Province of the
EASTERN CAPE
EDUCATION

NATIONAL
SENIOR CERTIFICATE

GRADE 11

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HOSPITALITY STUDIES
MEMORANDUM

MARKS: 200

This memorandum consists of 10 pages.

SECTION A:

QUESTION 1

1.1	**MULTIPLE-CHOICE QUESTIONS**				
	1.1.1	C	Liaison √	LO3 AS5	(1)
	1.1.2	C	host. √	LO4 AS4	(1)
	1.1.3	A	teamwork. √	LO4 AS2	(1)
	1.1.4	B	calmly √	LO4 AS2	(1)
	1.1.5	B	Standard operation procedures √	LO2 AS1	(1)
	1.1.6	A	First In First Out √	LO3 AS2	(1)
	1.1.7	A	masalas. √	LO1 AS1	(1)
	1.1.8	D	Mirepoix. √	LO3 AS5	(1)
	1.1.9	C	Le délice. √	LO3 AS5	(1)
	1.1.10	B	aboyeur √	LO1 AS3	(1)
	1.1.11	B	poisoning. √	LO2 AS2	(1)
	1.1.12	A	Job description √	LO1 AS3	(1)
	1.1.13	D	Foie gras √	LO3 AS5	(1)
	1.1.14	D	harassment. √	LO4 AS2	(1)
	1.1.15	C	making eye contact. √	LO4 AS2	(1)

1.2	**MATCHING ITEMS**				1.3	**MATCHING ITEMS**		
	1.2.1	B √	LO4 AS3	(1)	1.3.1	D √	LO1 AS1	(1)
	1.2.2	D √	LO4 AS3	(1)	1.3.2	F √	LO1 AS1	(1)
	1.2.3	G √	LO4 AS3	(1)	1.3.3	E √	LO1 AS1	(1)
	1.2.4	E √	LO4 AS3	(1)	1.3.4	B √	LO1 AS1	(1)
	1.2.5	A √	LO4 AS3	(1)	1.3.5	C √	LO1 AS1	(1)

1.4	**ONE WORD ITEMS**			
	1.4.1	Concierge √	LO1 AS2	(1)
	1.4.2	Penalty √	LO2 AS1	(1)
	1.4.3	Salmonella √	LO2 AS2	(1)
	1.4.4	Acknowledgement √	LO4 AS2	(1)
	1.4.5	Biltong √	LO1 AS1	(1)
	1.4.6	Plate service √	LO4 AS3	(1)
	1.4.7	Petit fours √	LO3 AS5	(1)
	1.4.8	Jasmine rice √	LO3 AS5	(1)
	1.4.9	Labour costs √	LO3 AS3	(1)
	1.4.10	Discrimination √	LO4 AS2	(1)

1.5	1.5.1	Labour Relations Act √	LO1 AS3	(1)
	1.5.2	Basic Conditions of Employment Act √	LO1 AS3	(1)
	1.5.3	Unemployment Insurance Act √	LO1 AS3	(1)
	1.5.4	Employment Equity Act √	LO1 AS3	(1)
	1.5.5	Aliens Control Act √	LO1 AS3	(1)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS, HEALTH AND SAFETY

QUESTION 2

2.1   2.1.1   Clostridium botulinum √   LO2 AS2   (1)

      2.1.2
- Giddiness √
- Blurred vision √
- Respiratory distress √
- Headache √
- Nausea √
- Vomiting √   (Any 4) LO2 AS2   (4)

      2.1.3
- They should be stored in the refrigerator, at the temperatures of 0 – 2 °C for less than two days √
- They should be frozen at -18 °C or below √
- They should never be thawed and refrozen √   LO3 AS2   (3)

2.2
- <u>Pathogenic micro-organisms</u> are those that are harmful and can cause food poisoning √
- <u>Non-pathogenic micro-organisms</u> are those that are harmless and can even be useful in the production of other food items. √   LO2 AS2   (2)

2.3
- **Food** √ – all micro-organisms need food for them to grow. √
- **Environment** √ – some need neutral environment but others grow over a range of pH balance. √
- **Moisture** √ – they all need moisture to grow. √
- **Temperature** √ – they grow best at room temperatures but others can grow at low temperatures and freezing cold. √
- **Oxygen** √ – bacteria do not need oxygen but yeast and mould grow faster where there is oxygen. √   (Any 2) LO2 AS2   (4)

