This marking guidelines consists of 11 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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<td>A√</td>
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<tr>
<td>1.1.6</td>
<td>A√</td>
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<tr>
<td>1.1.7</td>
<td>D√</td>
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<td>1.1.8</td>
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<td>1.1.9</td>
<td>D√</td>
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1.2 MATCHING ITEMS

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<tr>
<td>1.2.1</td>
<td>D√ (vi) √</td>
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<td>A√ (iii) √</td>
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<td>1.2.3</td>
<td>B√ (i) √</td>
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<td>1.2.4</td>
<td>E√ (ii) √</td>
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<td>1.2.5</td>
<td>F√ (v) √</td>
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1.3 ONE-WORD ITEMS

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<tr>
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<tbody>
<tr>
<td>1.3.1</td>
<td>Corkscrew / waiters friend√</td>
</tr>
<tr>
<td>1.3.2</td>
<td>Crystallising√</td>
</tr>
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<td>1.3.3</td>
<td>Tempering√</td>
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<td>1.3.4</td>
<td>Stuffing√</td>
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<td>1.3.5</td>
<td>Cholera/Hepatitis B√</td>
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<td>1.3.6</td>
<td>Phyllo/Purr√</td>
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<td>1.3.7</td>
<td>Pine nut√</td>
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<td>1.3.8</td>
<td>Carbohydrates/fats/protein√</td>
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<td>1.3.9</td>
<td>Proteolytic/Papain/Bromelin/Ficin√</td>
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<td>1.3.10</td>
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1.4 SELECTION

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<td>G√</td>
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1.5 ONE-WORD ITEMS

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<tr>
<td>1.5.1</td>
<td>Service cloth√</td>
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<td>Hot tray√</td>
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<td>1.5.3</td>
<td>Plunger√</td>
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<td>1.5.4</td>
<td>Cloche√</td>
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<td>1.5.5</td>
<td>Tongs√</td>
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TOTAL SECTION A: 40
SECTION B: KITCHEN AND RESTAURANT OPERATIONS. HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 2.1.1 Tuberculosis √ (1)

2.1.2 Fever, chills √
Night sweats √
Chest pains √
Loss of appetite √
Weight loss √
Constant tiredness √
Dyspnoea/shortness of breath √ (Any 3) (3)

2.1.3 Yes √
Workflow disruption √
Reduction in productivity √
Increases in indirect costs related to care and treatment of the employees √
Inhibits economic growth because they have less money to invest in productive activities √ (Any 3) (3)

2.2 Wear gloves √
Follow good personal hygiene √ and sanitation √
If coughing occurs a mouth cover can be used √ (Any 2) (2)

2.3 2.3.1 It can have both a negative and a positive impact;

Negative:
She hasn’t been trained on the use of the POS system and might struggle √
She hasn’t received training and might struggle with the service aspect and knowledge of the dishes served in the restaurant √

Positive:
Amanda could have a good attitude and has displayed a good first impression resulting in her being hired without an interview √
She could have portrayed a professional appearance √ (3)

2.3.2 For Amanda to show professional work ethics she needs to:
Be honest √
Be reliable √
Be punctual √
Be patient/tolerant √
Keep confidential matters to herself √
Work well with others and respect them √
Get to know herself and others √
Be creative √ (Any 3) (3)
2.4 A POS system:
Reduced time spent on doing inventory
Reduced time on sales on paper work
Barcode scanners make checking out faster
Makes ordering processes streamlined
Service is more faster and accurate
Assists the staff not to omit items in the bill/ charging incorrectly

(Any 3) (3)

2.5 Use a credit card with small limits
Use a secure connection
Do business with reputable organisation
Use the recommended website
Do not clink on any hyperlink contained within a ‘spam’ email
Always use a secure web browser
Look out for the closed padlock icon
Read the terms and conditions of the suppliers website

(Any 2) (2)

TOTAL SECTION B: 20
SECTION C: NUTRITION, MENU PLANNING AND FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Cocktail√
     Finger lunch√
     (Any 1) (1)

3.1.2 A large number of people can be entertained at one time√
     A small space can be used√
     Little cutlery and crockery is required√ or none√
     A diverse mix of guests can be accommodated√
     Duration of the function is usually short√
     Menus can be cheap√
     A variety of snacks is served√
     (Any 4) (4)

3.1.3 Fruit kebabs are suitable√
     Fruits need to be incorporated in the diet√
     The filled eggs are unsuitable√
     They need to avoid egg yolks√ and avoid mayonnaise which has been incorporated in the egg yolk. √
     (Any 4) (4)

