



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

MEMORANDUM

NOVEMBER 2008

MARKS: 200

This memorandum consists of 13 pages.

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

1.1.1	C/A	LO2AS2
1.1.2	A	LO2AS2
1.1.3	C	LO1AS1
1.1.4	D	LO3AS1
1.1.5	B	LO3AS2
1.1.6	D	LO3AS5
1.1.7	B	LO3AS5
1.1.8	D	LO3AS5
1.1.9	C	LO4AS3
1.1.10	B	LO3AS5

(10)

1.2 MATCHING ITEMS

1.2.1	G
1.2.2	D
1.2.3	E
1.2.4	F
1.2.5	A
1.2.6	I

(6)

1.3 FILL IN THE MISSING WORD

1.3.1	Cover	LO4AS3
1.3.2	Opening Mise-en-place /Mise- en-place	LO4AS3
1.3.3	Buffet / self	LO4AS3
1.3.4	A la Carte	LO4AS3
1.3.5	Service/waiters	LO4AS3

(5)

1.4 ONE-WORD TERMS

1.4.1	Veal /calf	LO3AS5
1.4.2	Elastin	LO3AS5
1.4.3	Any form of dried legume or pulse/ dry beans or peas	LO3AS5
1.4.4	Paté	LO3AS5
1.4.5	Muslim	LO3AS5
1.4.6	Glazing/glaze	LO3AS5
1.4.7	Profiteroles	LO3AS5
1.4.8	Phyllo/Purr/Phar	LO3AS5
1.4.9	Mint sauce	LO3AS5

1.4.10	Larding	LO3AS5
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(10)

1.5 MATCHING ITEMS

1.5.1	G	LO4AS4
1.5.2	A	
1.5.3	E	
1.5.4	B	
1.5.5	C	

(5)

1.6 MATCHING ITEMS

1.6.1	F	LO3AS5
1.6.2	C	
1.6.3	D	
1.6.4	B	

(4)

TOTAL SECTION A: 40

		<ul style="list-style-type: none"> • Willing to assist /Helpful. • Tolerance. • Self discipline • Patient • Respect 	(4)
		(any 4)	
2.2.2		ATMOSPHERE	LO2AS1
		<ul style="list-style-type: none"> • Contribute to professional appearance and functioning of the establishment. • Contribute to the safety of the establishment and the employee. • Contribute to a sense of order, discipline in the establishment. • Contribute to hygiene and neatness. 	(2)
		TEAMWORK	
		<ul style="list-style-type: none"> • Convey to others that they have pride in their job and pride in their appearance. • Indicate interest, willingness and keenness that they care about the job. • Creates unity/ part of the team 	(2)
		PRODUCTIVITY	
		<ul style="list-style-type: none"> • Become more productive when you look professional, • Practical examples with regard to uniform can be considered e.g. comfortable shoes. • Pride in their job promotes productivity. • Sense of belonging that forces the worker to be more productive. • Promotes teamwork – increases productivity. 	(2)
2.3	2.3.1	SYMPTOMS OF TB	LO2AS2
		<ul style="list-style-type: none"> • Get tired easily • Feel slightly feverish • Cough frequently • Sharp pain in the chest when breathing deeply • Spitting up of blood • Loss of appetite • Night sweats • Weight loss • Short breath 	(4)
		(any 4)	
	2.3.2	TB – FOOD HANDLING	LO2AS2
		<ul style="list-style-type: none"> • They can infect the food. • Employees can be affected • Guests are also at risk of infection. • This will lead to decrease in workforce and in productivity, due to other food handlers being infected. 	(any 3) (3)
2.4	2.4.1	TREATMENT FOR CUTS	LO2AS3
		<ul style="list-style-type: none"> • Apply direct pressure to the wound; do not remove the pressure bandage. • Do not rinse in or under water. 	

