



# education

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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2009**

**MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 12 pages.**

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

1.1.1	A	LO1AS1	F 19
1.1.2	C	LO1AS1	LHS 12
1.1.3	D	LO2AS2	F 36
1.1.4	B	LO2AS2	HSP 18
1.1.5	B	LO2AS3	F 49
1.1.6	C	LO3AS5	F 149
1.1.7	C	LO3AS6	LHS 79
1.1.8	D	LO3AS5	LHS126
1.1.9	A	LO3AS5	
1.1.10	B	LO4AS2	

(10)

**1.2 MATCHING ITEMS**

1.2.1	E		
1.2.2	C	LO3AS5	F 136
1.2.3	G		
1.2.4	D		
1.2.5	A		

(5)

**1.3 FILL IN THE MISSING WORD(S)**

1.3.1	Overhead	LO1AS1	F 105
1.3.2	Gloves	LO2AS2	F 56
1.3.3	Rising	LO3AS5	
1.3.4	Pate Sucree	LO3AS5	F 149
1.3.5	Bombe glacée	LO3AS5	F 158
1.3.6	Waiter's friend/Cork screw	LO4AS2	S 233
1.3.7	Crumbing down	LO4AS3	S 298
1.3.8	Buffet	LO4AS3	LHS 213
1.3.9	Right	LO4AS4	F 200
1.3.10	Underliner/underplate		

(10)

**1.4 ONE-WORD TERMS**

1.4.1	Bouchées/Vol-au-vents	LO3AS5	F 126
1.4.2	Bavarois	LO3AS5	F 156
1.4.3	Milchik	LO3AS4	HSP 41
1.4.4	Tournedos	LO3AS5	HSP 78
1.4.5	Syneresis	LO3AS5	F 156
1.4.6	Pastry cream	LO3AS5	HSP 124
1.4.7	Marinade	LO3AS5	F 133
1.4.8	À la carte	LO4AS3	
1.4.9	Phyllo	LO3AS5	F 150
1.4.10	Glazing	LO3AS5	F161

(10)

**1.5 FILL IN THE MISSING WORD(S)**

1.5.1	Market research
1.5.2	Target market
1.5.3	Market communication
1.5.4	Market force
1.5.5	Market segmentation

LO1AS1 F 12- 13

(5)

**TOTAL SECTION A: 40**

**SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**

**QUESTION 2**

			LO3AS5
2.1.1	<ul style="list-style-type: none"> <li>• Braaing</li> <li>• Grilling</li> <li>• Frying</li> <li>• Boiling</li> <li>• Steaming</li> </ul>	(Any 2)	(2)
2.1.2	<ul style="list-style-type: none"> <li>• Each team member must support and accept each other</li> <li>• Be honest and fair with each other</li> <li>• Be tolerant</li> <li>• Be reliable and dependable</li> <li>• Always exercise self-control</li> <li>• Be cooperative</li> <li>• Committing yourself to your work</li> <li>• Communicating clearly to avoid misunderstanding</li> <li>• Avoiding conflicts of interest</li> </ul> <p style="text-align: right;">(or any other relevant alternative answer)</p>	(Any 5)	(5)
2.1.3	<ul style="list-style-type: none"> <li>• Biscuits</li> <li>• Cakes</li> <li>• Home-made ginger beer</li> <li>• Pancakes</li> <li>• Pre-prepared meals</li> <li>• Sandwiches</li> <li>• Cocktail snacks</li> <li>• Vetkoek</li> </ul> <p style="text-align: right;">(or any other relevant alternative answer)</p>	(Any 5)	(5)
2.1.4	<ul style="list-style-type: none"> <li>• Product</li> <li>• Message or description of the product</li> <li>• Price</li> <li>• Stalls where the product will be sold</li> <li>• Relevant pictures and illustrations or visual images</li> <li>• Quality symbol, such as Proudly SA</li> <li>• It must be clear, crisp messages</li> <li>• Keep the message short</li> <li>• Direct the message to product</li> <li>• Use simple easy language</li> <li>• Caterers: Grade 12 pupils</li> <li>• Contact details, telephone or e-mail etc.</li> </ul> <p style="text-align: right;">(or any other relevant alternative answer)</p>	(any 8)	(8)

