

basic education

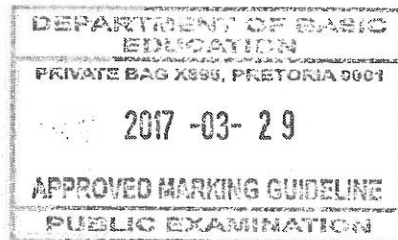
Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2017
MEMORANDUM**

MARKS: 200



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Please turn over

K. Kleintjes
27/03/17
Final

A. van der ...

30/3/17

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	C✓
1.1.2	A✓
1.1.3	B✓
1.1.4	A✓
1.1.5	D✓
1.1.6	C✓
1.1.7	A✓
1.1.8	D✓
1.1.9	B✓
1.1.10	A✓

(10)

1.2 MATCHING ITEMS

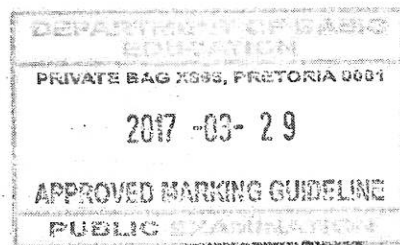
1.2.1	I✓
1.2.2	F✓
1.2.3	A✓
1.2.4	B✓
1.2.5	C✓
1.2.6	G✓

(6)

1.3 ONE-WORD ITEMS

1.3.1	De-alcoholised/Alcohol-free✓
1.3.2	Hanepoot✓/Jeripigo✓/Muscadel/Port/Sherry✓
1.3.3	Liquor Act✓
1.3.4	Baking blind✓
1.3.5	Tele-marketing/Telesales✓
1.5.6	Marbling✓
1.3.7	Horseradish/gravy/jus✓
1.3.8	Sushi✓
1.3.9	Chutney✓
1.3.10	Soya✓

(2)



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1.4 SELECTION

1.4.1	A/Stationery✓; D/Cleaning materials✓
1.4.2	B/Tournedo✓; C/Medallion✓

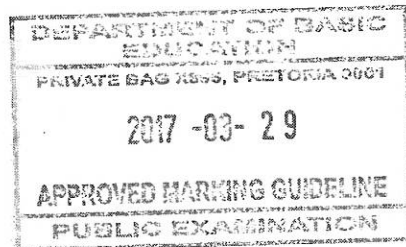
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1.5 MATCHING ITEMS

1.5.1	C✓	(v) ✓
1.5.2	D✓	(iii) ✓
1.5.3	B✓	(iv) ✓
1.5.4	F✓	(i) ✓
1.5.5	G✓	(ii) ✓

(10)

TOTAL SECTION A: 40



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89

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

QUESTION 2

2.1 2.1.1 24–48 hours✓ (1)

- 2.1.2
- Food handlers with gastroenteritis should inform their employer as soon possible✓
 - Food handlers should not work if they have diarrhoea✓
 - Food handlers should maintain good personal hygiene✓/ (wash hands after using the toilet, refuse, after touching your body, your hair, nose etc..)✓
 - They should wash and sanitise equipment and surfaces after handling raw meat and poultry✓
 - They need to ensure that food is thoroughly cooked especially chicken, fish and eggs✓
 - Insects and rodents should be eliminated from the kitchen✓ by installing screen on windows✓
 - The kitchen should comply with proper storage regulations✓
 - All food should be covered when stored✓
 - Cooked foods should be separated from raw foods✓
 - Food should not be stored on the floor✓
 - Waste should not be left to accumulate✓; lids must be kept on the bins at all times. ✓
 - Avoid cross contamination between raw and cooked food.
 - Maintain separate work areas for raw and high risk foods.

(Any 5) (5)

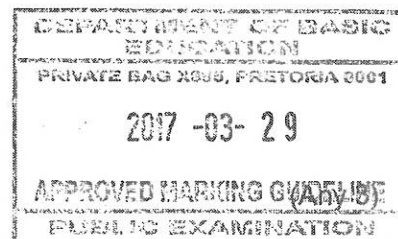
2.1.3 (a) **GASTROENTERITIS**

- Diarrhoea✓
- Nausea and vomiting✓
- Dehydration✓
- Stomach ache✓
- Headache✓
- Fever✓

(Any 3) (3)

2.1.3 (b) **TUBERCULOSIS**

- Continuous cough✓
- Feeling tired all the time✓
- Weight loss✓
- Loss of appetite✓
- Coughing up blood✓
- Night sweats✓
- Chest pains✓
- Shortness of breath✓
- Fever ✓
- Chills✓