2.4   2.4.1   Occupational Health and Safety Act √   LO2 AS1   (1)

      2.4.2
- A workplace health and safety policy and guidelines. √
- A workplace health and safety committee. √
- Health and safety representatives for all work areas. √
- Assurance that all system and machinery are safe. √
- A workplace free of risks. √
- Adequate precautionary measures to prevent accidents. √
- Properly trained and supervised staff. √   (Any 5) LO2 AS1   (5)

      2.4.3
- The owner will be guilty of criminal offence. √
- He could be fined as much as R100 000. √
- He could be sentenced to two years imprisonment. √
- The court will order him to obey the regulations of the act within a set period of time. √   (Any 3) LO2 AS1   (3)

2.5   2.5.1   • Good communication skills √
             • Good planning skills √
             • Good organising skills √
             • Management and supervisory skills/Leadership skills √

                                                    (Any 3) LO1 AS3   (3)

      2.5.2   • Friendly
             • Trustworthy
             • Tactful
             • Honest   (Any 3) LO1 AS2   (3)

      2.5.3   • To make reservations
             • Attend to queries
             • Financial issues
             • Marketing
             • Event co-ordination
             • Administration   (Any 3) LO1 AS2   (3)

2.6   • Safe and secure parking and safe access from the parking area to the
        restaurant. √
      • Access to the establishment must be easy and welcoming to the guests
        but difficult and unwelcoming to the criminals. √
      • Customers should be restricted to the guest areas. √
      • Staff should be clearly identifiable by their uniforms. √
      • There should be an effective security system which includes a contract
        with a professional armed response. √
      • A system of code words should be used to make staff aware of any
        threats. √
      • Staff should have regular emergency drills. √
      • There should be a clear system of managing the cash register. √

                                                    (Any 5) LO2 AS3   (5)

2.7   • Riots
      • Strikes
      • Bomb threats
      • Robbery
      • Fights
      • Fire
      • Floods
      • Any relevant answer   (Any 3) LO2 AS3   (3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1   3.1.1

Cake flour $\dfrac{500\ g}{2500\ g}$ x R21,99 √ = R4,40 √

Castor sugar $\dfrac{75\ g}{1000\ g}$ x R18,50 √ = R1,39 √

Eggs $\dfrac{3}{12}$ x R14,00 √ = R3,50 √

Baking powder $\dfrac{10\ g}{75\ g}$ x R12,00 √ = R1,60 √

Apricot jam $\dfrac{25\ g}{125\ g}$ x R16,95 √ = R3,39 √

Total Cost = R14,28 √
Total Cost per Slice = R14,28 ÷ 4 slices √ = R3,57 √√   LO3 AS3   (14)

3.1.2

Overhead cost and profit = R3,57 x $\dfrac{65}{100}$ √ = R2,32

Selling price per slice = R3,57 + R2,32 √ = R5,89 √   LO3 AS3   (3)

3.2
- Check that the quality, size and quantity meet the expectations of the order. √
- Check the price on the invoice is correct and corresponds with the purchase order. √
- Label or mark perishable goods with the date received. √
- Keep a daily receiving record of received goods. √
- Immediately transfer goods to the correct storage or preparation area to prevent any loss or damage to the products. √
- Check that the packaging is not damaged. √
- Check that the goods are current – check the sell-by-date; if it has expired, send the goods back immediately. √
- Check that chilled and frozen foods have arrived at correct temperature (use thermometer).   (Any 5) LO3 AS2   (5)

3.3   3.3.1   **GOOD**
- Colour combination is varied. √
- The meal is nutritionally balanced. √
- Variety of cooking methods used. √
- Texture is varied. √

BAD
- There is a repetition of cream/cream sauce. √
- Flavours are not varied because of the cream sauce in more than one dish. √
- Repetition of cream/cream sauce will make the meal to be too rich. √
- Any relevant answer.   (Any 5) LO3 AS4   (5)

