



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2013

**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists 13 pages.

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

- 1.1.1 B ✓
- 1.1.2 D ✓
- 1.1.3 C ✓
- 1.1.4 A ✓
- 1.1.5 B ✓
- 1.1.6 C ✓
- 1.1.7 D ✓
- 1.1.8 B ✓
- 1.1.9 A ✓
- 1.1.10 B ✓
- 1.1.11 A ✓
- 1.1.12 D ✓
- 1.1.13 C ✓
- 1.1.14 C ✓
- 1.1.15 D ✓

(15 x 1) (15)

1.2 MATCHING ITEMS

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

(5)

1.3 MATCHING ITEMS

- 1.3.1 F ✓
- 1.3.2 D ✓
- 1.3.3 E ✓
- 1.3.4 G ✓
- 1.3.5 B ✓

(5)

1.4 ONE-WORD ITEMS

- 1.4.1 Service cloth ✓
- 1.4.2 Buff ✓
- 1.4.3 Crumbling down ✓
- 1.4.4 Par stock ✓
- 1.4.5 Infuse ✓

(5)

1.5 CHOICE ITEMS

- 1.5.1 Freezing ✓
- 1.5.2 Roux ✓
- 1.5.3 Salsa ✓
- 1.5.4 Table d'hôte ✓
- 1.5.5 Rollmops ✓

(5)

1.6 **MISSING WORDS**

- 1.6.1 Fermentation ✓
- 1.6.2 Micro-organisms ✓
- 1.6.3 Potjiekos ✓
- 1.6.4 Kosher ✓
- 1.6.5 Cruets ✓

(5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 2.1.1
- Check the delivery against the purchase order. ✓
 - Check that the delivery note is in correct and all the paperwork is in order. ✓
 - Check the quantity of the goods, which includes number, weight and size. ✓
 - Check the quantity of the goods, which includes grade, appearance, temperature, condition of the packaging and colour. ✓
 - Check the shelf life or expiry date. ✓
 - Check the product specifications such as frozen, dried, paste, purée, etc. ✓
- (Any 4) (4)
- 2.1.2
- To avoid loss through carelessness. ✓
 - To avoid loss by ensuring the quality and quantity of goods delivered. ✓
 - To prevent theft. ✓
 - To prevent spread of food-borne illnesses. ✓
- (4)
- 2.1.3
- The name of the section or kitchen in need of the product. ✓
 - Requisition number. ✓
 - Amount and the unit of the items needed. ✓
 - Clear description of the items. ✓
 - Unit price. ✓
 - Name and signature of the person who placed the order. ✓
 - Date of the order. ✓
- (Any 3) (3)
- 2.2 2.2.1 Food poisoning ✓ (1)
- 2.2.2 Salmonella ✓ (1)
- 2.2.3
- Diarrhoea ✓
 - Vomiting ✓
 - Fever ✓
 - Headache ✓
 -
- (Any 3) (3)
- 2.3 2.3.1
- Handle food properly in sterile and clean conditions. ✓
 - Always cover food. ✓
 - Use separate boards and knives for cooked and uncooked foods. ✓
 - Use different coloured boards and equipment for different foods. ✓
 - Wash your hands frequently, especially between handling raw and cooked foods. ✓

- Avoid keeping food in the temperature danger zone between 5 °C and 63 °C for longer than necessary. ✓
 - Cook food for at least 30 seconds at 77 °C or higher to kill bacteria. ✓
 - Use chemicals that kill bacteria to clean surfaces and utensils. ✓
(Any relevant answer) (Any 4) (4)
- 2.4 2.4.1
- If the fire is small enough, use the fire extinguisher, hose or sand to extinguish the fire. ✓
 - In case of a huge fire, activate the fire alarm. ✓
 - Phone the fire brigade. ✓
 - Close doors and windows and switch off electricity. ✓
 - Evacuate the building or part of the building where there is fire. ✓
 - Assemble in a designated meeting place so that head count or roll call can be taken. ✓ (Any 4) (4)
- 2.4.2
- Make sure that reception areas are staffed at all times. ✓
 - Restrict access to certain areas by keeping doors locked and accessible only to those who have keys, key cards or a code to key pads. ✓
 - Ask staff to lock valuable items away or leave them at home. ✓
 - Make sure that the lighting in parking areas is good and monitor these areas with CCTV cameras if possible. ✓
 - Make sure that visitors are accompanied by staff members at all times. ✓
 - Make sure that all exits and emergency exits are accessible and clearly marked. ✓
 - Draw up emergency guidelines to include evacuation plans, escape routes, assemble areas and monitoring procedures to ensure that no staff members are missing. ✓ (Any 3) (3)
- 2.5
- Hawkers ✓
 - Photographers ✓
 - Beggars ✓
 - Flower sellers ✓ (Any 3) (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING AND FOOD COMMODITIES