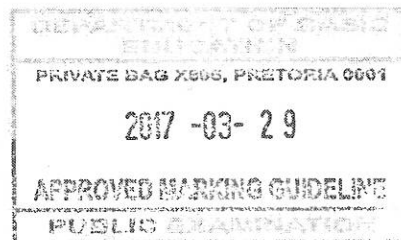


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- 2.2 2.2.1 Good service is defined as service that treats customers with a friendly attitude/good/positive attitude√ and tries to resolve customer problems/complaints/questions/queries efficiently as possible.√ Being served by staff who maintains a neat appearance√, who are polite and who are concerned with all the customer's needs. √ (Any 2) (2)
- 2.2.2 The management decides on the level of service they would like in their restaurant√. The level of training differs√, Service is often linked to the price√ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service√
The more expensive the dish , the better the service is supposed to be√ (Any 3) (3)
- 2.3 2.3.1 Point of sale system (POS)√ (1)
- 2.3.2 The system will assist restaurant employees to complete their daily tasks that include: food and beverage orders√, communication of tasks to the kitchen√, guest bill settlement√, credit card processing√, charges posted to guest accounts in the hotel√ and efficiency and accuracy in keeping records and accounts √. The system can save money for the restaurant√. The owner can obtain more information with accompanying detailed reports √. Helps to increase productivity√ (Any 2) (2)

TOTAL SECTION B: 20

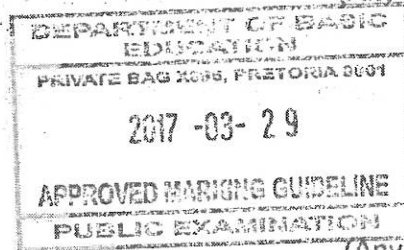


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**SECTION C: NUTRITION:
MENU PLANNING AND FOOD COMMODITIES**

QUESTION 3

- 3.1 3.1.1 Make jam ✓
Make jelly ✓
It can be glazed ✓
It can be canned ✓
It can be frozen ✓ (Any 2) (2)
- 3.1.2 -Wash and remove the pips from the cherries ✓
-Prepare a sugar syrup ✓
-Boil the food in the syrup until soft ✓
-Scoop the cherries into sterilised jars ✓
-Fill with syrup and seal ✓ (Any 4) (4)
- 3.2 3.2.1 Net profit: selling price-total cost (food cost + overhead cost) ✓
= R10 000 – (R3500+R2500) ✓
= R10 000 – R6000 ✓
= R4000,00 ✓ (Any 3) (3)
- 3.2.2 Cost per person= Selling price/number of people
= R10 000/100 people ✓
= R100,00 per person ✓ (Any 3) (3)
- 3.2.3 -Name of the company, address, contact details ✓
-Personal information of the client: name, contact number, address ✓
-Information regarding the function: date, time, dietary requirement, type of function ✓
-Additional charges ✓
-Special requests ✓
-Payment terms ✓ (Any 4) (4)
- 3.3 3.3.1 (a) Step 4: to prevent the eggs from cooking ✓/curdling ✓ (Any 1)
- (b) Step 7: to finish the baking process ✓, to allow for the pastry to dry out ✓, so the cavity is encased in a delicate, crispy shell ✓
To prevent burning ✓
To prevent the outside of the choux pastry baking too quickly with the cavity still being moist ✓. (Any 2) (3)
- 3.3.2 Chocolate ✓
Caramel ✓
Vanilla/chocolate icing ✓
Fondant ✓
Spun sugar ✓
Sprinkled with icing sugar ✓
Hot chocolate sauce ✓ (Any 2) (2)



3.3.3 Too much water will evaporate✓ resulting in too little steam✓ and the final product will be reduced in volume✓ (Any 2) (2)

3.4	POLLO VEGETARIAN	PESCO VEGETARIAN	(4)
	-Diet includes poultry, milk, dairy products, eggs, vegetables and fruits✓	-Diet includes fish, seafood, milk, dairy products, eggs, vegetables and fruits✓	
	-Diet excludes red meat, fish and seafood✓ (Any 2)	-Diet excludes red meat and poultry✓ (Any 2)	

3.5 3.5.1 White beans will take on the colour of the red speckled beans✓ (1)