     3.3.2
- Tomato — Fruit √
- Cucumber — Gourds and squashes √
- Spinach — Leaves √
- Carrot — Roots √   LO3 AS5   (4)

     3.3.3   Ballotine is a deboned chicken leg that is stuffed. √√   LO3 AS5   (2)

3.4   3.4.1   To develop gluten. √   LO3 AS5   (1)

     3.4.2   (a)   **Salt**   — Improves the taste √
                             — It strengthens gluten √   LO3 AS5   (1)

               (b)   **Shortening** — Adds taste and the keeping quality √
                             — Improves the texture √   LO3 AS5   (1)

               (c)   **Egg**   — Gives better texture √
                             — Enriches the product √
                             — Any One Function each   LO3 AS5   (1)

3.5   Arborio rice √   LO3 AS5   (1)

3.6   Thickened soup √
Suitable garnish – Cream/Milk/Yoghurt (Any 1) √   LO3 AS5   (2)
                                                                              [40]

QUESTION 4

4.1   4.1.1   **Partissier**   Responsible for baked items, pastries and desserts. √   LO3 AS1   (1)

     4.1.2   **Chef de Partie**   Responsible for a section in the kitchen. √
                              OR
                   Also responsible for production of the menu. √   LO3 AS1   (1)

     4.1.3   **Sous chef**   Responsible for daily administration. √
                              OR
                   She/he stands in for the executive chef and assists the station chefs when necessary. √   LO3 AS1   (1)

     4.1.4   **Rotisserie**   Responsible for grilling, frying, deep frying of meat and poultry. √   LO3 AS1   (1)

4.2
- Prepare the vegetables as close to the serving time as possible. √
- Always use a sharp knife. √
- Peel vegetables only when absolutely necessary. √
- Do not soak vegetables after you have prepared them, (Except for those that will discolour when exposed to oxygen.) √   LO3 AS5   (4)

4.3
- The packaging must be neat, clean and no tears or holes. √
- There should be no liquid in the packaging. √
- Check the sell-by-date. √
- Check that it does not smell bad. √
- The flesh should be firm. √
- The skin should be white, unbroken and with a faint bluish tint. √
- There should be no bruises or dark patches. √
- Check that all feathers have been removed. √   (Any 4) LO3 AS5   (4)

4.4   4.4.1   To prevent evaporation and becoming cloudy. √   LO3 AS5   (1)

     4.4.2   Starchy vegetables will cause the stock to be cloudy. √   LO3 AS5   (1)

     4.4.3   To clarify stock from any impurities. √   LO3 AS5   (1)

     4.4.4   Skim will penetrate stock and spoil the appearance and taste. √   LO3 AS5   (1)

4.5
- **Whole or round** √   The fish is intact as it was caught. √
- **Drawn** √   Internal organs (viscera) are removed. √
- **Dressed** √   Viscera, scales, head, tail and fins are removed. √
- **Pan-dressed** √   Viscera, gills, and scales are removed and the tail and fins are trimmed. √
- **Steaks** √   Cross section slices each containing a section of a backbone. √
- **Fillets** √   Boneless sides of fish with or without skin. √
- **Butterflied** √   Pan-dressed, boned and opened like a book. Both sides of the fish still joined. √   (Any 3) LO3 AS5   (6)

4.6   4.6.1   • It should be light in texture. √
                  • Should have glossy appearance. √
                  • Should have a definite taste. √
                  • Should be smooth, without lumps. √   LO3 AS5   (4)

        4.6.2   **Béchamel** is a sauce made from roux and milk is used as a liquid
                              whereas √√
                  Velouté   is a sauce made from roux and chicken or fish stock is
                              used as a liquid. √√   LO3 AS5   (4)

4.7   4.7.1

	FAILURES	CAUSES
(a)	Speckled crust √	• Over-beating √ • Sugar too coarse √
(b)	Risen to peak, cracked upper crust √	• Oven temperature too high √ • Too much mixture for the size of the tin √
(c)	Cake sinking in the middle √	• Too much raising agent √ • Wrong oven temperature √ • Oven door was opened while cake was in the oven √
(d)	Close, heavy texture. √	• Over-mixing √ • Too little raising agent √ • Mixture too stiff √
(e)	Sugary hard crust √	• Too much sugar √ • Ingredients not mixed properly √
(f)	Cake unevenly risen √	• Oven shelf is not level √ • Cake mixture placed on top oven shelf √
(g)	Fruit sunk in fruit cake √	• Fruit too wet and heavy √ • Too much raising agent √ • Mixture too soft to hold the fruit √

