



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2016**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

---

This memorandum consists of 11 pages.

---

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

- |       |     |                      |        |     |                         |               |
|-------|-----|----------------------|--------|-----|-------------------------|---------------|
| 1.1.1 | A ✓ | Doughnuts            | 1.1.6  | C ✓ | Chef <i>Entremetier</i> |               |
| 1.1.2 | B ✓ | <i>Bouquet garni</i> | 1.1.7  | B ✓ | Physical                |               |
| 1.1.3 | C ✓ | <i>Hollandise</i>    | 1.1.8  | B ✓ | <i>Bobotie</i>          |               |
| 1.1.4 | C ✓ | <i>Boerewors</i>     | 1.1.9  | A ✓ | Gluten                  |               |
| 1.1.5 | A ✓ | First in first out   | 1.1.10 | D ✓ | Sushi                   | (10 × 1) (10) |

**1.2 MATCHING ITEMS**

- |        |     |   |
|--------|-----|---|
| 1.2.1  | H ✓ | Removing all the feathers from the bird when preparing it         |
| 1.2.2  | E ✓ | Tying the legs and wings of a chicken to make it intact           |
| 1.2.3  | F ✓ | A mixture of cream and egg yolks used to thicken sauces           |
| 1.2.4  | K ✓ | Herring that is deboned, rolled and pickled in vinegar            |
| 1.2.5  | G ✓ | A flavoured fish stock that contains white wine                   |
| 1.2.6  | J ✓ | Finely diced vegetables used for garnishing                       |
| 1.2.7  | A ✓ | Separating poultry into pieces                                    |
| 1.2.8  | C ✓ | An example of a shell fish  |
| 1.2.9  | B ✓ | Removing viscera, scales, head and fins of a fish                 |
| 1.2.10 | D ✓ | Liquid with soluble nutrients and flavours extracted by simmering |
- (10 × 1) (10)

**1.3 ONE WORD ITEMS**

- |       |                    |        |                                    |
|-------|--------------------|--------|------------------------------------|
| 1.3.1 | Cover ✓            | 1.3.6  | Right ✓                            |
| 1.3.2 | Buffet ✓           | 1.3.7  | Labour cost ✓                      |
| 1.3.3 | <i>Sommelier</i> ✓ | 1.3.8  | High tea ✓                         |
| 1.3.4 | Host ✓             | 1.3.9  | Appetiser/Starter/ <i>Entree</i> ✓ |
| 1.3.5 | Billfold ✓         | 1.3.10 | Station ✓                          |
- (10 × 1) (10)

**1.4 SELECTION ITEMS**

- |     |                           |     |
|-----|---------------------------|-----|
| A ✓ | The quantity received     |     |
| C ✓ | Description of the item   |     |
| E ✓ | Bin number                |     |
| F ✓ | Date of issue for an item | (4) |

**1.5 SELECTION ITEMS**

- |       |                  |       |                  |
|-------|------------------|-------|------------------|
| 1.5.1 | A ✓              | 1.5.2 | B ✓              |
|       | F ✓              |       | D ✓              |
|       | H ✓              |       | E ✓              |
|       | <b>Any order</b> |       | <b>Any order</b> |
|       | (3)              |       | (3)              |

**TOTAL SECTION A: 40**

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

**QUESTION 2**

2.1 2.1.1 Salmonella ✓ (1)

- 2.1.2
- Nausea ✓
  - Headache ✓
  - Diarrhoea ✓
  - Vomiting ✓
  - Abdominal pains ✓
  - Fever ✓
- (Any 3 × 1) (3)

2.2	<b>DIRECT CONTAMINATION</b>	<b>CROSS CONTAMINATION</b>	
	Occurs when raw foods are exposed to toxins in their natural environment. ✓	Occurs when bacteria and viruses are transferred from a contaminated surface to one that is not contaminated. ✓	(2)

- 2.3
- Label all poisonous chemicals and cleaning compounds carefully. ✓
  - Store chemicals and cleaning compounds in separate area from the food. ✓
  - Never use galvanised containers to store acid foods such as tomatoes. ✓
  - Wash all fruit and vegetables thoroughly. ✓
- (Any 3 × 1) (3)

