NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2014

MEMORANDUM

MARKS: 200

This memorandum consists of 17 pages.
SECTION A

QUESTION 1

1.1  MULTIPLE-CHOICE QUESTIONS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>C√</td>
</tr>
<tr>
<td>1.1.2</td>
<td>D√</td>
</tr>
<tr>
<td>1.1.3</td>
<td>A/B√</td>
</tr>
<tr>
<td>1.1.4</td>
<td>B√</td>
</tr>
<tr>
<td>1.1.5</td>
<td>C√</td>
</tr>
<tr>
<td>1.1.6</td>
<td>A/B√</td>
</tr>
<tr>
<td>1.1.7</td>
<td>D√</td>
</tr>
<tr>
<td>1.1.8</td>
<td>A√</td>
</tr>
<tr>
<td>1.1.9</td>
<td>B/C/D√</td>
</tr>
<tr>
<td>1.1.10</td>
<td>B√</td>
</tr>
</tbody>
</table>

(10)

1.2  MATCHING ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2.1</td>
<td>E√</td>
</tr>
<tr>
<td>1.2.2</td>
<td>K√</td>
</tr>
<tr>
<td>1.2.3</td>
<td>A√</td>
</tr>
<tr>
<td>1.2.4</td>
<td>I/J√</td>
</tr>
<tr>
<td>1.2.5</td>
<td>H√</td>
</tr>
<tr>
<td>1.2.6</td>
<td>D√</td>
</tr>
<tr>
<td>1.2.7</td>
<td>F√</td>
</tr>
<tr>
<td>1.2.8</td>
<td>I/J√</td>
</tr>
<tr>
<td>1.2.9</td>
<td>L√</td>
</tr>
<tr>
<td>1.2.10</td>
<td>B√</td>
</tr>
</tbody>
</table>

(10)

1.3  ONE-WORD ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>point of sale√ /POS√</td>
</tr>
<tr>
<td>1.3.2</td>
<td>baked Alaska√</td>
</tr>
<tr>
<td>1.3.3</td>
<td>malva pudding√</td>
</tr>
<tr>
<td>1.3.4</td>
<td>salmonella√</td>
</tr>
<tr>
<td>1.3.5</td>
<td>stewing√</td>
</tr>
<tr>
<td>1.3.6</td>
<td>glazing√</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Churros/sonhos√</td>
</tr>
<tr>
<td>1.3.8</td>
<td>plated/plating/silver/English√</td>
</tr>
<tr>
<td>1.3.9</td>
<td>franchise√</td>
</tr>
<tr>
<td>1.3.10</td>
<td>baking blind/blind baking/vol au vent/bouchee/barquette/short crust shell√</td>
</tr>
</tbody>
</table>

(10)
1.4 **SELECTION ITEMS**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A√</td>
<td>D√</td>
<td>E √ (Any 2)</td>
</tr>
<tr>
<td>A√</td>
<td>C√</td>
<td>D√</td>
</tr>
</tbody>
</table>

(5)

1.5

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Claret√ / Pinotage√ / Merlot√</td>
<td></td>
<td>(3)</td>
</tr>
<tr>
<td>Sauvignon blanc√ / Chardonnay√ / Chenin Blanc√</td>
<td>(Any 2)</td>
<td>(5)</td>
</tr>
</tbody>
</table>

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

QUESTION 2

2.1 2.1.1  - Show tolerance by recognising others in the establishment
- Show support and accept others/ respect
- Willingness: They must be prepared to work with others/
- Display fairness/honesty with the team
- Co-operating with one other
- Work toward the same objectives
- Everyone pulling their weight
- Sharing successes and failures
- Clarify the job description of each staff member.
- The employer to give incentives to improve working relations
- Talk to each other/communication
- Objectivity: Do not be biased against other people
- Ask for help when needed
- Understanding: have some thought for your fellow workers and do not be selfish.
- Teamwork: practice to work together/do team building exercises
- Positive attitude: Enjoy working with each other.

