



# 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
--------	---------	--------

(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**

## SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

## QUESTION 2

[illegible]

## NSC – Memorandum

- Willing to assist /Helpful. (4)
- Tolerance.
- Self discipline
- Patient
- Respect (any 4)

2.2.2 **ATMOSPHERE** LO2AS1

- 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. (2)
- Contribute to hygiene and neatness.

**TEAMWORK**

- 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. (2)
- Creates unity/ part of the team

**PRODUCTIVITY**

- Become more productive when you look professional,
- Practical examples with regard to uniform can be considered e.g. comfortable shoes. (2)
- Pride in their job promotes productivity.
- Sense of belonging that forces the worker to be more productive.
- Promotes teamwork – increases productivity.

2.3 2.3.1 **SYMPTOMS OF TB** LO2AS2

- 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 (any 4) (4)

2.3.2 **TB – FOOD HANDLING** LO2AS2

- 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

- Apply direct pressure to the wound; do not remove the pressure bandage.
- Do not rinse in or under water.

## NSC – Memorandum

- 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**

LO3AS5

- (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✓.

(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)



- 3.5
- | <b>SHORT CRUST PASTRY (2)</b> | <b>PUFF PASTRY (2)</b>          |
|-------------------------------|---------------------------------|
| Rub /cut fat into flour       | Rub/ cut fat into flour         |
| Sift dry ingredients together | Sift dry ingredients together   |
| Cut in liquid                 | Cut in liquid                   |
| Knead lightly                 | Knead lightly                   |
| No rolling and folding        | Dough must be rolled and folded |
- LO3AS5  
(4)
- 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  
(2)
- Main: Ostrich, Springbok (Game meat) or any other game, Lekgotlloane, Tripe. ( Any local traditional meat dish)
- 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
- (any 3) LO3AS4  
(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) LO3AS4  
(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"><li>• Caters for vegetarians</li><li>• Can prepare a wide variety of dishes using TVP</li><li>• Low in Cholesterol</li><li>• Low in Kilojoules</li></ul>	(any 4)	(4)	
4.2	<b>COSTING</b>		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 <b>ADVANTAGES OF COCKTAIL FUNCTIONS</b>		LO4S3	
	<ul style="list-style-type: none"><li>• A large number of the above group can be catered for in a small space.</li><li>• Minimal cutlery and crockery is required for the group.</li><li>• The group can move around and mingle</li><li>• No sitting arrangements required</li></ul>		(2)	
	4.3.2	<ul style="list-style-type: none"><li>• The venue should be set up so that the buffet table and drinks service area are easily accessible / central table.</li><li>• Smaller tables should be spread around the venue with napkins and light snacks.</li><li>• Side plates and glasses should be put out before the function.</li><li>• A place should be provided to put drinks down while eating.</li><li>• A place should be provided to deposit dirty plates and glasses.</li><li>• Cold snacks are usually laid out on a buffet table.</li><li>• Hot snacks may be on the buffet in chafing dishes or in hot tray.</li></ul>	(any 4)	LO4AS3
	4.3.3	<ul style="list-style-type: none"><li>• Spirit</li><li>• Aperitifs</li><li>• Wine</li><li>• Beer</li><li>• Mixers</li><li>• Soft drinks</li><li>• Fruit punch</li></ul> Any examples of the above	(any 4)	LO3AS6
	4.3.4	<ul style="list-style-type: none"><li>• There should be 6 – 8 different types of snacks (Sweet and Savoury)</li><li>• Both hot and cold.</li><li>• If guests had lunch and no supper serve 7 – 10 snacks per person.</li><li>• If cocktails are served before a meal, 3 – 5 savoury snacks per person should be served.</li></ul>		LO3AS6

## NSC – Memorandum

- 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"> <li>• Fewer bones</li> <li>• Softer and more tender</li> <li>• More tender meat than from forequarter</li> <li>• Suitable for dry cooking methods</li> </ul>	LO3AS5   (any 1) (1) <b>[40]</b>

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

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

## NSC – Memorandum

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

(4)  
(any 4)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**