- 2.4 2.4.1
- Report the threat to the supervisor or manager. ✓
  - Phone the police or emergency services. ✓
  - Evacuate the building. ✓
  - Follow the rest of the evacuating procedures. ✓
  - Arrange for counselling. ✓
- (Any 4 × 1) (4)

- 2.4.2
- Compare the guest list. ✓
  - Divide the guests into groups and appoint a staff member to look after each group. ✓
  - Calm down the guests. ✓
  - Move all guests to a safe place on the same premises or transport them to another place where it is safe. ✓
  - When transporting guests to other premises, staff member should be in each vehicle to see to the needs of the guests. ✓
  - Offer them something to drink or try to make them comfortable. ✓
  - Make sure that all guests are safely evacuated by comparing a guest list with the safely evacuated guests. ✓
- (Any 4 × 1) (4)

- 2.5 2.5.1 ➤ Keep frozen foods at temperatures of -18 °C or lower. ✓  
➤ Keep frozen foods tightly wrapped to prevent freezer burn. ✓  
➤ Label and date all items. ✓  
➤ Defrost and clean the freezer regularly. ✓ (Any 3 × 1) (3)
- 2.5.2 ➤ Defrost frozen food thoroughly before cooking to allow proper heat penetration right through the centre of the food. ✓  
➤ Follow any thawing instruction provided with food. ✓  
➤ Never thaw food at room temperature/on the kitchen counter. ✓  
➤ Place food in the bottom shelf of the refrigerator to thaw, to keep the temperature below 4 °C. ✓  
➤ Place food in the container in the fridge to prevent cross-contamination due to dripping and leaking. ✓  
➤ Never refreeze food that has been thawed because food that has been thawed twice is very dangerous and may cause food poisoning. ✓ (Any 4 × 1) (4)
- 2.6 ➤ To control the use of stock ✓  
➤ To know when to re-order stock ✓  
➤ To know how much to re-order ✓  
➤ To ensure that the operation never runs out of stock ✓ (Any 3 × 1) (3)
- 2.7 **Deliveries can be rejected or returned if:**  
➤ The items was not ordered or is the incorrect product. ✓  
➤ The item was not delivered on time. ✓  
➤ The quality was inadequate. ✓  
➤ The price on the invoice was incorrect. ✓ (Any 3 × 1) (3)

**TOTAL SECTION B: 30**

## SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

### QUESTION 3

- 3.1 3.1.1 Milk:  $\frac{140 \text{ ml}}{1\,000 \text{ ml}} \times R11,99 \checkmark = R1,68 \checkmark$   
 Margarine:  $\frac{50 \text{ g}}{500 \text{ g}} \times R21,00 \checkmark = R2,10 \checkmark$   
 Sugar:  $\frac{45 \text{ g}}{1\,000 \text{ g}} \times R38,50 \checkmark = R1,73 \checkmark$   
 Dried yeast:  $\frac{7 \text{ g}}{7 \text{ g}} \times R 3,50 \checkmark = R3,50 \checkmark$   
 Salt:  $\frac{5 \text{ g}}{500 \text{ g}} \times R10,99 \checkmark = R0,11 \checkmark$   
 Bread flour:  $\frac{350 \text{ g}}{1000 \text{ g}} \times R35,50 \checkmark = R12,43 \checkmark$   
 Raisins:  $\frac{70 \text{ g}}{500 \text{ g}} \times R25,99 \checkmark = R3,64 \checkmark$   
 Total cost of the ingredients = R25,19  $\checkmark \checkmark$  (16)
- 3.1.2 Cost per portion =  $R25,19 \div 4 \checkmark = R6,30 \checkmark$  (2)
- 3.2 3.2.1 Not suitable,  $\checkmark$  because the menu contains alcohol and Muslims do not consume alcohol.  $\checkmark$  (2)
- 3.2.2 Protein  $\checkmark$  (1)
- 3.2.3 Broccoli *mornay* – *Morogo*  $\checkmark$   
 Butternut – *Chakalaka/Sheba*  $\checkmark$   
 Samp, *Phuthu/Pap*/Stiff maize porridge  $\checkmark$  (3)
- 3.2.4 *Mageu*  $\checkmark$   
*Umqombothi*/Sorghum beer  $\checkmark$  (Any 1  $\times$  1) (1)
- 3.2.5 Tomato – Fruit  $\checkmark$   
 Broccoli – flowers  $\checkmark$   
 Butternut – Guards and squashes  $\checkmark$  (3)

