This memorandum consists of 12 pages.
### SECTION A

#### QUESTION 1

**1.1 MULTIPLE-CHOICE QUESTIONS**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>D</td>
<td>F5M47</td>
</tr>
<tr>
<td>1.1.2</td>
<td>A</td>
<td>F77M23</td>
</tr>
<tr>
<td>1.1.3</td>
<td>C</td>
<td>F16M74</td>
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<td>1.1.4</td>
<td>B</td>
<td>F11</td>
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<tr>
<td>1.1.5</td>
<td>D</td>
<td>F20M60</td>
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<td>1.1.6</td>
<td>D</td>
<td>F193M93</td>
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<td>1.1.7</td>
<td>B</td>
<td>F37M192</td>
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<td>1.1.8</td>
<td>B</td>
<td>M193</td>
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<tr>
<td>1.1.9</td>
<td>C</td>
<td>F64</td>
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<tr>
<td>1.1.10</td>
<td>C</td>
<td>F50M157</td>
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**1.2 MATCHING ITEMS**

<table>
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<tr>
<td>1.2.1</td>
<td>D</td>
<td>F199M86</td>
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<td>1.2.2</td>
<td>E</td>
<td>F11</td>
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<tr>
<td>1.2.3</td>
<td>B</td>
<td>F11</td>
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<tr>
<td>1.2.4</td>
<td>H</td>
<td>F11</td>
</tr>
<tr>
<td>1.2.5</td>
<td>I</td>
<td>F11</td>
</tr>
<tr>
<td>1.2.6</td>
<td>C</td>
<td>F11</td>
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**1.3 CHOOSE THE INCORRECT TERM**

<table>
<thead>
<tr>
<th>Question</th>
<th>Term</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>Porterhouse</td>
<td>F193M93</td>
</tr>
<tr>
<td>1.3.2</td>
<td>Neck</td>
<td>F190M80</td>
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<tr>
<td>1.3.3</td>
<td>Dry cough</td>
<td>F76M22</td>
</tr>
<tr>
<td>1.3.4</td>
<td>Cabernet Sauvignon</td>
<td>F48M156</td>
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</tbody>
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**1.4 ONE WORD ITEMS**

<table>
<thead>
<tr>
<th>Question</th>
<th>Term</th>
<th>Code</th>
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</thead>
<tbody>
<tr>
<td>1.4.1</td>
<td>PAX (Private automatic exchange)</td>
<td>F11</td>
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<tr>
<td>1.4.2</td>
<td>tongs</td>
<td>F31M171</td>
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<td>1.4.3</td>
<td>billfold</td>
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<td>1.4.4</td>
<td>sparkling</td>
<td>F48M156</td>
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<td>1.4.5</td>
<td>squashes/cordials</td>
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<td>1.4.6</td>
<td>adulteration</td>
<td>M169</td>
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<td>1.4.7</td>
<td>tuilles</td>
<td>F157</td>
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<tr>
<td>1.4.8</td>
<td>food intolerance</td>
<td>F4M51</td>
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<td>1.4.9</td>
<td>fritters</td>
<td>F16</td>
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<td>1.4.10</td>
<td>packaging</td>
<td>F135</td>
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</table>
1.5 CHOOSE TWO CORRECT DESSERTS

1.5.1 A  Crème caramel ✓
E  Crème brulée ✓

1.5.2 B  Dried fruit compote ✓
F  Pears in red wine ✓

1.5.3 D  Orange sorbet ✓
H  Strawberry granita ✓

1.6 CHOOSE FOUR CORRECT PHYLLO PASTRY PRODUCTS

A ✓
D ✓
F ✓
H ✓

TOTAL SECTION A:  40
SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1  2.1.1  • Watery diarrhoea✓
• Dehydration✓
• Nausea✓
• Vomiting✓
• Rapid heart rate✓
• Dry mouth✓
• Low blood pressure✓

(Any 4) (4)

2.1.2  Because they will suffer from painless, watery diarrhoea that can quickly lead to dehydration and death if not treated.✓
The diarrhoea will cause an electrolyte imbalance.✓

F78 M25 (2)

2.1.3  Guests will consume food that was prepared and cooked with water that was contaminated.✓
Guests drinking the contaminated water.✓

F78 M25 (2)

2.1.4  • Small children✓
• Elderly people✓
• People with low immune system✓
• People with low level of stomach acid✓

(Any 2) (2)

2.1.5  It is in his interest to ensure that premises are safe.✓
He is alert.✓
He has reported the outbreak to health officials to prevent further spreading of the disease.✓
He must warn or inform the guests.✓

(Any 2) (2)

2.2  Professionalism is an unwritten code of behaviour✓ and set of attitudes✓ followed by food service workers. Examples of professionalism are professional ethics, appearance, honesty, integrity, responsibility.

