NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES
FEBRUARY/MARCH 2012
MEMORANDUM

MARKS: 200

This memorandum consists of 11 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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<tr>
<td>1.1.1</td>
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<td>LO2AS1</td>
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<td>1.1.2</td>
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<td>1.1.9</td>
<td>C</td>
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</tr>
<tr>
<td>1.1.10</td>
<td>C</td>
<td>LO4AS4</td>
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(10)

1.2 CHOOSE THE CORRECT DISH

1.2.1 Bangers and Mash  
1.2.2 Sushi  
1.2.3 Hamburgers  
1.2.4 Infino  
1.2.5 Lamingtons

1.3 FILL IN THE MISSING WORD(S)

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<tr>
<td>1.3.1</td>
<td>Curriculum Vitae, CV</td>
<td>LO1AS3</td>
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<td>Being alert, service driven</td>
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<td>1.3.7</td>
<td>30</td>
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<td>1.3.9</td>
<td>1-2 cm</td>
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1.4 MATCHING ITEMS

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**TOTAL SECTION A:** 40
SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

2.1 2.1.1 Students/learners, teachers, non teaching staff

(Any 2) LO1AS1 (2)

2.1.2 500 Learners/students +25 teachers + 20 non teaching staff = 545

(4) LO1AS1

2.1.3

• No
• HIV does not survive outside the body.
  Transmission of HIV and Aids by food and beverage is not a risk.
• Learners should follow recommended standards and practices of good personal hygiene and food sanitation.

(Any 2) LO2AS2 (2)

2.1.4

A – If a dose is missed, the virus becomes immune against the ARV.
B – Increase the immune system.
C – To help the body fight infection and build the body’s resistance against diseases

(3) LO2AS2

2.2.1

• Promotions/Special offers
• Branding
• Packaging
• Pricing
• Presentation of products – by using interesting illustrations or photos or samples of the food
• Competitions
• Loyalty programmes
• Advertising: brochures, leaflets, posters, etc.

(Any 4) LO1AS1 HSP 3-5 (4)

2.2.2 Positive factors

• They have the premises/building/tuck shop from which to sell the stock.
• The educators, non-teaching staff and learners will buy the products.
• Hospitality Studies educator is willing to train learners.
• They have the people whom they could sell to.
• To change the image of the tuck shop positively.

(Any 4) LO1AS3

Negative factors

• Do not have the skills to run the business.
• Have insufficient funds.
• Neglected tuck shop.
• Street vendors outside the school gates.
• Learners without HIV and Aids are afraid of contracting the disease.

(Any 4) (8)
2.2.3
- Food, e.g. cakes, pickles, snacks, pies, etc.
- Stationery
- Airtime

(Any relevant answer) (Any 2) (2)

2.3
2.3.1
- Shower or bath daily
- Use a deodorant
- Wear clean clothes and uniform
- Males should be clean shaven
- Keep hair clean and neatly tied back
- Always wear head gear when handling food
- Keep fingernails clean and short
- Footwear should be clean and safe
- Do not smoke in food areas
- Cover open burns and cuts with a waterproof dressing
- Wash hands immediately after using the toilet, smoking or dealing with refuse. (Any 5) (5)

2.3.2
- Exercising courtesy under all circumstances
- Being punctual
- Keeping confidential matters to yourself
- Being fair in all situations
- Doing your full share of work and not leaving it to others
- Being alert at all times
- Dealing with sensitive issues with privacy
- Listening to others
- Apologising sincerely for errors
- Speaking clearly in a language that the listener can understand (Any 3) (3)

2.4
2.4.1
- Deal with injuries until professional help is available
- Protect life/try to keep person alive
- Relieve suffering and pain until professional help is available (Any 2) (2)

2.4.2
- Swelling
- Severe joint pain
- The skin appears to have a bluish colour because of torn blood vessels
- Restricted movement or immobility of the joint (2)

2.4.3
- Keep the injured joint still
- Keep the injured joint slightly elevated
- Place a cold compress on the joint for 10 minutes. Remove for a few minutes and repeat the procedure.
- Place a bandage loosely around the joint (Any 3) (3)

Any other relevant answer

TOTAL SECTION B: 40
SECTION C: FOOD PRODUCTION

QUESTION 3

3.1.1 Bin card/stock sheet/inventory sheet

- Stored in a cupboard that is locked
- Store in piles of 24 (may differ according to in house rules)
- Don’t stack too high to prevent toppling over
- Shelves should be labelled
- Should be stored at a convenient height for placing on and removing from shelves without fear of accidents.
- Should be kept covered to prevent dust and bacteria settling on it
- Store the same types of crockery together e.g. cups/ saucers.