- 3.3 3.3.1 ➤ The tablecloth should have an overhang of 30 cm and must be neat and clean.  
➤ Use cloth napkins if possible and fold them elegantly. ✓  
➤ Make sure that there are side plates, cake forks, tea cups, saucers and teaspoons for each guest. ✓  
➤ Place the tea cup on the saucer with its ear to the right. ✓  
➤ Position the teaspoon beside the ear with the spoon facing forward. ✓ (Any 3 × 1) (3)
- 3.3.2 ➤ Sandwiches ✓  
➤ Savoury scones ✓  
➤ Crumpets ✓  
➤ Sausage rolls ✓  
➤ Tarts ✓  
➤ Pancakes ✓  
➤ Any relevant suitable answers (Any 3 × 1) (3)
- 3.4 ➤ Age ✓ – People of different ages have different energy needs. ✓  
➤ Religion or ethical issue ✓ – some food items are not acceptable to be consumed by different religions. ✓  
➤ Nationality/Culture ✓ – each culture or country has traditional or preferred foods. ✓  
➤ Preference and needs ✓ – some customers may need fast food or food to take away while other customers may prefer a formal sit down meal. ✓  
➤ Special nutritional needs ✓ – people with medical conditions and people with special diets require specific unique menus. ✓  
➤ Gender ✓ – men and women do not necessary choose the same amount or type of food. ✓  
➤ Job/Career ✓ – office workers may have different needs and preferences to mine workers or farmers. ✓  
➤ Any relevant explained points (Any 3 × 2) (6)

**[40]**

**QUESTION 4**

- 4.1 4.1.1 *Koeksisters* ✓ (1)
- 4.1.2 Yeast ✓ (1)
- 4.1.3 (i) Knocking down – to release the carbon dioxide and to break up large bubbles ✓ (1)  
(ii) Scaling the dough – to provide portions uniform in size ✓ (1)  
(iii) Proofing – to increase the volume of dough ✓ (1)
- 4.2 4.2.1 ➤ Physical raising agent ✓  
➤ Chemical raising agent ✓ (2)
- 4.2.2 ➤ Cake should be light with a good volume. ✓  
➤ Texture should be even and true to the nature of the type of cake. ✓  
➤ The crust should be smooth, rounded and without sugary spots. ✓  
➤ The colour should be attractive and brown on the outside. ✓  
➤ It should have a delicate flavour, true to the flavouring used. ✓  
(Any 3 × 1) (3)
- 4.2.3 ➤ Too much baking powder ✓  
➤ Oven too hot ✓  
➤ Consistency of batter was too soft ✓  
➤ Oven door slammed or opened before the product was done ✓  
(Any 2 × 1) (2)
- 4.3 4.3.1 A fillet is a cut of a fish without bones./Boneless sides of a fish with or without skin. ✓ (1)
- 4.3.2 Salt water fish/White round fish ✓ (1)
- 4.3.3 Steaming/Poaching ✓ (Any 1 × 1) (1)
- 4.3.4 ➤ When heat is applied to fish, the protein coagulates. ✓  
➤ Collagen in the connective tissue changes into gelatine. ✓  
➤ The flesh turns from translucent to white. ✓  
➤ The flesh separates into flakes. ✓  
➤ The flesh separates from bones. ✓  
➤ Too much heat will harden and toughen the flesh. ✓ (Any 3 × 1) (3)
- 4.3.5 ➤ Butter sauces ✓  
➤ *Tartare* sauce ✓  
➤ *Hollandaise* sauce ✓ (Any 2 × 1) (2)