QUESTION 3

$$3.1 \quad 3.1.1 \quad \text{Milk} \quad \frac{280 \text{ g}}{1\,000 \text{ g}} \quad \times \text{ R11,99} \quad \checkmark$$

$$= \text{ R3,36} \quad \checkmark$$

$$\text{Margarine} \quad \frac{120 \text{ g}}{500 \text{ g}} \quad \times \text{ R18,50} \quad \checkmark$$

$$= \text{ R4,44} \quad \checkmark$$

$$\text{Sugar} \quad \frac{60 \text{ g}}{1\,000 \text{ g}} \quad \times \text{ R12,00} \quad \checkmark$$

$$= \text{ R0,72} \quad \checkmark$$

$$\text{Dried yeast} \quad \frac{7 \text{ g}}{75 \text{ g}} \quad \times \text{ R4,50} \quad \checkmark$$

$$= \text{ R0,42} \quad \checkmark$$

$$\text{Bread flour} \quad \frac{710 \text{ g}}{2\,500 \text{ g}} \quad \times \text{ R24,45} \quad \checkmark$$

$$= \text{ R6,94} \quad \checkmark$$

$$\text{Raisins} \quad \frac{75 \text{ g}}{250 \text{ g}} \quad \times \text{ R16,95} \quad \checkmark$$

$$= \text{ R5,09} \quad \checkmark$$

$$\text{Total} = \text{ R20,97} \quad \checkmark$$

$$\text{Cost per bun} = \text{ R20,97} \div 6 = \text{ R3,50 per bun} \quad \checkmark \quad (14)$$

$$3.1.2 \quad \text{R3,50} \times \frac{60}{100} \quad \checkmark$$

$$= \text{ R2,10} + \text{ R3,50}$$

$$\text{Selling per bun} = \text{ R5,60} \quad \checkmark \quad (2)$$

- 3.1.3
- Water price \checkmark
 - Electricity \checkmark
 - Telephone \checkmark
 - Advertising \checkmark
 - Hiring of equipment \checkmark
- (Any 3) (3)

3.1.4 Baking \checkmark (1)

- 3.1.5
- It should feel light in relation to its size/should have a good volume. ✓
 - They should sound hollow when tapped at the bottom. ✓
 - The crust should have a golden brown colour. ✓
 - The texture should light, spongy and elastic. ✓
 - The crumbs should be fine and should have even air bubbles. ✓
 - They should have a pleasant nutty flavour. ✓
 - They should be rounded on top without any coarse cracks. ✓
 - The side and bottom crusts should be smooth, without folds or cracks. ✓
- (Any 4) (4)
- 3.2 3.2.1 Clear soup ✓ (1)
- 3.2.2
- Tartar sauce ✓
 - Mayonnaise sauce ✓
 - Strawberry coulis ✓
- (3)
- 3.2.3
- Buffalo ✓
 - Kudu ✓
 - Gemsbok ✓
 - Eland ✓
 - Springbok ✓
 - Blesbok ✓
 - Warthogs ✓
 - Rabbit ✓
 - Ostrich ✓ (Any relevant answer)
- (Any 4) (4)
- 3.2.4
- (i) To prevent oxidation and loss of Vitamin C. ✓ (1)
 - (ii) To prevent loss of water, soluble Vitamins (Vitamin B and Vitamin C) and mineral substances. ✓ (1)
 - (iii) To prevent bruising and enzymatic browning on cut surface which results in loss of Vitamin C. ✓ (1)
- 3.2.5
- Consider the premises and the equipment that are available. ✓
 - The amount of time, equipment and staff needed to prepare meals. ✓
 - Use foods that are in season because they are cheaper, easier to obtain and of better quality. ✓
 - Select foods that guests are familiar with and like. ✓
 - Keep within the given budget for each meal. ✓
 - Consider special dietary needs, such as vegetarians, diabetic, gender, religion, age and food preferences. ✓
 - Vary the cooking methods, textures, colours, shapes, flavours and temperatures. ✓
- (Any relevant answer)
(Any 5) (5)