LO3AS2 (1)

3.1.2

(Any 4)

LO3AS2 (4)

3.2 3.2.1 Point of Sale

- Cut down on shrinkage due to theft, waste and misuse.
- Ensures that every item on the menu is sold for the correct price.
- Reduce time doing inventory, sales figures and other paperwork.
- A POS can tell you instantly how many units of a particular product were sold on a particular day.
- How much money you should have in your cash drawer.
- How much profit was made on a particular day
- Detailed sales reports make it much easier to keep correct stock on hand.
- POS software can alert you to reorder when stock runs low.
- Improves control
- Keeps management informed of what is happening in the business.
- The orders can be relayed to the kitchen automatically by using a touch screen by the waiter.
- The bill is automatically generated from the orders placed by the waiter.

LO3AS1 (1)

(Any 4) (4)

3.3 3.3.1

- Poached Kingklip
- Morogo
- Hollandaise sauce
- Glazed carrots
- Cream of broccoli soup

LO3AS4 (4)

(Any 4) (4)
3.3.2 • Braised tripe
• Samp
• Morogo (Any 2) (2)

3.3.3 Stomach LO3AS5

3.3.4 • Sear the meat in hot fat
• Add liquid to cover a quarter of the food
• A pan is covered with the lid
• The oven temperature should be 180 °C
• Braising can also be done in the pot (Any 3) (3)

3.4 3.4.1 • 3 – Rib
• 4 – Loin (Any 1) HSP79 (2)

3.4.2 • To keep it intact
• To retain the shape LO3AS5 (2)

3.4.3 • The meat can be stuffed and yields more portions
• It can be easily carved
• Interesting dishes can be prepared from less expensive meat cuts (Any 2) (2)

3.4.4 • The age of the animal
• The amount of the teeth lost
• The quantity of fat
• The shape and size of the carcass (Any 2) (2)

3.5 3.5.1 • Both are cold desserts
• Both are gelatine based LO3AS5 (1)

3.5.2 | BAVAROIS | CHIFFON |
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Whipped cream folded in</td>
<td>Egg white is folded in</td>
</tr>
<tr>
<td>Unmoulded</td>
<td>Not always unmoulded/filling</td>
</tr>
<tr>
<td>Heavier than a chiffon</td>
<td>It has a very light texture</td>
</tr>
<tr>
<td>Egg custard base</td>
<td>Egg custard or fruit puree</td>
</tr>
<tr>
<td>Thickened with egg</td>
<td>Thickened with starch (Any 4) (4)</td>
</tr>
</tbody>
</table>

3.5.3 Bavarois LO3AS5 (1)

3.5.4 Raw pineapple has a proteolytic enzyme called bromelin which prevents the jelly from setting. If pineapple is used it should be cooked or use canned pineapples. LO3AS5 (2)
3.5.5
- Couverture chocolate (1)
- It is the best quality chocolate for baking
- It contains 57% cocoa butter, no additives or artificial products,
- It has a fine flavour (Any 1 motivation) (2)

3.5.6
- Chocolate is best melted in a bowl over hot water
- Bowl shouldn’t touch hot water
- Water shouldn’t boil
- Chocolate shouldn’t be overheated because it will solidify (Any 2) (2)

QUESTION 4

4.1 4.1.1
- Butternut soup – if cream or milk is used it cannot be served to the Jews.
- Thai Fried Prawn salad – Jews do not eat any kind of shell fish.
- Honey mustard Pork strips – They do not eat pork, ham and bacon.
- Cheese bake – They do not take dairy products with meat (1 mark for dish and one mark for reason) (6)

4.1.2
- Not suitable/Not good.
- Fried Thai Prawn salad – Method of cooking (Frying) and the prawn is not suitable – too much oil/fat.
- Honey Mustard Pork strips – If it has a lot of fat it should be avoided.
- Cheese bake – depends on the kind of cheese used, use low fat cheese.
- Sautéed Vegetables – rather have steamed vegetables. (Any 5)