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- Check that the patients pulse below the wound to make sure that the blood is flowing to all parts of the body.
 - Lift the part which is bleeding above the level of the heart.
 - In the case of the small cut, apply pressure with your fingers.
 - When the bleeding has stopped apply a suitable dressing.
 - Treat for shock (any 5) (5)
- 2.4.2
- Wear gloves LO2AS3
 - Description of gloves e.g. non- porous (rubber or Latex)
 - Use a barrier device that will help limit the spread of infectious diseases. (2)
- TOTAL SECTION B: 40**

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 3.1.1 **COMPUTERS SIMPLIFIED MANAGEMENT IN THE KITCHEN** LO3AS1
- A computerized system is capable of performing the following tasks in a food service operation:
- Stock control improved
 - Less time consuming
 - Easier to determine the amount of stock that is in the store at any given time
 - If computerized system is used - makes it possible for the chefs to request stock from store keeper who in turn types the request onto the computer. Cost is recorded instantly and deducted from stock.
 - Computer link between customers and kitchen.
 - Orders taken can be displayed on monitors in food preparation areas.
 - Sales can be recorded and dish analysis can be done – this helps to identify which dish is popular.
 - Financial planning can be done
 - Personnel training records
 - Food production planning/ Ingredient list
 - Menu planning
 - Recipe standardization (7)
 - Receiving control
 - Budget control.
 - Labour saving (any7)
- 3.1.2 **RECORD KEEPING / STOCK CONTROL** LO3AS2
- A stock control system helps to manage and control the flow of stock through an organization.
 - Helps with tracking stock movements
 - Deals with deliveries and issuing and stocktaking.
 - Takes time initially to record all stock but once done the system will operate smoothly. (3)
 - Prevent stealing
 - Control of expire dates/ losses
 - Stock can be ordered / purchased on time
- (any3)

3.2

LO3AS2

BIN CARD				
COMMODITY: Tomato Puree✓				
PACKAGE SIZE: 500 g (canned) ✓				
Date	Receipt or issue voucher no.	Received	Issued	Balance
1 week before			4✓	2✓
Today's date		10✓		12✓
Today's date			11✓	1✓

(8)

3.3

3.3.1

CHOUX PASTE

- (a) Water evaporates✓ and this will change the ratio of the water, fat and flour. ✓
- (b) High heat ✓ will coagulate/ cook the eggs. ✓
- (c) To form a soft dough✓ and hold its form ✓when baked/ to develop gluten✓ / emulsification✓
- (d) To develop steam ✓/ dry cavity/ ✓prevent burning✓
- (e) To allow steam to escape✓. This prevents choux paste from becoming soggy✓/ to prevent collapse✓ .

LO3AS5

(2)

(2)

(2)

(2)

(2)

3.3.2

- Improves flavour.
- Improves keeping quality
- Improves texture
- Improves taste
- Improves colour

LO3AS5

(1)

(any 1)

3.4

- Everything must be as cold as possible.
- Use only the fingertips when rubbing the fat into the flour.
- Pastry should be handled lightly.
- Use ice-cold water.
- Shortening should be hard.
- Rest in the fridge after each fold

LO3AS5

(3)

(any 3)

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3.5	SHORT CRUST PASTRY (2)	PUFF PASTRY (2)	LO3AS5
	Rub /cut fat into flour	Rub/ cut fat into flour	
	Sift dry ingredients together	Sift dry ingredients together	(4)
	Cut in liquid	Cut in liquid	
	Knead lightly	Knead lightly	
	No rolling and folding	Dough must be rolled and folded	

- 3.6 3.6.1 **DESSERTS** LO3AS5
- (a) Meringues:
- Without fillings
 - Should be kept in an airtight container
- (2)
- 3.6.2 (b) Pancakes: LO3AS5
- Can be frozen.
 - Pancakes should be separated by for e.g. layers of greaseproof paper before freezing.
 - Must be cooled before it is stored in the freezer.
 - Refrigerate for short period. (any 2)
- (2)
[40]