79F 27M (2)

2.3  Computers are used for accounting purposes in the hospitality industry for:
• Financial planning and budget control✓
• Calculating profit and loss✓
• Accounts payable and receivable✓
• Inventory management✓
• Processing customer orders✓
• Processing credit and debit card transactions✓
• Payroll in store✓
• Tracking employee time and attendance✓
• Scheduling staff✓

(Any 4) (4)
2.4  
- Determines which rooms are available ✓
- Determines which rates are available for the specific nights ✓
- Records accommodation sales for a single night ✓
- Prepares reservation cards ✓  
  (Any 2)  

M39  
(2)  

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES

QUESTION 3

3.1 3.1.1  
- Large number of people can be entertained at the same time ✓
- Small space can be used ✓
- Little cutlery and crockery is needed ✓
- A diverse mix of guests can be accommodated ✓
- Guests have an opportunity to mingle with each other ✓
- The duration of the function is short, usually two hours ✓
- Menus can be inexpensive ✓
- A variety of snacks is served ✓  
  (Any 4)  

F12  
M67  
(4)  

3.1.2  
Consider:
- The age group of the soccer players/manager, coaches ✓
- Their gender ✓
- Their special nutritional/dietary needs ✓
- The food habits of the players and religious beliefs of the players ✓  
  (Any 3)  

F3  
M44  
(3)  

3.1.3  
- Flat bread topped with smoked springbok carpaccio ✓
- Rare springbok fillet cocktail rolls with onion marmalade ✓
- Ribbons of springbok carpaccio with cream cheese on savoury pancakes ✓
- Springbok satays with chilli sauce ✓
- Short crust pastry tart filled with springbok ✓
- Springbok strips with honey and mustard dip ✓
- Mini pizzas with springbok biltong dust ✓  
  (Any 6)  

F16  
M69  
(6)  

3.1.4  
- The mayonnaise-filled eggs are unsuitable ✓
  Because the players cholesterol is closely monitored:
- Players should avoid consuming food with high amounts of fat ✓
- The egg yolks and mayonnaise contain high amounts of fat ✓  

F3  
M44  
(3)
3.2 3.2.1
• Name of company and contact details ✓
• Date ✓
• Time ✓
• Dietary requirements, special requests ✓
• Type of function, number of covers, type of venue ✓
• Menu ✓
• Additional charges ✓
• Costing ✓
• Payment terms ✓ (Any 4) (4)

3.2.2
• Cost of the menu items F24 M58
  = R18,50 + R13,00 + R27,00 + R9,00 + R15,00 + R10,50 ✓
  = R93,00 ✓ (2)

3.2.3
• Total food cost = Cost of the menu items x number of guests ✓
  = R93 x 40 ✓
  = R3 720 ✓ (Any 2) (2)

3.2.4
• Total cost = Food cost + overhead cost + Labour cost ✓
  = R3 720 + R1 200 + R1 500 ✓
  = R6 420 ✓ (Any 2) (2)

3.3 3.3.1 Cold dessert ✓ F148 M136 (1)

3.3.2
• Hydration ✓ (1)
Reason:
  • Powdered gelatine must be soaked in cold liquid ✓
  • The gelatine absorbs the liquid and softens ✓ (Any 1) (2)

3.3.3
• Grapes are neatly arrange at the base of the mould ✓ F162 M131 (2)
• A thickened gelatine mixture is poured over the grapes ✓

3.3.4 It is good to substitute with pineapples ✓ because they are cheaper, ✓ but the chef needs to be cautious when using fresh pineapples as they contain the enzyme bromelin. ✓ This is a proteolytic enzyme that will prevent the formation of a gel. ✓ The chef will have to cook the raw pineapple to kill the enzymes before adding it to the gelatine mixture. ✓ (Any 3) (3)

