills ✓
- ability to see/identify opportunities✓
- must have a business orientated mindset✓
- passionate/enthusiastic✓
- honest✓

(Any synonyms for the above listed characteristics)

M8
F12
(3)

5.1.2

TWO Strengths	TWO Weaknesses
- Cultural food background✓ - Uncle's financial support✓ - Menu/recipe creators✓ - They have a name for the stall✓ - They have staff✓ - They have a passion for cooking✓ (Any 2)	- Limited market information✓ - No money/lack of finance/ capital of their own/ they have a loan✓ - No equipment✓ - No transport ✓ - Inexperienced✓ - They do not have a draft business plan✓ - No premises to start the business✓ (Any 2)

M10
F
(4)

5.1.3

- Private chefs/private catering✓
- Meals on wheels -Food delivery ✓
- Drinks on wheels✓
- Home industry/ Cake business/baking and selling cakes✓
- Food trucks✓
- Pop-up restaurants✓
- Social media influencer/food blogger/content creator ✓

(Any 3)

M8-9
F128-
129
(3)

5.1.4 Afri-Stop:

- will create job opportunities/ employment✓
- Creates wealth in the country/ economic growth is stimulated✓
- Increases local income/ multiplier effect✓
- Funds used to improve country's infrastructure✓
- Tourists come in with valuable currency ✓
- Esteem and living standards of country improves✓
- Funds are provided for preserving, maintenance and responsible use of natural resources✓

(Any 3) M1
F108
(3)

5.1.5

- Cover page with details/name of business/owners✓
- Business description / type of business/short-, medium- and long-term goals/ branding/ location/address ✓
- Operational plan✓ personal plan/ purchasing and suppliers✓
- Product or service description✓
- Marketing plan✓
- Financial plan✓ Cash flow analysis/income statement/balance sheet/ break-even analysis/ budget✓

(Any 4) M11
F131
(4)

5.2

5.2.1

- Social media users✓
- Food enthusiasts/ people who love African cuisine✓
- International/local tourists✓
- Visitors to Johannesburg✓
- People working around the Johannesburg Food Market✓
- Corporate companies✓
- Young People ✓

(Any 1) M16
F134
(1)

5.2.2

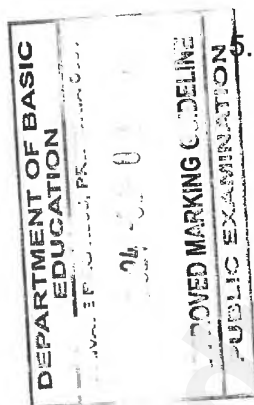
- He/she organises all marketing activities such as promotions and special events✓
- He/she will post live videos/ content on social media to introduce the products and services offered by Afri-Stop ✓
- Attend cooperate functions to advertise Afri-Stop✓
- Build the brand✓
- Build customer loyalty✓
- Update target market on the new products on the market/ awareness/attracts people✓

(Any 3) M5
F120
(3)

5.2.3

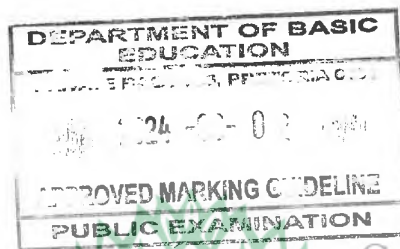
- TV✓
- Video walls/Movie theatres✓
- Digital shows/slide shows/screen advertising in large public areas✓
- Promotional videos✓
- SMS/WhatsApp✓
- Website✓
- Radio on a tv set or cellphone ✓
- Emails ✓

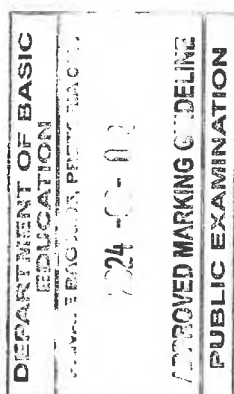
(Any 3) M20
F140
(3)