                                          (Any 3) LO3 AS5   (6)

        4.7.2   Chemical raising agent √   LO3 AS5   (1)

        4.7.3   • By beating the mixture √
                  • Creaming sugar and shortening √
                  • Folding in beaten eggs √
                  • Whipping or beating the eggs vigorously √
                  • Rubbing in fat into the mixture √   (Any 3) LO3 AS5   (3)
                                                                          [40]

                                          TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1   5.1.1   Restaurant manager √   LO4 AS1   (1)
       5.1.2   Head waiter/Maitre d' hotel √   LO4 AS1   (1)
       5.1.3   Reception head waiter/Station head waiter √   LO4 AS1   (1)
       5.1. 4   Waiter √   LO4 AS1   (1)

5.2   5.2.1   Waiter/Waitron √   LO4 AS1   (1)

       5.2.2   • Their uniforms are neat and clean. √
                • Suits, waist coats and skirt/trousers are well pressed and free of spots. √
                • The shoes are comfortable, clean, well-polished and in good repair. √
                • The do not wear jewellery. √
                • The male waiter is clean shaven. √
                • No missing buttons. √   (Any 5x1) LO4 AS1   (5)

       5.2.3   • Competency of the staff √
                • Tables most frequently used by the guests √
                • Physical attractiveness of the station e.g. tables next to the window overlooking the sea √
                • Distance from the kitchen √
                • Number of covers to be served √   LO4 AS1   (5)

5.3   5.3.1   • Quickly diffuse the problem. √
                • Let the guest describe without interruption what went wrong. √
                • Apologies should sound sincere and convincing. √
                • Do not make excuses or blame anyone else. √
                • Be polite. √
                • Never offer something you cannot deliver. √
                • Check back. √   (Any 4) LO4 AS2   (4)

       5.3.2   • Remove all the dirty dishes and empty jugs. √
                • Clear all used serving dishes and utensils. √
                • Cover all leftovers and refrigerate. √
                • Clear all tables and remove the table cloths. √
                • Wipe the counters and tables. √
                • Switch the hot beverage machines off and clean them. √
                • Arrange the tables and prepare the dining room for the next service. √
                • Follow the correct cleaning procedures for the linen, crockery, cutlery, glassware and any other equipment used. √
                • Store the linen, crockery, cutlery, glassware and equipment in the correct place and manner. √
                • Make sure that store rooms and cupboards are locked. √
                                                          (Any 4) LO4 AS4   (4)

5.3.3
- When clearing tables, remember that customers do not need to feel hurried.
- Try to clear on each trip to and from the service area.
- Learn to clear as quickly as possible.
- Handle the cutlery gently, but firmly and do not bang the plates when scraping or piling them.
- Do not clear the plates until everyone has finished.

                                              (Any 4) LO4 AS4   (3)

5.3.4
- Present the bill when the guests have requested for it. √
- Always present the bill to the host. √
- Present it on a small plate and from right-hand side of the guest. √
- Place the bill in a bill-fold so that the amount is not visible. √
- Do not hover around waiting for the guests to pay. √

                                              (Any 4) LO4 AS4   (4)

5.3.5
- If it is an early morning tea, the food will consist of sweet items; if it starts little later, savoury items should also be included.
- Always cater for the unexpected, e.g. guests who are allergic to milk and wheat products.
- A tea usually consists of one large cake, Swiss roll, cheese cake or *gateau*.   (Any 3) LO4 AS3   (3)

5.4   5.4.1   Table d'hôte menu   LO4 AS3   (1)

       5.4.2   A — Dessert spoon √
                  B — Dessert fork √
                  C — Dinner/Joint fork √
                  D — Soup spoon √
                  E — Fish knife √
                  F— Dinner/Joint knife √   LO4 AS3   (6)

                                                 TOTAL SECTION D: **40**

                                                 GRAND TOTAL: **200**