QUESTION 4: MENU PLANNING

- 4.1. 4.1.1 3 courses LO3AS4
(2)
- 4.1.2 Starter: Butternut soup, Sousboontjie soup, Smoorsnoek, Morogo, Seafood starter, Waterblommetjies, yams. (Any local commodity but not the same as the main dish). LO3AS4
Main: Ostrich, Springbok (Game meat) or any other game, Lekgotlloane, Tripe. (Any local traditional meat dish) (2)
- 4.1.3
- No
 - Meat and milk dishes cannot be served on the same menu
 - They do not eat pork only lamb, beef and venison.
 - They only eat kosher meat.
 - Cut is unsuitable, Hind quarter not eaten by Jews
- (3)
- 4.1.4
- Instead of red meat use chicken or fish
 - Use steamed /boiled vegetables instead of sautéed
 - Use a tossed Green salad without a dressing instead of Greek salad.
 - Cut down on the amount of salt in the meal.
 - Use fat free milk when preparing the baked custard.
 - Reduce the amount of fat in the menu.
 - Roast Sirloin replaced by grilled Sirloin. (any 5)
- (5)
- 4.1.5
- It is a good source of protein.
 - Also contain calcium, iron and vitamins, it is healthy
 - Meat is more expensive than TVP, and can feed more people at a low
- LO3AS5

	cost			
	<ul style="list-style-type: none"> • Caters for vegetarians • Can prepare a wide variety of dishes using TVP • Low in Cholesterol • Low in Kilojoules 	(4)		
		(any 4)		
4.2	COSTING		LO3AS3	
4.2.1	Cost of menu: $R1\ 400 + 800 = R2\ 200 / 40 = R55,00$ per person	(2)		
4.2.2	$R3\ 200 - R2\ 200 = R1\ 000$	(1)		
4.2.3	Rent, water, electricity, telephone, leases on equipment and vehicles	(2)		
4.3	4.3.1 ADVANTAGES OF COCKTAIL FUNCTIONS		LO4S3	
	<ul style="list-style-type: none"> • A large number of the above group can be catered for in a small space. • Minimal cutlery and crockery is required for the group. • The group can move around and mingle • No sitting arrangements required 	(2)		
	4.3.2	<ul style="list-style-type: none"> • The venue should be set up so that the buffet table and drinks service area are easily accessible / central table. • Smaller tables should be spread around the venue with napkins and light snacks. • Side plates and glasses should be put out before the function. • A place should be provided to put drinks down while eating. • A place should be provided to deposit dirty plates and glasses. • Cold snacks are usually laid out on a buffet table. • Hot snacks may be on the buffet in chafing dishes or in hot tray. 	(4)	LO4AS3
		(any 4)		
	4.3.3	<ul style="list-style-type: none"> • Spirit • Aperitifs • Wine • Beer • Mixers • Soft drinks • Fruit punch 		LO3AS6
		Any examples of the above	(4)	
		(any 4)		
	4.3.4	<ul style="list-style-type: none"> • There should be 6 – 8 different types of snacks (Sweet and Savoury) • Both hot and cold. • If guests had lunch and no supper serve 7 – 10 snacks per person. • If cocktails are served before a meal, 3 – 5 savoury snacks per person should be served. 		LO3AS6

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- Include at least two items that are more substantial for example bobotie served in a ramekin.
- Round the function with 2 – 3 snacks, for example strawberries dipped in chocolate.
- Time of function (3)
- Type of function (Formal or Informal)
- Number of guests
- Duration of the function

4.4 **MEAT**

4.4.1	Hind quarter	LO3AS5 (1)
4.4.2	1 – Thin flank 2 – Rump 3 – Silverside 4 – Shin/shank	LO3AS5 (4)
4.4.3	<ul style="list-style-type: none"> • Fewer bones • Softer and more tender • More tender meat than from forequarter • Suitable for dry cooking methods 	LO3AS5 (any 1) (1) [40]