3.1.4 The important elements of a balanced diet are included√
     Fruit kebabs have vitamins and minerals√ which will help improve the immune system of the HIV sufferer√.
     The filled eggs have protein√ which will repair and build body tissue√ and help maintain muscle mass√
     (Any 4) (4)
     (Any other relevant answer)

3.2 3.2.1 Lacto-ovo vegetarian√
     (1)

3.2.2 Helps prevents diabetes, obesity and heart disease√
     Lower cholesterol and blood pressure√
     Less hormones in vegetables than meat√
     Healthy living lifestyle√
     (Any 2) (2)

3.2.3 Sunflower√
     Pumpkin√
     Flax√
     Lin√
     Poppy√
     Sesame√
     (Any 3) (3)

3.2.4 Protein√
     B Vitamins√
     Fat√
     Minerals (magnesium, phosphorous, potassium)√
     (Any 3) (3)
3.3 3.3.1 Selling price = Food cost + Overhead cost + Labour costs + Profit
   = R4 450 + R650 + R1600
   = R6 700√ X 40/100√
   = R2 680√
   SP = R6 700 + R2 680√
   = R9 380√

3.3.2 Cost per person = Selling price / number of guests
   = R9380√ / 40√
   = R234.50√

3.4 3.4.1 Drying √

3.4.2 The following information is available on the label:
The name of the product √
The brand name of the product √
Picture/Image of the product √
Net weight of the product √
The following information is unavailable on the label:
Name and address of the manufacturer is not available √
Sell-by-date / expiry date √
Nutritional information √
Ingredient list √
Country of origin √

3.4.3 Growth of micro-organisms is retarded due to lack of moisture √
The shelf life of food is improved √
Drying makes food lighter to transport √
Food products are available of all year round √
Easy to store √
Saves time and labour √

(Any 4) [40]
QUESTION 4

4.1 4.1.1

<table>
<thead>
<tr>
<th></th>
<th>Milk tart</th>
<th>Cream puffs</th>
<th>Vol-au-vent</th>
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</thead>
<tbody>
<tr>
<td>Type of pastry</td>
<td>Shortcrust √</td>
<td>Choux√</td>
<td>Puff √</td>
</tr>
<tr>
<td></td>
<td>(1)</td>
<td>(1)</td>
<td>(1)</td>
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<tr>
<td>Technique in the shaping of pastry</td>
<td>Rolling √</td>
<td>Piped or spooned √</td>
<td>Rolling √</td>
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<tr>
<td></td>
<td>Cutting √</td>
<td>(Any 1)</td>
<td>Cutting √</td>
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<td>Press by hand√</td>
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<td>(Any 1)</td>
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<td>(1)</td>
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</table>

(6)

4.1.2 Milk Tarts √
Because you add a cooked filling to the pastry √
To keep the crust from blistering √
To ensure that the pastry case is cooked thoroughly √
To help the crust to become crisp √
(Any 3) (3)

4.1.3 Light, flaky layers √
Uneven surface √
Good volume √
Shape is round √
Looks baked through √
(Any 3) (3)

4.1.4 Croquembouche √

4.1.5 Because the caramel will absorb moisture √ and become soft √ and not hold its shape √
(Any 2) (2)

4.1.6 Melt sugar (water optional) until golden brown √ Flick caramel sugar √ over dowels or wooden spoons √ to create long, fine hairy thread of sugar √
(Any 2) (2)

4.1.7 Made from hot egg custard √ or fruit puree √ to which hydrated gelatine is added √.
Whipped egg whites are folded in the base √
(Any 3) (3)

4.2 4.2.1 (a) It was set in the freezer instead of the fridge √
(1)

(b) Too little gelatine was used √
Too much sugar was used √
Large pieces of kiwi were used √
It was set at room temperature instead of the fridge √
Enzymes in the kiwi broke down the proteins in the gelatin √ thus destroyed the setting ability √
(Any 3) (3)

4.2.2 Rinse moulds in cold water √
Lightly spray moulds with non-cook spray √
Lightly brush moulds with oil √
(3)

4.2.3 Pureed √ fruit sauces √ cooked or uncooked √ with or without sugar √
(Any 2) (2)
4.3  4.3.1  Loin√/Sirloin√  

4.3.2  There is a good distribution of marbling on the T-bone√, it will add to the tenderness√ and flavour to the meat√  
It is a soft meat cut with little connective tissue√  
(Any 3)  (3)

4.3.3  Meat may have been cooked too long√  
The meat may have been obtained from an old carcass/ involved in a lot of muscle activity√  
The wrong cooking method may have been used√  
Animal may have been stressed during slaughtering√  
Carcass was not matured sufficiently√  
(Any 4)  (4)