3.5.2 It takes longer to cook✓, and the beans may break or separate from the skins✓ (Any 1) (1)

3.6 3.6.1 3-5 cocktail snacks✓ (1)

3.6.2

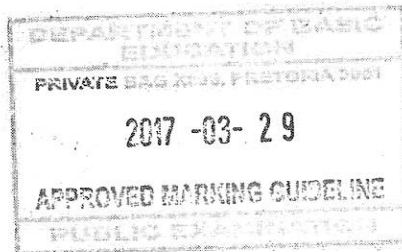
- The snacks must be bite sized✓
- Include hot and cold savoury snacks✓
- Include two to three sweet snacks✓
- They must be visually attractive and colourful✓
- They must be tasty and well-seasoned✓
- They must include a variety of flavours✓
- Ingredients should be easily recognisable✓
- Personal and kitchen hygiene is essential✓
- Vary shapes and dimensions✓
- Use contrasting textures✓
- Use garnishes of different textures/use simple garnishes✓
- Balanced food trays✓ (Any 4) (4)

3.6.3 Unsuitable✓
The guest will dirty their fingers✓, or may need a finger bowl✓
Need a side plate to serve✓
Guests will feel uncomfortable to hold a rib bone and eating from it while socialising✓ (3)

3.6.4

- Fruits dipped in chocolate✓
- Milk tartlets✓
- Chocolate truffles✓
- mini scones✓
- mini pavlovas
- mini eclairs

(Any relevant answer) (3)
[40]



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QUESTION 4

4.1 4.1.1

BEEF	LAMB
Colour: bright red to cherry red ✓	Colour: bright light red ✓
Texture: smooth, fine and firm ✓	Texture: smooth, fine grain firm and not dry ✓
Fat: creamy or yellow colour / Beef fat in older animals is yellow and firm ✓	Fat: white /pinkish/older animals hard and white ✓
Bones: Whiter and harder ✓	Bones: soft red and porous ✓
(Any 2)	(Any 2)

(4)

4.1.2 It is a tough cut of meat/contains a lot of connective tissue ✓
Stewing is a moist heat cooking method ✓, converting the white connective tissue to gelatine ✓, this slow cooking method makes is tender ✓ (Any 2) (2)

4.1.3 Mashed potatoes ✓
Cous cous ✓
Pap ✓
Noisette/fondant potatoes ✓
Mint jelly ✓ (Any relevant answer) (1)

4.2 4.2.1 A banquet is a formal meal ✓ to which a group of guests will be invited to celebrate an event, to honour special guests or any other type of special occasion/comprises a minimum of 50-100 guests ✓. (2)

4.2.2 Food and Beverage Service ✓
Food preparation ✓ (2)

4.2.3 Jews only consume food that is kosher/clean ✓
They do not eat the hindquarter of an animal ✓
They may not mix meat and dairy products during a meal ✓
All shellfish, snails and birds of prey are forbidden ✓
Pork and pork products are not permitted ✓ (Any 3) (3)

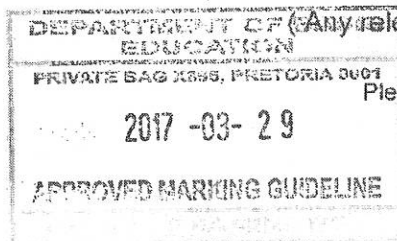
4.2.4 8-10 waiters ✓ (1)

4.3 4.3.1 Puff pastry ✓ (1)

4.3.2 (a) Butter: contributes to the rich flavour/better taste ✓, contributes to colour ✓ (2)

(b) Water: develops the gluten in the flour ✓, transforms into steam ✓ and helps to leaven the pastry ✓. (Any 2) (2)