TOTAL SECTION C: 80

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

5.1	5.1.1	Linen should be replaced because of burns, stains, frayed edges, fluff, thin, colour fading and holes. (any 2)	LO4AS1 (2)
	5.1.2	<ul style="list-style-type: none"> • Linen must be counted into bundles of ten for easy counting and control when laundered. • Signed in and out • secured by locking the storeroom. • Linen discards must also be noted on control sheets. • Linen must be counted so that they match what was sent to the laundry. (3) • The single fold side should be to the front for easy counting. • First –in First out. (any 3) 	LO4AS1
	5.1.3	<ul style="list-style-type: none"> • Check the quantities of new stock as it comes in • Match what was ordered on the purchase order in the order book against the delivery note. • Check the sell by date on the new containers or bottles. • Make sure that the crates and other cases contain the right number of bottles. • Agree that empties are returned with the delivery person and make sure that they are recorded on the returns note. • Report shortages and other discrepancies to the delivery person. • When satisfied sign the invoice or delivery note. Always keep one of the copies. (4) • Identify broken and leaking bottles. (any 4) 	LO4AS1
5.2	5.2.1	THE VENUE <ul style="list-style-type: none"> • Wishes of the organiser • Number of guests • Size and shape of room • Names of the team members and their spouses • Names of the other main guests. • Special needs example wheelchairs. • Table size and number of tables required. (any 5) (5) 	LO4AS3
	5.2.2	<p>So that all the arrangements can be checked and everyone is informed.</p> <ul style="list-style-type: none"> • One copy to the organiser • One copy placed at the entrance for guests • One copy for the banqueting manager (4) 	LO4AS3

5.3	5.3.1	Crumbing down	LO4AS4 (1)
	5.3.2	<ul style="list-style-type: none"> • Fold serviette and use a side plate. • Hold plate under the edge of the table with your left hand. • Brush down from the guests left and then bring down the dessert fork. • Brush down from the guests' right and bring down the dessert spoon. • Finish with the host. <p style="margin-left: 20px;">(any 3)</p>	LO4AS4 (3)
5.4	5.4.1	<ul style="list-style-type: none"> • Do not switch on too many lights at the same time, you do not always need bright lights for a task. • Prepare food in bulk where possible. • Do not open the fridge door or the cold room unnecessarily. • Use oven to its maximum. • Make use of dried food to save freezer. • Do braais and potjies. • Use pressure cookers to shorten cooking time. • Canning can also be used to save the use of the freezer • Use energy saving bulbs • Switch off geyser in the kitchen • Solar energy can be used <p style="text-align: right; margin-right: 20px;">(any 7)</p>	(7)
	5.4.2	<ul style="list-style-type: none"> • He must devise means to make money during load shedding. • Advertise so that people are aware that meals are available at his B&B though there is load shedding. • Be creative; know in advance when load shedding is taking place in order to prepare exciting meals /prepare meals that will not need electricity. • He can invest on alternate cooking. • He can use alternate lighting/ generator. <p style="margin-left: 20px;">(any 3)</p>	LO1AS2 (3)
5.5	5.5.1	Waiter's friend	LO4AS2 (1)
	5.5.2	<p>A – used to cut off a capsule on a bottle B – used to open a cap from a bottle C – used to remove a cock from a bottle</p>	LO4AS2 (3)
5.6		<ul style="list-style-type: none"> • Do not place in the view of the other guests. • Present the bill folder/ side plate • Leave the table • Return after a few minutes to take the payment when you notice that the guest appears to be finished with the bill folder. • Process the payment – cash or credit. 	LO4AS4

- Present the change or card in a bill folder.
- Thank the customer.
- Bills are presented on the left hand side
- Present to the host

(any 4) (4)

TOTAL SECTION D: 40

GRAND TOTAL: 200