2.2	<ul style="list-style-type: none"> <li>• No</li> <li>• Walking around barefoot in the workplace</li> <li>• Eating in the workplace</li> <li>• Talking too loudly to colleagues and friends</li> <li>• Smoking in the workplace</li> <li>• Wearing T-shirts instead of corporate wear</li> <li>• Shouting at colleagues in front of customers</li> <li>• Untidy work space</li> <li>• Food standing open on shelves</li> <li>• Business looks unprofessional and untidy</li> <li>• People will not refer business to other potential customers</li> <li>• Customer care is almost non-existent, there will be very little return business</li> <li>• Reputation of business will deteriorate</li> </ul>	(1 mark)	LO2AS1 F 65
		(any 7)	(7)
2.3.1	Gastroenteritis		(1)
2.3.2	<ul style="list-style-type: none"> <li>• Vomiting</li> <li>• Fever</li> <li>• Abdominal pains</li> <li>• Headaches</li> <li>• De-hydration</li> </ul>		LO2AS2 F 31
		(any 2)	(2)
2.3.3	<ul style="list-style-type: none"> <li>• Drinking unpurified water</li> <li>• Rodents and insects in the kitchen</li> <li>• Contaminated food and water</li> <li>• Improper washing of hands after using the toilets</li> <li>• Not washing hands</li> </ul>		LO2AS2 F 31
		(any 3)	(3)
2.4	<ul style="list-style-type: none"> <li>• Use surgical gloves</li> <li>• Apply direct pressure with an appropriate bandage folded into a pressure cushion</li> <li>• Apply a second bandage over the first one if blood seeps through</li> <li>• Do not rinse in or under cold water</li> <li>• Check pulse to ensure blood flow</li> <li>• Lift the arm above the level of the heart</li> <li>• Check for shock</li> </ul>		LO2AS3 HSP 22/23
		(any 3)	(3)

2.5	<ul style="list-style-type: none"> <li>• Ensure that the air passage is open and check for obstruction</li> <li>• Stop any bleeding</li> <li>• Regulate body temperature</li> <li>• Do not leave the patient alone</li> <li>• Do not give the patient anything to eat or drink</li> <li>• Place the patient in a comfortable correct position</li> </ul>	LO2AS3 HSP 21
	(any 4)	(4)
<b>TOTAL SECTION B:</b>		<b>40</b>

### SECTION C: FOOD PRODUCTION

#### QUESTION 3

3.1	<ul style="list-style-type: none"> <li>• Dish sales can be recorded and dish analysis</li> <li>• The menu and ingredients costs as well as production costs and projected selling prices can be calculated</li> <li>• Developing and changing recipes can be simplified</li> <li>• Recipes and ingredients can be listed</li> <li>• Order lists can be compiled easily and accurately</li> <li>• Metric conversions can be done automatically</li> <li>• Serving sizes can be controlled</li> <li>• Nutritional values can be determined</li> <li>• Prices of recipes always up to date</li> </ul>	LO3AS1 HSP 29
	(any 5)	(5)
3.2	<ul style="list-style-type: none"> <li>• Point of sale</li> </ul>	LO3AS1 HSP 28
		(1)
3.3.1	<ul style="list-style-type: none"> <li>• Reduces the amount of money a business has – stock equals money</li> <li>• Excessive stock increases cost</li> <li>• Excessive stock reduces profitability</li> <li>• Sell-by dates may be reached</li> <li>• Deterioration of stock</li> </ul>	LO3AS2 HSP 28
	(any 2)	(2)
3.3.2	<ul style="list-style-type: none"> <li>• Facilitates stock-taking process</li> <li>• Airtight containers are necessary to prevent spoilage</li> <li>• Pilferage is reduced</li> </ul>	LO3AS2 LH 142
		(2)