QUESTION 4

- | | | WHITE STOCK | BROWN STOCK | |
|-----|-------|--|--|-------------|
| 4.1 | 4.1.1 | <ul style="list-style-type: none"> • White stock is pale coloured and has a good body. ✓ • The bones are first blanched before using them to prepare stock. ✓ | <ul style="list-style-type: none"> • Brown stock has a rich dark colour, a deep caramelised flavour and a good body. ✓ • The bones and mirepoix are being roasted before they are used to prepare stock. ✓ | (4) |
| | 4.1.2 | <ul style="list-style-type: none"> (i) The stock might become too concentrated or salty. ✓ (ii) Beetroot will spoil the colour of stock and it may overpower the flavour of stock. ✓ (iii) Potatoes will make the stock to be cloudy. ✓ | | (3) |
| 4.2 | 4.2.1 | Deboning ✓ | | (1) |
| | 4.2.2 | <ul style="list-style-type: none"> • The meat will cook evenly. ✓ • A boned joint is easier to carve. ✓ • The bones can be reserved for stock. ✓ • Interesting dishes can be prepared from less expensive meat cut. ✓ • Boned meat lends itself to stuffing to stretch the meat and yield more portions. ✓ | | (Any 4) (4) |
| | 4.2.3 | <ul style="list-style-type: none"> • The packaging should be neat, clean and without any tears or holes. ✓ • No liquid, water or ice must be visible 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 have a faint bluish tint. ✓ • There should be no bruises or dark patches. ✓ • Check that all the feathers have been removed. ✓ • The end of the breast bone should be soft and flexible. ✓ • Frozen poultry should be firmly frozen. ✓ | | (Any 4) (4) |
| 4.3 | 4.3.1 | Brijani – is a Cape Malay rice dish with spicy lamb, fish, chicken or lentils. ✓ | | (1) |
| | 4.3.2 | Pilaf – is a rice dish where rice is browned in oil, with onion then boiled in stock and spicy meat, fish and vegetables may be added. ✓ | | (1) |
| | 4.3.3 | Sushi – is a rice dish where raw or cooked fish rolled in, or served on rice with sea weed. ✓ | | (1) |

- 4.4 4.4.1 To remove starch, thus limiting stickiness. ✓ (1)
- 4.4.2 To obtain a fluffier product, because adding rice to cold water yields a thicker grain. ✓ (1)
- 4.4.3 To prevent the rice grains from being mashed or damaged. To keep the rice grains separate. ✓ (1)

- 4.5 4.5.1 Salt water/white/Round fish. ✓ (1)
- 4.5.2
 - Eyes should be clear, bright, full and not sunken. ✓
 - Gills should be intact and bright red in colour. ✓
 - Flesh should be firm, resilient so that it spring back when pressed. ✓
 - Fins and scales must be moist and full without excessive drying on the outer edges. ✓
 - Skin should have no bruises. ✓
 - Fish cuts should be moist and glistening without dark spots. ✓
 (Any 5) (5)
- 4.5.3
 - Frozen fish should be stored at -18°C or cooler. ✓
 - It can be kept up to three months if wrapped in moisture proof packaging. ✓
 - It should never be refrozen. ✓
 (3)

4.6

HERBS	SPICES
<ul style="list-style-type: none"> • They are the fragrant leaves of non-woody plants ✓ • Their flavour comes from oil stored in the leaves, which is released when the herbs are chopped, crushed or heated ✓ 	<ul style="list-style-type: none"> • They are the roots, stems, bark, flowers, fruits, or seeds of woody or non-woody plants ✓ • They are used in their dry form, either whole or ground and they are usually stronger flavoured than herbs ✓

(Any 1) (2)

- 4.7
 - Herbs must be chopped or cut with a scissors. ✓
 - Herbs should never overpower a dish. ✓
 - Rather use fresh herbs than dried herbs. ✓
 - Basil should be torn and coarse herbs such as rosemary and parsley should be finely chopped. ✓
 - Pound herbs in a pestle and mortar if they are to be used as flavouring in vinaigrette or mayonnaise. ✓
 - Each herb has a unique flavour and aroma that complements certain foods. ✓
 (Any 3) (3)

4.8

POSSIBLE MISTAKE		POSSIBLE CAUSE
CAKE A	Cake sunken/ collapsed in the middle ✓	<ul style="list-style-type: none"> • Too much baking powder ✓ • Oven door was opened while the cake was in the oven ✓ • Wrong oven temperature/Oven too hot ✓ • Consistency of a batter too soft ✓
CAKE B	Cake has cracked upper crust ✓	<ul style="list-style-type: none"> • Oven was too hot ✓ • Too much mixture for the size of the tin ✓ • Too much shortening ✓

(Any 1)

(4)