3.4 The crème anglaise should be prepared in a double boiler and stirred constantly. ✓ It should be cooked just until it coats the back of the spoon ✓ and not for too long. ✓ The milk must not be boiling when added to the egg-yolk mixture. ✓ The temperature of the stove must not be too high. ✓ F148 M137 (2)
3.5

<table>
<thead>
<tr>
<th>BAVAROIS</th>
<th>PARFAIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Set dessert. ✓</td>
<td>Frozen dessert. ✓</td>
</tr>
<tr>
<td>Made from hot egg custard to which gelatine ✓ and whipped cream is added. ✓</td>
<td>Custard mixture can also be frozen ✓ in a cylindrical mould and cut into slices for service. ✓</td>
</tr>
<tr>
<td>Mixture poured into a mould and chilled until set. Unmould for service. ✓</td>
<td>Ice-cream base ✓ alternated with toppings, fruit or sauce and served in a tall glass. ✓</td>
</tr>
</tbody>
</table>

QUESTION 4

4.1 4.1.1 Soya ✓

4.1.2 TVP products are:
- High in proteins ✓
- Rich in carbohydrates and dietary fibre ✓
- Low in kilojoules ✓
- Low glycaemic index ✓
- Low in cholesterol ✓
- High in vitamins and minerals ✓ (Any 3) (3)

4.1.3
- Lacto ✓
- Ovo ✓
- Vegan ✓ (3)

4.1.4
- Glazing ✓
- Brushing ✓ of the pastry with egg wash or milk ✓ (Any 3) (2)

4.1.5
- By not stretching the pastry ✓
- Pastry needs to be rested ✓ and chilled after each stage of making and assembling ✓
- By not over handling the pastry ✓ (Any 3) (3)

4.1.6
- Flour ✓
- Butter ✓
- Eggs ✓
- Milk ✓ (Any 3) (3)

4.2 4.2.1
- Neck ✓
- Thick rib ✓
- Leg ✓
- Shank ✓
- Flank ✓
- Shoulder ✓ (Any 3) (3)
4.2.2 Stewing: ✓ Food simmers slowly ✓ in a covered pot below boiling point. ✓ Bubbles rise slowly and do not burst on the surface. ✓

4.2.3 Because elastin does not become tender with cooking. ✓ Therefore it stays inedible. ✓ Trimming is necessary because the elastin does not look attractive. ✓

4.2.4 • Brown/Red ✓ /Green ✓

The roller marking indicates the classification of meat with regard to the quality and tenderness. ✓

4.3 4.3.1 • Reduces the growth of bacteria ✓ due to low temperature. ✓

• Bacteria are inactive as water is unavailable. ✓

• Enzyme activity is slowed down, but does not stop. ✓

4.3.2 • Increases shelf life ✓

• Prevents growth of yeast ✓

• Prevents growth of bacteria ✓

• Prevents oxidation ✓

• Prevents the decay of organic substances ✓

• Acts as an antiseptic ✓

• Does not create an unpleasant flavour in food. ✓

4.3.3 • Allergens ✓ to prevent life-threatening conditions. ✓

• Do not refreeze after thawing to minimise deterioration of the product. ✓

• Sell-by-date and use-by date to ensure that the quality is not compromised. ✓

4.4 4.4.1 • Temperature started at 220 °C ✓ to develop steam ✓ and to form a cavity. ✓

• Temperature is lowered to 180 °C ✓ after 10 minutes to dry out the cavity/prevent it from collapsing and to prevent burning. ✓

4.4.2 • The water turns to steam. ✓

• This acts as a raising agent. ✓

TOTAL SECTION C: 80
SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Mr Clive needs to possess the following characteristics:
- Commitment and determination
- Responsibility
- Creativity
- Reliability
- Confidence
- Good organisational and managerial skills
- High levels of energy
- Sense of humour
- Perseverance

(Any 3) (3)

5.1.2 Andrianna's responsibilities include:
- Safeguarding the guest house's assets
- Preparing of financial reports
- Drawing up the budget
- Preparation of the cash forecast
- Paying staff salaries
- Controlling banking procedures
- Setting up procedures for purchasing, receiving, stores and requisitioning
- Ensuring that stock-taking is done on a regular basis
- Paying of tax and VAT

(Any 4) (4)