4.2 4.2.1

<table>
<thead>
<tr>
<th>Ingredients</th>
<th>Short crust</th>
<th>Puff pastry</th>
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<tbody>
<tr>
<td>(4.2.1) Flour shortening</td>
<td>500 g/2 250 g/1</td>
<td>500 g/1 500 g/1</td>
</tr>
<tr>
<td>(4.2.2) Texture</td>
<td>Crisp and light</td>
<td>Flaky with layers</td>
</tr>
<tr>
<td>(4.2.3) Rolling and resting</td>
<td>1rolling and resting</td>
<td>9–11 rolling and resting periods</td>
</tr>
<tr>
<td>(4.2.4) TWO uses</td>
<td>Flans, quiche, pies, barquettes, tart base, turn overs</td>
<td>Mille feuilles, milk tart, jam tart, cream horns, sausage rolls, palmiers, bouchees. Any other</td>
</tr>
</tbody>
</table>
4.3 4.3.1
- Be crisp  
- Light  
- Hollow and dry in the centre  
- Light brown  
  (Any 3)  (3)

4.3.2
- Baked – don’t fill  
- Store in airtight container/bag  
- Store at room temperature  
- Store for three days  
- Freeze for up to a month  
  (Any 2)  (2)

4.4 4.4.1
- Good source of protein  
- Good source of B vitamins  
- Low in cholesterol  
  (Any 2)  (2)

4.4.2
- If nuts are bought in the shells, store in airtight containers  
- Store in non-metal containers  
- Store in a cool dark place  
- Can be stored in a freezer for up to one year  
  (Any 2)  (2)

4.5 4.5.1 Selling Price
Profit= 40 % of R6 410
  = R2 564,00
Selling price= R6 410,00 + R2 564,00
  = R8 974,00
  (4)

4.5.2 Total cost – R64,10 x 100 = R6 410,00
Overheads  = R800,00
Labour costs  = R900,00
Total cost  = R7 190,00
  (4)

4.5.3
- Property rent  
- Tax  
- Water and electricity or gas  
- Equipment  
- Cleaning material  
- Stationery  
- Post and telephone services  
- Advertising  
  (Any 2)  (2)

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

QUESTION 5

5.1 5.1.1 Buffet or Cocktail

5.1.2
- Knives (carving, table, bread, butter)
- Spoons (dessert)
- Forks (carving, table)
- Teaspoons
- Serving spoons

5.1.3
- Bain marie
- Chafing dish
- Hot tray

5.1.4
- Table cloth can have animal prints on them
- Overlays can be orange or brown
- Menu cards may have ethnic prints on them
- Serviettes can also have animal prints or ethnic colour
- Wooden serving platters and bowls
- Can use baskets to serve the bread products in
- Any other suitable answer

5.2 5.2.1 Natural, still, white wine. Chardonnay

5.2.2 Vintage 2010

5.2.3 Ice bucket/ wine bucket

5.2.4 Volume will be 750 ml

5.2.5
- Ask the host if he would like to taste the wine.
- Pour a small amount into the host's glass.
- The bottle must never touch the glass
- When pouring the label should face the guest.
- After the host approves the wine then serve the ladies first then men and last the host.
- The glass should be two thirds full.
- When finished pouring the wine, place it in the ice bucket.

LO4AS3 (1)
LO4AS3 (4)
LO4AS3 (2)
LO4AS3 (3)
LO4AS2 (1)
LO4AS2 (1)
LO4AS2 (1)
LO4AS2 (6)
5.2.6 • Wash glass in clean warm soapy water.
• Rinse in warm water and place upside down to dry
• Steam glasses over a bowl of boiling water
• Polish using a dry clean cloth

5.2.7 • 7-10 ºC

5.3 5.3.1 • Waiter should ask if they prefer hot or cold milk
• Place a cup, saucer and teaspoon to the right of each customer or guest.
• The cup’s handle should face in the direction of the customer’s right hand
• Place the coffee pot, milk jug, the sugar and appropriate sweetener on a tray. Carry the tray on the palm of the left hand. Ensure that the coffee is hot but not boiling
• Add milk – milk is only served warm on request.
• Place the coffee pot on a tray or side plate on a neatly folded service cloth
• Approach the guest from the right side
• Pour the coffee by tilting the pot and pouring into the cup
• Pour up to 6 mm of the rim of the cup
• The coffee pot should not leave the tray
• Leave sugar in the bowl on the table

5.4 5.4.1 • Vintages and labels on wine
• Proof on spirits
• Date codes on Beer
• Leakage on kegs
• Unit sizes
• Brands
• Broken bottles
• Broken seals
• Number of bottles in cases

5.5 5.5.1 • Ladies first
• Men
• Hostess
• Host
• Anti clockwise

5.5.2 Host

TOTAL SECTION D: 40
GRAND TOTAL: 200