- 4.4 4.4.1 Deboning ✓ (1)
- 4.4.2 ➤ The meat will cook evenly. ✓  
 ➤ Boned joints are easy to carve. ✓  
 ➤ The bones can be reserved for stocks. ✓  
 ➤ Interesting dishes can be prepared from less expensive cut of meat. ✓  
 ➤ Boned meat lends itself to stuffing which stretch the meat and yields more portions. ✓ (Any 3 × 1) (3)
- 4.4.3 ➤ Use a sharp knife and do not slice the carrot too fine. ✓  
 ➤ Prepare the carrot immediately prior to use. ✓  
 ➤ Wash vegetables properly but do not soak carrots in water. ✓  
 ➤ Cut carrots in even sizes. ✓  
 ➤ Peel vegetables only when absolutely needed. ✓ (Any 4 × 1) (4)
- 4.5 Long grain rice ✓ (1)
- 4.6 4.6.1 To soften the grains and speed up cooking ✓ (1)
- 4.6.2 To prevent the rice from being mashed and to keep the grains separate ✓ (1)
- 4.6.3 To prevent the rice granules from rupturing prematurely and result in sticky/gummy texture ✓ (1)
- 4.7 ➤ Store rice in a dry, dark place. ✓  
 ➤ Store in a stable room temperature. ✓  
 ➤ Store in a tightly sealed container. ✓ (Any 2 × 1) (2)
- 4.8 ➤ Store fresh herbs in a refrigerator. ✓  
 ➤ Loosely wrap herbs in a damp cloth or paper towel to keep them fresh. ✓  
 ➤ Keep them in a cool temperature. ✓ (Any 2 × 1) (2)
- 4.9 ➤ Parsley can be used as a garnish. ✓  
 ➤ Can be used to enhance flavour. ✓ (Any 1 × 1) (1)
- 4.10 ➤ Herbs are easy to grow. ✓  
 ➤ They aid digestion because they stimulate the flow of gastric juices. ✓  
 ➤ They enhance or accentuate the flavour of food. ✓  
 ➤ They contain oil that gives each herb its characteristic flavour and smell. ✓  
 ➤ They can be used whole, ground or chopped. ✓ (Any 3 × 1) (3)

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



**SECTION D: SECTORS AND CAREERS  
FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

- 5.1 5.1.1 *Sous chef* ✓ (1)
- 5.1.2
- Planning menus. ✓
  - Organising and supervising food production. ✓
  - Costing and budgeting for food supplies. ✓
  - Employment and dismissal of personnel. ✓
  - Purchasing new apparatus. ✓
  - Purchasing raw and other food items.
  - Planning work schedules. ✓ (Any 4 x 1) (4)
- 5.1.3
- The competency of the staff. ✓
  - The tables most commonly used by guests. ✓
  - The physical attractiveness of the station e.g. tables next to a window. ✓
  - The distance from the kitchen. ✓
  - The number of covers to be served. ✓ (Any 4 x 1) (4)
- 5.2
- No food outlet may supply food to any member of the public without a certificate of acceptability, issued by health inspectors and displayed in the facility. ✓
  - The regulations stipulate prohibition on handling and transportation of meat. ✓
  - They set standards and regulations for food premises, facilities, food containers, display and storage and temperature of food. ✓
  - They set regulations for hygienic clothing required by food handlers. ✓
  - They stipulate duties of the person in charge of the food premises and the food handler. ✓ (Any 4 x 1) (4)
- 5.3 5.3.1
- To compile workplace health and safety policies and guidelines. ✓
  - Elect health and safety representatives and hold regular meetings of workplace safety committees. ✓
  - Ensure that all systems and machinery are safe to use. ✓
  - Ensure that all potential hazards are eliminated. ✓
  - The workplace should be free of risks in order to prevent accidents. ✓
  - Ensure proper training and supervision of staff. ✓ (Any 4 x 1) (4)
- 5.3.2 Any person who fails to comply with the provisions of the OHS Act shall be guilty of criminal offence. ✓ He/She could be fined as much as R100 000. ✓ He/She could be sentenced to two years imprisonment. ✓ If death occurs, the person could be charged for culpable homicide. ✓ Court will order the employer to obey the rules of the Act within a set period of time. ✓ (Any 3 x 1) (3)