4.3.4  Bright red colour√  
Well-marbled√  
Pleasant smell√  
Creamy coloured fat√  
Cut surface must be smooth/satin/velvety√  
Bones should be red and porous√  
Texture should be firm but not dry√  
(Any 3)  (3)  

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

QUESTION 5

5.1 5.1.1 Leaflets√
Brochures√
Flyers√
Adverts√ (Any 3) (3)

5.1.2 School going children√
University students√
Families√
Teenagers√ (Any 1)
Reason: the reasonable price will make it affordable for people to buy√ (1) (2)

5.1.3 It creates job opportunities.√
Economic growth is stimulated and local income will increase.√
It will contribute to the development√ and improvement of the infrastructure√
Tourists will bring valuable currency.√
The esteem and standard of the community improves√. (Any 4) (4)

5.1.4 Negative:
Not easy to read√
Pictures do not relate to the product being advertised√
It is untidy and unattractive√
There is no slogan on the poster√
No contact details are provided√
Spelling mistakes on the name Burgers (Burghers) and Reasonable (Reasonabl) √

Positive:
Price is included√
Discount is included, (Cheap Cheap) √
Information is not cluttered√ (Any other relevant 5) (5)

5.2 5.2.1 Guest and function rooms√
Food and beverage√
Bars√
Laundry√ (Any 3) (3)
(Any other relevant answer)

5.2.2 Paying staff salaries√
Controlling banking procedures√
Overseeing the auditing of hotel funds√
Ensuring payments of VAT√
Keeping track of the money coming in and out of the business√
Safeguarding the business assets√
Preparing financial reports√
Drawing up budgets√ (Any 4) (4)
5.2.3 An entrepreneur must possess the following characteristics:
Have an ability to identify business opportunities and take calculated risks to achieve success √
Be committed and determined √
Have a sense of responsibility and a love of achievement √
Be creative, self-reliant and adaptable √
Have a perspective that is future orientated √
Be confident to achieve success √
Possess good organising and management skills √
Have high levels of energy and a sense of humour √

(Any 4) (4)

5.2.4 Business address √
Form of business √
Branding √
Short, medium and long term goals √
Street map showing location of business √
Site plan showing layout of the business √

(Any 5) (5)

QUESTION 6

6.1 6.1.1 The second fermentation occurs in the bottle √
Similar to the Traditional Champagne Method √

(Any 1) (1)

6.1.2 Carbonation Method √
Tank Method/ Charmat Method √
Transfer Method √

(Any 2) (2)

6.1.3 Champagne is only bottled in France √ in the Champagne district √

(Any 1) (1)

6.1.4 Caviar √
Oysters √

(Any relevant hors d’oeuvres) (1)

6.1.5 Grape juice is fermented √ then the alcohol is removed √ before bottling √

(Any 2) (2)

6.1.6 Glass B √
7-12˚C √

(2)

6.1.7 Use sugar or salt to coat the rim of the glass √
Place in the refrigerator/freezer to become frosted √
Dip glasses in beaten egg white √ or lemon juice √ and then dip them in granulated sugar or powders √

(Any 2) (2)

6.1.8 Liquor can only be served with a meal √
Liquor cannot be sold to anyone under the age of 18 √
Liquor cannot be sold to guests who are already intoxicated √
Adequate toilet facilities must be provided √
Any liquor bought on the premises must be consumed on the premises √

(Any other relevant answer) (3)
6.1.9 Mary must be polite without being familiar√
She must be attentive, but not respond to the flirting√
She must serve the meal as soon as possible√
If the situation gets out of hand, Mary should report the guest to the
Maître d'hotel or manager√
Mary can ask if another waiter of a different gender can take over
the service of the table√ (Any 4) (4)

6.2 Always present the bill to the host√/from the left√
Place the bill folded in the billfold or side plate√
Allow enough time for the customer to place the correct amount of
money in the folder√
Bring the card machine if the guest requests it√
Collect the folder with the money and the bill, and take it to the
cashiers√ (Any 4) (4)

6.3 6.3.1 The tables are close together√, it will make moving around the
tables very difficult√ for both the guests and the waiters√. The
Tables and chairs aren't aligned properly. √ (Any 4) (4)

<table>
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<tr>
<th></th>
<th>Formal Dinner</th>
<th>Cocktail Function</th>
</tr>
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<tbody>
<tr>
<td>Food serving</td>
<td>Plated√</td>
<td>Buffet√</td>
</tr>
<tr>
<td>procedure</td>
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<td>Waiters with trays√</td>
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<tr>
<td>Clearing</td>
<td>When the guest is finished eating the plates are removed from the table by the waiter√</td>
<td>The waiter removes empty platters and glasses from the buffet table√</td>
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6.3.2

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TOTAL SECTION D: 60
GRAND TOTAL: 200