QUESTION 6

- 6.1 6.1.1 - Harvest year/vintage✓
 - Origin✓ M157-
 - Alcohol content✓ 158
 - Bottle volume✓ F53
 - Class designation/classification✓ (Any 3) (3)
- 6.1.2 - Pour wine from the right-hand side✓
 - Do not lift the glass from the table✓
 - The label must face the guest✓
 - Serve anti-clockwise✓, ladies first✓ end with the host✓
 - Fill halfway for red wine✓
 - After pouring twist and lift the bottle to prevent drips from falling on the table✓ M166
 - Once you have poured the wine place the bottle on the table/sideboard✓ F59-
 - Drape the napkin around the neck of the bottle✓ (Any 4) (4) 60
- 6.1.3 - It is appropriate/it is correct/suitable✓ (1)
 - Shiraz is a red wine✓
 - Red wine pairs well with red meat✓ M159
 - Rich red wines go well with flavoursome red meat dishes ✓ F52
 - Braised beef short ribs is red meat✓ (Any 1) (2)
- 6.1.4 - 15-20 °C✓ M167
 - European room temperature✓ F60
 (Any 1) (1)
- 6.1.5 - When serving another bottle of wine, present /serve as you did with the first bottle✓
 - The label must face the guest✓
 - Pour a little into a clean glass for approval/repeat tasting procedure✓ M167
 - Because it is a different cultivar that is ordered, each guest must receive a clean glass✓ (Any 2) F60
 (2)
- 6.2 6.2.1 - Stirred✓ (1)
 - Triple citrus fizz contains sparkling water and ginger beer which are infused with carbon dioxide/effervescent✓
 - If any other mixing method is used e.g. shaking/blending the mocktail will spill over/bubbles/fizziness will be lost✓
 - The mocktail cannot be built, the ingredients will not be able to be floated on top of each other as they are light ingredients✓ M161
 (Any 1) F65
 (2)





6.2.2

Cordial	Sparkling water
- Consists of fruit juices and other flavouring✓ - Made from syrups, prepared from sugar and water/does not contain natural minerals ✓ - Concentrated/Diluted in water, lemonade and soda water✓ - No carbonation/no bubbles✓	- Consists of natural water/spring water✓ - Contain natural minerals found in the soil✓ - No need to dilute✓ - Charged with carbonated gas/has bubbles✓
(Any 2)	(Any 2)

M161
F62
(4)

6.2.3

- The barman should have a system of minimum and maximum stock levels✓
- The barman should order as soon as minimum stock level is reached✓
- The barman should do daily stock taking✓
- Allow enough time for the delivery of stock to prevent the stock from running out✓
- If using a computerised system the barman should regularly check it as it will highlight what needs to be ordered and what is already in stock✓
- Order for the number of guests you will be hosting✓ (Any 3)

M161
F71
(3)

6.3

6.3.1

- To cover food✓
- Prevents food from drying out✓
- Helps to keep food warm✓
- Enhances the quality of service/sophisticated service✓ (Any 2)

M172
F
(2)

6.3.2

- Wash in warm soapy water✓
- Rinse in hot water✓
- Air dry/polish using a clean cloth✓
- Use a service cloth to handle the cloche after polishing/ handle the cloche on the inside to prevent fingerprints on the outside ✓
- If water stains remain after washing, dip equipment in very hot water for a few minutes, polish with a clean dry cloth ✓

(Any 2)

M176
F
(2)

6.4

- Present the menu within two minutes of the guests being seated✓ to the guest from the left-hand side✓
- Present with your left hand✓
- Present it open to the guest✓
- Leave the menu on the table if the guest does not take it from you✓
- Ensure that you place the menu fairly close to the guest✓ (Any 2)

M190
F34
(2)

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- 6.5
- Continue to serve beverages if there is clean glassware✓
 - Serve beverages in cans/bottles✓
 - Have sufficient bottled water available✓
 - Serve food and beverages in disposable containers✓
 - Water from the containers/Jojo tanks can be used in the bathrooms✓
 - There may be a need to close the kitchen when they run out of clean water/crockery/glassware✓
 - Phone the municipality to report the water cuts/ to provide water trucks✓

(Any 3)

M186

F45

(3)

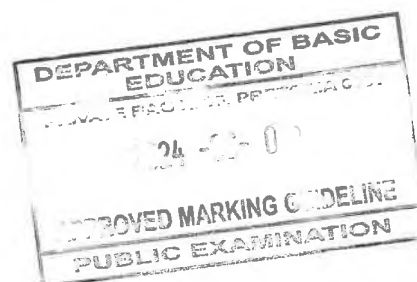
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TOTAL SECTION D:

60

GRAND TOTAL:

200



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