- 3.3.3
- Yes
  - To show the physical stock of each item
  - Whether stock need to be ordered
  - Determine how often the item is used
- LO3AS2  
LH 142  
(2)

Bin Card (1)							LO3AS2
Commodity: Mayonnaise (1)							HSP 143
Package size: 1-litre bottles (1)							
(1)	(1)	(1)	(1)	(1)	(1)	(1)	(1)
Date:	Stock On Hand	Stock Received	Total	Stock Issued	Stock Damaged	Balance	Signature
05/10 /2008 (1)	8 (1)	12 (1)	20 (1)				
07/10 /2008 (1)			20 (1)	6 (1)	2 (1)	12 (1)	

(Any 8) (8)

3.4

<b>Lacto-vegetarian</b>	<b>Ovo-vegetarians</b>	
No eggs	Include eggs	LO3AS5
No meat, poultry	No meat, poultry	F 120
No fish, seafood	No fish, seafood	HSP 98
Include milk, dairy products	Include dairy products	
Include vegetables, fruit and nuts	Include vegetables, fruit and nuts	(4)

- 3.5.1
- It is a soy-bean curd made from soy milk and has no real taste
- LO3AS5  
LHS 130  
(2)

- 3.5.2
- Is defatted soy flour, processed and dried to create a substance with a sponge-like texture and may be flavoured to resemble meat.
- LO3AS5  
LHS 129  
(2)

- 3.5.3
- To toss food lightly in fat in shallow pan
- LO3AS5  
(2)

3.6

- 3.6.1
- Always measure ingredients accurately
  - Keep everything ice-cold: work surfaces, ingredients, utensils
  - Incorporate as much air as possible by sifting and rubbing fat into flour
  - Handle dough as little as possible
  - Roll dough lightly and always in the same direction
  - Rest and chill pastry after each stage

LO3AS5  
HSP  
107

(any 4) (4)

3.6.2

	FAT	FLOUR
Short crust	1/2	1
Puff	1	1

LO3AS5  
HSP  
111  
(4)

3.6.3

Pastry	Product
A Short crust	(i) – flans, quiche (ii) – turnovers (Any 1)
B Puff pastry	(i) – Bouchées, Vol-au-vents (ii) – Palmiers, cream horns (Any 1)

LO3AS5  
HSP  
112

(2)  
[40]

**QUESTION 4**

**MEAT**

- 4.1.1 A – Larding  
B – Basting

LO3AS5  
HSP 85

(2)

- 4.1.2 A – A process whereby strips of fat or bacon known as lardons are inserted into large meat cuts with a larding needle

LO3AS5  
HSP 85

B – Basting is a process of spooning hot fat over meat during roasting at regular intervals to prevent drying out.

(4)

- 4.1.3 Larding needle is used to insert fat into drier cuts of meat, to provide additional moisture and flavour

LO4AS3  
HSP 85  
(2)



<b>MENU</b>			LO3AS4 F 194 HSP 163 (1)
4.2.1	3		
4.2.2	Prepare the dining area (lighting, air-con, music, open windows and clean) Set up tables, chairs, other dining furniture Prepare work station Cutlery, crockery, glassware clean and polished Keep extra cutlery and crockery on sideboard Ensure cleaning dining-room linen – tablecloths, napery etc. Fill up salt and pepper Table decorations Check menus are neat and tidy and clean Fill sauce bottles	(any 4) (or any other relevant alternative answer)	(4)
4.2.3	No		(1)
	Potatoes – starch is converted to sugar Glazed carrots – sugar Cheese – rich in fat Roasting method – oil	(any 2)	(2)
4.2.4	Red wine	(any 1)	(1)
4.3			LO3AS5 SH 174
4.3.1	Too much gelatine Incorrect proportions of liquid and gelatine Too much egg proteins	(any 1)	(1)
4.3.2	Unmoulded before correctly set Too little gelatine Incorrect proportion of gelatine to liquid Too much sugar Excess acid in fruit used	(any 1)	(1) F 159
4.3.3	Too little gelatine If the incorrect fruit is used raw	(any 1)	(1) F 159
4.4.1	Choux pastry		LO3AS5 LHS 137 (1)