4.3.3 Creamed spinach ✓
Chicken and mushroom ✓
Steak and kidney ✓
Mince ✓
Fish ✓ (Any relevant answer) (2)

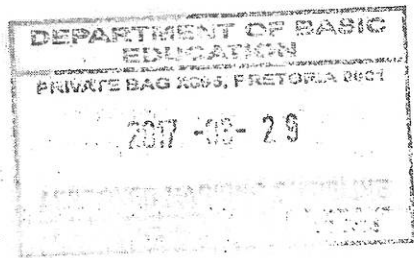


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- 4.3.4 -Light in texture✓
-Flaky layers✓
-Light golden brown colour✓
-Uneven surface✓
-has a rich delicate taste✓ (Any 3) (3)
- 4.4 4.4.1 Flavoured and unflavoured✓
Powdered/Granulated✓
Leaf/sheet✓ (Any 2) (2)
- 4.4.2 (a) Too much sugar will weaken the gel✓, retards the setting process✓ (Any 1) (1)
- (b) Weakens the jelly✓, retards the setting process✓, will melt more easily✓ (Any 1) (1)
- (c) Dish will start to melt✓ (Any 1) (1)
- 4.5 4.5.1 The batter is steamed in moulds in a steamer or a big pot with water and then turned out for service. ✓
Make sure that no water splashes into the bowl when steaming as this will cause the pudding to be soggy. ✓ (2)
- 4.5.2 Choose the right size and shape of the plate✓
Pudding must be turned out on the middle of the plate✓
Arrange, decorate and garnish the pudding on the plate✓
The dessert can be flambéed✓ -- pour brandy over and set it alight✓ (Any 2) (2)
- 4.5.3 Custard✓
Cream✓
Ice Cream✓
Brandy sauce✓ (Any 2) (2)
- 4.6 4.6.1 People with HIV have greater nutritional needs and adequate diet is essential to promote a strong immune response to help HIV people to manage the symptoms✓.
Good nutrition slows down the progression from HIV to Aids✓, and is required to optimise the benefits of Anti retro viral drugs✓.
A healthy diet can prevent and cure malnutrition, but it cannot cure HIV and Aids✓.
People with Aids need to maintain a healthy body weight and take in enough protein so that they can maintain their muscle mass✓
The diet should consist of fresh fruits and vegetables in order to boost the immune system✓
Increase vitamin intake to avoid micro-nutrient deficiencies and other complications. ✓ (Any 4) (4)

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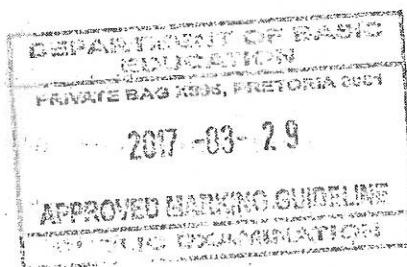
TOTAL SECTION C: 80



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SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 5.1.1. The target market will be determined by:
Demographic factors✓ e.g. marital status, age, family size i.e. Pay a single midweek rate and your friend/partner stays free when sharing with you, Needs and income✓
Psychographic factors: activities✓ i.e. Daily game drives, tennis and saunas✓
Product related factors✓, which describe which products or services the customers prefer i.e. Luxurious accommodation on a game farm midway between Cathcart and Queenstown, in the heart of Eastern Cape. ✓ (Any 3) (3)
- 5.1.2 Yes promotion has been used✓
Give away 2 for 1: pay the single midweek rate of R600 and your friend/partner stays free when sharing with you. ✓ (2)
- 5.1.3 It is expensive✓ because you are getting only one amount for two people✓. (1)
- 5.1.4. The size of the container should not mislead the customer as to the size of the actual contents✓
Packaging should be easy to handle✓
Information on packaging should be clear✓
Packaging should be suitable for the contents✓
It should be strong, hygienic and clean✓
If possible, it should be recyclable and reusable✓ (Any 2) (2)
- 5.1.5 Business address✓
Form of business✓
Branding✓
Short, medium and long term goals✓
Street map✓
Site plan showing the layout of the business✓ (Any 4) (4)
- 5.1.6 Springbok Game lodge contributes to job creation by:
Direct job creation: positions in the hospitality industry✓ examples: Lodge receptionist✓, Room attendant✓, Tour guide✓, Masseurs✓, chef✓, waiters✓, doorman✓ (Any 2)
- Indirect job creation: positions that does not form part of the hospitality industry✓ examples: Manufacturers of the linen used in the lodge✓, suppliers of food, drinks✓, producers of furniture✓ (Any 2) (4)



5.2 5.2.1

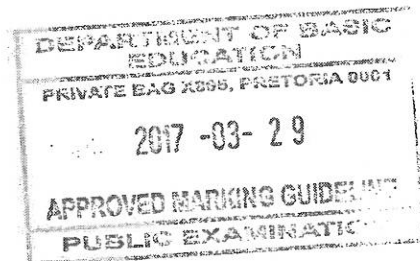
REVENUE GENERATING AREAS	NON-REVENUE GENERATING AREAS
Bars✓ Food and beverage✓ Guest rooms✓	Finance✓ Security✓ Maintenance✓