5.1.3
- Guest rooms – upgrading of rooms to luxury suites/room sales account for 50–100% of the profits
- Function rooms – increases profits through fees by charging for the use of the room and through support services/it can attract conferences, birthday parties, celebration functions
- Food and beverage – upgrade so they can offer lunch and dinner to the guests
- Laundry – a service may be offered to the guests for washing, ironing or dry cleaning
- Bar – offers beverages to in-house guests and guests from outside

(Any 4) (4)
5.2 5.2.1

- Business people
- Domestic tourists
- International tourists

5.2.2

- Freelance cocktail barman
- Home industries for meals
- Baker
- Function catering
- Marketing
- Recruitment agencies
- Florists
- Laundry

5.2.3

A marketing tool should:
- Attract the attention of the desired target market
- Bring new services or products to the attention of customers
- Supply correct information
- Comply with the standards recommended by the publication board
- Offer service to the consumer
- Be colourful, large letters and neat

5.2.4

The following information is present:
- Name of the business
- Address
- Target market
- Staffing plan
- Goals set out
- Personnel plan
- Marketing plan

They have not supplied the following:
- Branding (company name, logo)
- Street map showing the location of the business
- Site plan showing the layout of the business
- Job descriptions
- Financial plan

(Any 4)
QUESTION 6

6.1  6.1.1 Correcting the cover ✓

6.1.2 • The cutlery is adjusted to meet the guests' specific order ✓
• If the place is laid with an entree knife and fork for the salad the knife and fork i be replaced with a soup spoon ✓
• Items are placed in the correct sequence ✓ (Any 2)

6.1.3

<table>
<thead>
<tr>
<th>Technique</th>
<th>SILVER SERVICE</th>
<th>PLATED SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transferring food from a service dish to the guest's plate ✓</td>
<td>Waiters carry plates from the kitchen without disturbing the presentation of the food ✓</td>
<td>(1)</td>
</tr>
<tr>
<td>Items are placed in the correct sequence ✓</td>
<td>(Any 2)</td>
<td></td>
</tr>
</tbody>
</table>

6.1.4 • Better portion control ✓
• Less wastage ✓
• More creativity from the chef with presentation ✓
• Quicker service by the waiters ✓ (Any 3)

6.1.5 • Lime Grilled Chicken Caesar Salad: White wine ✓
• Smoked Salmon and Caviar: Champagne ✓
• Lamb Shanks: Red wine ✓
• Cherry Turnovers with Macadamia Nut Ice Cream: Dessert wine, sweet white wine, port ✓ (Any suitable example)

6.1.6 The wine:
• needs to be kept in the dark to avoid damage from ultraviolet light ✓
• should preferably be stored in a damp location ✓
• should be free from vibration ✓
• bottles should be placed on their sides so that the corks stay moist ✓
• should be rotated on a regular basis ✓
• that is similar should be stored together ✓
• bottles should be packed and stored with the label to the top or to the front ✓
• cellar should be clean and well ventilated ✓
• should be stored upside down in a box ✓ (Any 4)
6.2 6.2.1 The gueridon trolley:
• is used for service or preparation of food in the dining room✓
• is a sophisticated type of service✓
• allows the finishing of food in the presence of the guest, e.g. flambé✓
• showcases the waiter’s skills✓ (Any 2) F37 M175

6.3 6.3.1 The waiter should:
• keep calm✓
• be firm and avoid showing emotions✓
• ask the customer politely to leave rather than allowing him to disturb the other guests✓
• no more alcoholic beverages should be offered to him✓
• keep the incident as quiet as possible✓ (Any 4) F41 M185

6.4 6.4.1 Dip glasses in beaten egg white or lemon juice, then dip them in granulated sugars or powders✓
• Skewer chunks of fruit onto a toothpick or cocktail stick, and place the skewer across or inside the glass✓
• Garnish the rim of the glass with a slice of lemon or orange✓
• Crush ice or use ice cubes✓
• Umbrella✓ (Any other suitable answer) F67

6.4.2 Stocktaking✓ F71 M161

6.4.3 Stock will not run out✓
• It will prevent over stocking✓
• It will prevent and minimise theft and alcohol abuse✓
• It will limit financial losses✓ (Any 2) M161

TOTAL SECTION D: 60
GRAND TOTAL: 200