(Any 5) (5)

2.1.2  - The maître d’ should make a good impression in order attract clients.
- Ensure that the guest is satisfied and will become a loyal customer for return business
- A satisfied customer will be willing to pay for the service which will result in boosted profits
- Good service by the maître d’ can lead to positive word of mouth attracting more customers
- More customers will bring in more money

(Any 3) (3)

2.2  - Lower productivity, work will not be done on time or to the expected standard
- Increases absenteeism, as sick workers are not fit to work
- Jobs are created
- Costs incurred in retraining and rehiring workers
- Low employee morale where other workers have added work because of staff shortages
- Workflow disruption
- Inhibits/ decreases economic growth

(Any 4)

2.3  - Data from the reception is sent to the housekeeping section.
- Improves housekeeping coordination, increases efficiency, improving guest service
- At a glance the housekeeping department is able to determine the number of rooms that need to be prepared for check-in guests/ Saves time/quicker
- The reception is able to see how many rooms are available for new bookings.
- Guest requests can be viewed by housekeeping e.g. extra cot in room.
- More accurate information
- Assists with stock taking

2.4

- Identification numbers√/passport numbers/copies of passports
- Fill in a registration card√
- Sign printed copy of registration form√
- Number of guests in the group√
- List of guest names and allocation of the rooms keys/cards/codes√
- Contact details: telephone number√, address,√ email address√
- Credit card details may be required additional costs
- Type of room requested by tourists : smoking or non-smoking√, single or double√, room views√
- Updating additional costs/extra services√
- Confirmation of the group booking √

(Any 4)  (4)

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

QUESTION 3

3.1 3.1.1 Puff √

3.1.2
- Measure ingredients accurately √
- Keep work surface, ingredients, utensils and hands ice cold √
- Handle the dough lightly √
- Use minimum flour when rolling √
- Incorporate as much air as possible √, roll and fold √
- Détempe should be rolled in a rectangle of even thickness √
- Place butter in centre of dough √
- Fold dough around the butter enclosing it completely √
- Roll the block of dough and butter into an even rectangle √
- Fold the dough into a business letter √
- Fold dough into three and pinch the open edges together to trap the air √
- Don't stretch the pastry √
- Rotate block of dough 90% on the work surface √
- Roll out again and fold again. √
- Rest and chill pastry for 30 minutes after each stage of making and assembling
- Repeat rolling process 4–5 times √ (Any 5) (5)

3.1.3 Apple √
Gravy √
Raisin √
Mustard √
Cranberry √
Sauce Robert √ (Any 1) (1)

3.1.4
- almonds √
- brazil √
- cashews √
- hazelnuts √
- macadamia √
- pecan √
- pistachio √
- walnuts √
- peanuts √ (Any 2) (2)
3.1.5 - pigeon √
     - quail √
     - wild goose √
     - ostrich √
     - pheasant √
     - guinea fowl √
     - wild duck √
     - partridge √
     - emu √

     (Any 3) (3)

3.1.6 - Roast beef is not suitable √ because pollo-vegetarians exclude red meat √.
     - Chutney chicken is suitable √, pollo-vegetarians include poultry, milk products, eggs and vegetables √.
     - Grilled pork not suitable √ because they do not eat pork √.
     - Peach and coconut trifle is suitable, allowed to eat dairy and fruit √.

     (Any 3 of the above statements) (3x2) (6)

3.1.7 Roast Beef Boucheés, Glazed Pork, Chutney chicken, Peach and Coconut Trifle

     (Any 1) (1)

3.1.8 - Vegetable lasagne √
     - Vegetable breyani √
     - Grilled tofu √
     - variety of vegetable soups √
     - vegetable patties √
     - salad/vegetarian starter √
     - dessert √

     (Any dish that excludes beef or pork) (3)

3.2 3.2.1 - Protein √
     - Carbohydrates √
     - Fibre √

     (Any 1) (1)

3.2.2 - Sort the beans to remove impurities, broken pieces, stones √
     - Wash to remove dirt / Place the beans in a bowl, cover with water and remove any skin or items that might float to the surface √
     - Boil the beans rapidly for 3 minutes, remove from the heat, set aside for 1 hour √ OR Place the beans in a bowl and cover with cold water and soak overnight √
     - Drain the beans and discard the soaking liquid √
     - Rinse under running water √

     (Any 3) (3)

3.2.3 - Salt will react with the starch in the beans causing them to harden √
     - Salt will slow the cooking process √

     (Any 1) (1)
3.3

3.3.1
- Leaf/Sheet
- Powdered/Granulated

(Any 2) (2)