(6)

5.2.2 These two departments depend on each other because sales and marketing is responsible for making potential customers aware of the products and services that the establishment offers✓. They ensure that customers make use of the products and services which provides an income for the business✓. The financial department ensures that the income is spent according to the budget and needs of the establishment✓. (Any 2) (2)

5.2.3 -Supervises personnel✓, property✓ and key control✓
-They must protect the establishment, staff and the guests from the following criminal activities:
-credit card skimming✓
-liability or insurance fraud
-terrorism✓
-information technology✓
-gambling fraud✓
-acts of violence✓ (Any 3) (3)

5.2.4 -Movable cocktail bar✓/Liquid chefs✓
-Drinks on wheels✓
-smoothie station✓
-Vendor✓
-children birthday party drinks✓ (Any 3) (3)
[30]



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QUESTION 6

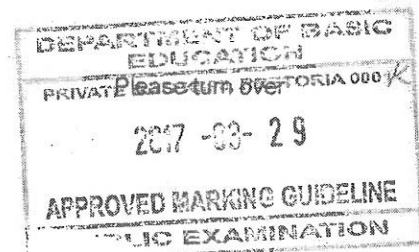
- 6.1 6.1.1 Refers to getting equipment (cutlery, crockery) and tablecloths ready before meal is served ✓/ to put in place ✓/pre-preparation ✓ (2)
- 6.1.2 Check to see if the table cloth is:
Clean ✓and has no food stains ✓/ or wax stains from candles ✓/
not burnt, shabby or worn out ✓
ironed ✓
hanging evenly from each side of the table ✓
not upside down ✓ (Any 3) (3)
- 6.1.3 The glass should be washed in warm water with dishwashing liquid ✓
Rinse in clean warm water ✓
Airdry ✓
Steam the glass over a bowl of boiling water ✓
Polish using a clean, dry cloth ✓ (3)
- 6.1.4 Chardonnay is suitable ✓/ because white meat (fish) goes well with white wine ✓ M159
F 52
(2)
- 6.1.5 The red wine glass must be positioned 2.5cm ✓/ from the tip of the main course knife ✓/ and at 45° angle to the left of the white wine glass ✓/ White wine glass first and red wine glass second ✓ (Any 3) (3)
- 6.1.6 The red wine needs to be stored in the dark ✓/ to avoid damage from ultra violet light ✓/
Place red wine bottles on their side so that the corks stay moist and swollen ✓/ providing an airtight seal.
Store red wine bottles upside down in a box ✓
Store similar wines together ✓
Pack and store wine bottles with the label to the top or to the front ✓
Wine prefers a slightly damp location free from vibration ✓ (Any 4) (4)

6.2 6.2.1

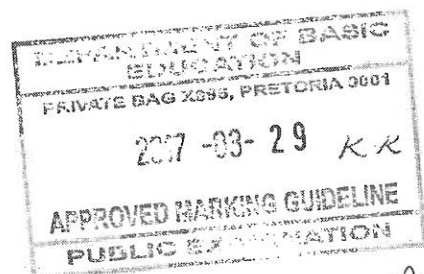
ON-CONSUMPTION	OFF-CONSUMPTION
Allows the liquor to be consumed where it is bought ✓/ liquor not taken off the premises ✓/ Examples: hotels, restaurants, clubs ✓/ (Any 2)	Allows liquor to be bought but consumed elsewhere ✓/ removed from premises ✓/ Examples: liquor stores, wholesale liquor outlets ✓/ (Any 2)

(4)

- 6.2.2 In plated service food is portioned and plated directly onto individual plates ✓/ in the kitchen or at a service point ✓/ and then served to customers ✓/ on the right hand side ✓ (3)



- 6.2.3 Better portion control✓
Less wastage✓
More creativity from the chef who plates the food✓
Specialised training in terms of serving food from the platter is not required✓
Skilled waiters for carrying plates without disturbing food arrangement on the plates✓ (Any 3) (3)
- 6.3 Food will be spoiled✓
Food wastage will cost the lodge✓
The menu may need to be adapted and therefore the guests may not receive their preferred orders ✓failure e.g. a gelatine dish wont set✓
Unexpected cost will be incurred in order to fix the fridge.✓
Disgruntled guests leading to negative word of mouth and no repeat visitors leading to loss of business to the game lodge✓ (Any 3) (3)
- TOTAL SECTION D: 60**
GRAND TOTAL: 200



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