4.4.2	Eclairs, cream puffs	(2)	
4.4.3	Cream, custard, cheese spread, creamed chicken livers, creamed spinach, jam, lemon curd	(any 2)	(2)
4.5			LO3AS3
4.5.1	$R148,00 \times 100 = R14\ 800,00$ (1) + Music R600,00 + Table cloths R150 = R 15 550,00 (1)		(2)
4.5.2	$R15\ 550,00 \div 100$ (1) = R155,50 (1)		(2)
4.5.3	$R15\ 550,00 \times 60\%$ (1) = R9 330,00 (1)		(2)
4.5.4	$R15\ 550,00 - R9\ 330,00$ (deposit) (1) = R6 220,00 (1)		(2)
4.5.5	A – 012 457 3682 B – 012 457 3677 C – 14 February 2010 D – 100 E – 5 hours F – tablecloths, music, beverages		LO3AS3      (7) <b>[40]</b>
<b>TOTAL SECTION C:</b>			<b>80</b>

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

5.1.1	A place setting at a table for one guest. The place setting must suit the type of menu on offer. A cover is also an indication of the number of guests who will attend the function.	(any 2)	(2)	LO4AS3 LHS 211
5.1.2	<b>Reasons:</b> White suitable starched linen – tablecloth, napkin Napkins are used instead of paper serviettes Silver cutlery Folded napkin – formal folding technique Multiple cutlery setting – more than one course Table décor Colours used, e.g. white or beige	(any 2)	(2)	LO4AS3 LHS 214 HSP 165

- 5.1.3 Right-hand side (1)
- 5.1.4 Remove capsule to just below the wire muzzle  
Untwist the wire and remove the muzzle  
Keep thumb on top of the cork  
Tilt the bottle gently at an angle of 45°  
Keep a tight grip on the cork and rotate the bottle gently with the other hand  
As the cork gives, ease it out of the bottle with your hand  
(any 4) (4)
- 5.1.5 Use of leopard or animal printed fabric  
Basket wear, wooden or clay bowls  
Use of wooden cutlery  
Use indigenous flowers and grasses, proteas etc.  
Use calabashes, wooden carvings as dining-room décor  
(or any other relevant alternative answer)  
(any 6) (6)
- 5.2 Napkins, tablecloths, overlays, service cloths  
(any 2) LO4AS1  
LHS  
195-196  
(2)
- 5.3 Must be bundled in 10's for easy counting and control  
Linen discards must be recorded on the control sheet, because of burns, stains, frays, holes etc.  
Laundry returns should be counted to match what was sent to the laundry  
Make notes and comments, such as bad stains or repairs  
(any 4) (4)
- 5.4 Cash, credit cards, cheques, luncheon vouchers, charge account  
(any 3) (3)
- 5.5
- 5.5.1 This is an example of plate service.  
Chef places the food on the plate.  
It is a common form of service where the waiter carries plates of food without disturbing the presentation to the guest.  
Generally served and cleared from the right of the guest.  
Serve the guest of honour next to the host and move around anti-clockwise.  
Host should be served last.  
All food looks the same.  
(any 3) (3)

5.5.2	The waiter is dressed very neatly, in a professional manner. He takes pride in his personal appearance. The uniform looks clean, neat, ironed, it is in good repair. No button seems to be missing, nor any stains.		LO2AS1 F 197
		(any 3)	(3)
5.6			LO4AS3
5.6.1	Bain-marie		(1)
5.6.2	To keep food warm		(1)
5.6.4	Pap Curry Rice Vegetables Mash		
		(or any other relevant alternative answer) (any 3)	(3)
5.7			LO4AS2
5.7.1	14%		
5.7.2	2001		
5.7.3	Stellenbosch		
5.7.4	Laibach		
5.7.5	Merlot		(5)
		<b>TOTAL SECTION D:</b>	<b>40</b>
		<b>GRAND TOTAL:</b>	<b>200</b>