3.3.2
- Gelatine must be measured correctly/correct proportion
- Gelatine should be hydrated, dispersed properly
- Chef must ensure that the cheesecake is first properly set
- Put gelatine mixture to partially set in the fridge

(Any 3) (3)

3.3.3
- To prevent the fruits from sinking to the bottom/or going to the top
- Ensures uniform distribution of fruit
- Enhance the appearance/garnish

(Any 2) (2)

3.4
Example:

<table>
<thead>
<tr>
<th>Mike's Homemade Products (brand name)</th>
<th>√</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fig Jam (name of food product/product name)</td>
<td>√</td>
</tr>
<tr>
<td>Description of the product e.g. whole, smooth</td>
<td>√</td>
</tr>
<tr>
<td>44 Sandton Drive, Johannesburg, South Africa (name and address of supplier)</td>
<td>410 g (weight)</td>
</tr>
<tr>
<td>Figs, sugar, water (ingredient list)</td>
<td>(Bar code) 6 004791 001 1378</td>
</tr>
<tr>
<td>Refrigerate after opening (instructions for use)</td>
<td>02/04/15 (use by, best before)</td>
</tr>
<tr>
<td>Produced in an area which uses peanuts. (allergens)</td>
<td><a href="http://www.mikesjam.co.za">www.mikesjam.co.za</a> (consumer feedback)</td>
</tr>
<tr>
<td>Manufacture date</td>
<td></td>
</tr>
</tbody>
</table>

(only one mark per heading)

(1 mark for design and Any 5 marks for information) (6) [40]
QUESTION 4

4.1 4.1.1 (a) A: Paris Brest: Choux√
    B: Pastry case: Puff√ (2)

(b) A: Paris Brest: initial 200 °C/220°C reduced to 180 °C√
    B: Pastry case: 220°C /230 °C√ (2)

(c) A. Paris Brest
   - crisp√
   - hollow and dry inside√
   - light in weight√
   - light brown in colour√
   - well puffed√
   - even sized √ (Any 2)

B. Pastry case
   - light√
   - flaky layers√
   - light golden brown in colour√
   - uneven surface√
   - rich, delicate taste√ (Any 2) (4)

4.1.2 - cream puffs√
   - croquembouche√
   - gateau St Honore√
   - beignets√
   - churros/sonhos√
   - éclairs√
   - profiteroles√
   - swans√
   - gougeres√
   - gnocchi √ (Any 2) (2)

4.2 4.2.1 Crown roast√ (1)

4.2.2 - Mint sauce√
   - Brown gravy/Jus lie√
   - Apple jelly√ (Any 1) (1)

4.2.3 150-200g/ 200g - 250g / 1 to 2 chops per person√ (1)

4.2.4 A  Trimmin
   - neatens the meat and clean the bones √
   - a sharp knife is used to remove excess fat and sinew√

B  Searing
   - Browning the meat at high temperatures√ surface is
     browned creating a desirable flavour / and colour√ (4)
4.3 4.3.1 - Process of covering the surface of meat with thin slices of bacon or fat√.

4.3.2 - Game meat is lean therefore it is very dry√
- Barding prevents the meat from drying out√
- Moistens the meat√
- Adds flavour to the meat √
- Improves the appearance √ (Any 2) (2)

4.4 4.4.1 Cocktail function, finger lunches

4.4.2 - Little or no utensils are required√
- Inexpensive√
- Large number of people can be entertained at one time√
- A small space can be used√
- Duration of the function is short√
- Variety of snacks is served√
- Finger foods allow more creativity√
- Few serving staff√ (Any 3) (3)

4.4.3 (a) Total price of function = Profit + Total cost√
= R4 800√ + (R7 500 + R2 200 + R1 500)
= R16 000√ (Any 3) (3)

(b) Gross profit = Selling price – Food cost √
= R16 000√ – R7 500√
= R8 500√ (Any 3) (3)

(c) Cost per person = Selling price/number of guests√
= R16 000/100√ or R160√ (Any 2) (2)