[40]**TOTAL SECTION C: 80**

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1 Occupational Health and Safety Act. ✓ (1)
- 5.1.2
- The owner will be guilty of a criminal offence. ✓
 - She/He will be liable for a fine not exceeding R100 000. ✓
 - She/He could be sentenced to two years imprisonment. ✓
 - The court could order the employer to obey the rules within a set period of time. ✓ (3)
- 5.1.3
- The growth of micro-organisms on food and work surfaces. ✓
 - A food poisoning outbreak. ✓
 - Loss of productivity of workers. ✓
 - Medical treatment or hospitalisation of guests and accompanied medical claims. ✓
 - Damage to the reputation of the establishment. ✓
 - Loss of income. ✓
 - Closure of the establishment. ✓
 - Loss of jobs to employees. ✓
 - Fines or prison sentences. ✓
 - Food waste caused by spoilage. ✓ (Any 4) (4)
- 5.1.4
- Personal safety equipment and facilities. ✓
 - Clear display of safety notices and signs. ✓
 - First aid emergency equipment and procedures. ✓
 - Use and storage of flammable liquids like industrial cleaning liquids and cooking gas. ✓
 - Work in confined spaces and elevated positions. ✓
 - Stacking of articles in storerooms to ensure the safety of employees. ✓
 - Safety regulations for building construction sites. ✓
 - Admittance of persons to worksites such as kitchens. ✓
 - Prohibits employers from providing intoxicating substances to employees and employees from working when intoxicated. ✓ (Any 5) (5)
- 5.1.5
- The competency of the staff. ✓
 - The tables most frequently used by guests. ✓
 - The physical attractiveness of the station. ✓
 - The distance from the kitchen. ✓
 - The number of covers to be served. ✓ (Any 4) (4)

- 5.2
- Planning of menus ✓
 - Organising and supervising food production. ✓
 - Management of kitchen operations. ✓
 - Costing and budgeting for food supplies. ✓
 - Employment and dismissal of personnel. ✓
 - Purchasing new apparatus. ✓
 - Planning work schedules. ✓
 - Purchases raw and other food items. ✓
- (Any 5) (5)

- 5.3
- To ensure productivity. ✓
 - To ensure excellent standards. ✓
 - To promote the smooth running of the kitchen. ✓
 - The workload is shared. ✓
- (Any 3) (3)
- [25]**

QUESTION 6

- 6.1
- Their uniform is neat and clean. ✓
 - Their uniform fit well and is in good repair. No missing buttons. ✓
 - Skirts and blazers are well pressed and free from spots. ✓
 - Shoes fit well and are comfortable. ✓
 - Waiters are not wearing jewellery.
 - Fingernails are short and clean without dark nail varnish. ✓
 - Male waiter is cleanly shaven. ✓
- (Any 5) (5)
- 6.2
- Greet customers in a warm and friendly manner when they arrive at the restaurant. ✓
 - Check the reservations after greeting the guests. ✓
 - Help the guests with special needs and assist the guests with their coats and bags. ✓
 - Show the guests to their table and make sure that they are seated comfortably. ✓
 - Introduce yourself to the guests. ✓
 - Establish if there is a host. ✓
 - Open the serviettes if this is a procedure carried out in the restaurant. ✓
 - Hand the menus to guests from the left-hand side and take the drinks order. ✓
 - Explain the menu choices and specials. ✓
- (Any 5) (5)

- 6.3
- Ensure that salt and pepper pots are filled. ✓
 - Make sure that there is enough stock of cutlery, crockery, glasses and serviettes. ✓
 - Clean and buff all items before placing them on the table. ✓
 - Ensure that the service equipment is clean and in good condition. ✓
 - Switch on electric appliances such as coffee-makers ahead of time and check that equipment like refrigerators are working properly. ✓
 - Ensure that the correct number of tables with the right number of covers have been prepared according to reservations made by guests. ✓
 - Lay extra tables for customers who arrive without making a reservation. ✓
- (Any 4) (4)

6.4

ADVANTAGES OF A BUFFET SERVICE		DISADVANTAGES OF A BUFFET SERVICE	
6.4.1	Food is displayed attractively on a buffet table ✓	6.4.2	Buffet can become untidy and plates need to be replenished ✓
	Limited number of waiters is necessary as guests help themselves ✓		Guests receive less personal attention ✓

(4)

- 6.5
- The whole table must be cleared at once as soon as all the guests have finished eating. ✓
 - Start clearing with the person to the right of the host, and move anti-clockwise. ✓
 - Try to clear tables 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 scrapping or pilling them. ✓
 - Clear the table in such a way that the customers do not feel hurried. ✓
- (Any 4) (4)

- 6.6
- Milk jug ✓
 - Tea pot ✓
 - Butter dish ✓
 - Cups and saucers ✓
 - Teaspoons ✓
 - Side plates ✓
 - Cake lifters ✓
 - Sugar bowl ✓
- (Any relevant answer) (Any 3) (3)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200