5.4 **Bad hygiene can lead to:**

- Food poisoning outbreaks and sometimes death. ✓
  - Food contamination and customer complaints. ✓
  - Pest infestation. ✓
  - Food waste caused by food spoilage. ✓
  - Legal action taken by people affected by food poisoning. ✓
  - Loss of production and food which has to be destroyed. ✓
  - Decontamination cleaning. ✓
  - Legal costs and fines by the health authorities if they prosecute you for breaking the laws. ✓
  - Loss of customers. ✓
- (Any 3 × 1) (3)

UNIVERSITY	UNIVERSITY OF TECHNOLOGY
<ul style="list-style-type: none"> <li>- They offer academic degrees that are more theory based. ✓</li> <li>- They focus on research. ✓</li> </ul> <p style="text-align: right;">(Any 1 × 1)</p>	<ul style="list-style-type: none"> <li>- Offer diploma and degrees that combine theory and practical learning. ✓</li> <li>- Provide cooperative and work integrated learning. ✓</li> </ul> <p style="text-align: right;">(Any 1 × 1)</p>

(2)  
[25]

**QUESTION 6**

6.1 6.1.1 *Table d' hôte* ✓ (1)

6.1.2 **CUTLERY:**

- Fish Fork ✓
  - Fish Knife ✓
  - Dinner Fork ✓
  - Dinner Knife ✓
  - Soup spoon ✓
  - Dessert spoon ✓
  - Dessert fork ✓
- (Any 2 × 1)(2)

**CROCKERY:**

- Side plate ✓
  - Dinner plate ✓
- (Any 2 × 1)(2) (4)

6.1.3

- Serve ladies first and the hostess or host last. ✓
- Follow in an anti-clockwise sequence around the table. ✓
- Place the plate in front of the guest with the meat at six o'clock. ✓
- Always carry cutlery in a restaurant on a service plate and cover it with a serving cloth or serviette. ✓
- Use a service cloth to handle warm plates. ✓

(Any 4 × 1) (4)

6.1.4

- Wash glasses in warm soapy water. ✓
- Rinse them with clean warm water and place upside down. ✓
- Steam glasses over a bowl of boiling water. ✓
- Polish using a clean, dry cloth. ✓

(Any 3 × 1) (3)

- 6.2 ➤ The interior design and décor should blend with the theme of the restaurant. ✓
- The furniture should emphasise the character of the restaurant but should be comfortable and durable. ✓
- The colour scheme should create a warm and welcoming atmosphere. ✓
- Use different types of lighting such as candles, low lighting or natural lighting. ✓
- Choose music that enhances the restaurant theme and the type of food on offer. ✓
- Music should not be overwhelming; customers should be able to hear each other. ✓
- Room temperature should be comfortable. ✓
- A room should be well ventilated. ✓ (Any 5 × 1) (5)
- 6.3 ➤ Crumbing down should be done after the main course before serving the dessert. ✓
- Hold the plate on the flat of your left hand with your hand under the centre of the plate. ✓
- Fold a service cloth and hold it in your right hand or between a spoon and a fork. ✓
- Start on the right of the host. ✓
- Stand between two guests. ✓
- Brush down half-way from both guests onto the plate using the folded service cloth. ✓
- Pull down the handle of the piece of dessert cutlery facing you from both guests. ✓
- Continue anti-clockwise in this way, brushing and pulling down cutlery by the stem. ✓
- Finishing with the host. ✓ (Any 4 × 1) (4)
- 6.4 ➤ The theme of the table decorations should be appropriate for the type of function. ✓
- Table décor must blend with the rest of the décor. ✓
- Table decorations should contribute to the theme. ✓
- Table décor should not hamper the vision of the guests. ✓
- The colour of the flowers, tablecloths and serviettes should blend with the colour scheme. ✓
- The flowers should not have an overpowering fragrance. ✓ (Any 4 × 1) (4)
- [25]**

**TOTAL SECTION D: 50**  
**GRAND TOTAL: 200**