4.4.4 - Beverages/ Juice on the table√
- Hiring of special equipment√
- Hiring of furniture e.g tables, chairs√
- Music/entertainment √
- Chair covers√
- Centre pieces√
- Flower decoration√
- Decorating the venue, e.g. Christmas eve, lighting√
- Cost of waiters/staff/barman √
- Special requests √
- Service charge √ (Any 4) (4)

4.4.5 - Creates job opportunities when more hotels are built e.g. chefs, waiters√
- Builds infrastructure, e.g. roads, hotels√
- Brings valuable foreign currency into a country if guests are from abroad√
- Standard of living of community improves √
- When the hotel is fully booked they outsource casual staff to meet with the demand √.
- Increases the GDP (Gross Domestic Product) √
- Improves the local economy

(Any 4) (4)

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

QUESTION 5

5.1 5.1.1 - Attract the attention of the desired target market √
- Bring new services or products to the attention of customers √
- Supply correct, reliable and honest information √
- Comply with standards recommended by publication board. √

(Any 3) (3)

5.1.2. Elaine's Bakery uses packaging to:
- Protects the product √
- Makes displaying the product easier √
- Makes storage, handling and transportation of product easier √
- Supplies information about the product √
- Makes it easier to recognise what is inside the product √
- The packaging can be used to market the product. √
- Make the product attractive to catch the eye of the consumer √

(Any 4) (4)

5.1.3 - The budget is not included in the financial plan which details how money will be utilised in the next financial year √
- In the income statement the losses are not included √
- Break-even analysis has been omitted √, it explains how much of an item you need to sell before you have covered your fixed costs and start making a profit on that product √
- With overheads they only included rent √ and excluded hiring of equipment √, water and electricity √, maintenance of the equipment √
- An exclusion of assets, liabilities and owner's equity of the business at the end of the financial year √
- Budget/Providing for unforeseen circumstances √
- A profit of R27000 is included. √
- Cash flow analysis included / shows income and expenditure √

(Any 8) (8)

5.2 5.2.1 Marketing manager
- Organizes all marketing activities/ such as promotions or special events at Elaine's Bakery. √

(1)

5.2.2 Finance manager
- Oversees all financial procedures of Elaine's Bakery or
- Signs contracts with reliable service providers √.

(Any 1) (1)
5.3 Marketing department is responsible for making potential customers aware of the products and services that Elaine's Bakery offers.
- Good marketing will ensure that customers make use of their products and services which provides an income for Elaine's bakery.
- The financial department ensures that the income is spent according to the budget.
- Both departments work closely with one another to ensure the success of the establishment.

5.4 Security staff should be:
- Vigilant and watch out for suspicious vehicles or activities in the car park of Elaine's Bakery.
- Respond to customers' complaints and concerns about noise or security issues.
- Able to respond swiftly and appropriately to emergency situations.
- Able to protect people and workers from Elaine's Bakery, customers' vehicles, personal belongings, and the assets inside Elaine's Bakery.
- Vigilant for stealing by staff and customers.
- Visible security at the door and inside so that customers will feel safe and the property protected.

(Any 4)

5.5 5.5.1 Rack rate
- The price the room is available for/ the highest rate offered at the particular time the client arrives at the hotel.

5.5.2 Revenue-generating area
- Areas in any establishment that generate income from services and products.
- Industry sells goods and services such as accommodation, food and beverages which generate income.

5.5.3 Entrepreneurship
- is a process of starting your own business.
- Someone who identifies a business opportunity and takes calculated risks to achieve success.
QUESTION 6

6.1 6.1.1 - The cup, saucer and teaspoon must be placed in front of the customer
- Tea is served in a pot so that guests can pour for themselves
- The waiter must supply a strainer
- The waiter must provide milk, lemon, and the appropriate sugars
- The teapot accompanying the hot-water pot are not presented on an under plate
- Items not needed must be removed from the table, e.g. magazines
- The waiter is pouring the tea from the right hand side
- The cups ear is facing the wrong way
- The teaspoon is not correctly placed i.e. not parallel to the ear

(Any 3) (3)

6.1.2 The waiter:
- Should apologise, sound sincere and convincing
- Needs to be polite
- Must deal with the situation calmly and professionally
- Should offer the guest a complementary meal voucher or other compensation
- Supply what is needed for cleaning the dress/service cloth
- Offer to take to the dry cleaners
- Inform the manager/maitre d/supervisor
- Never offer anything you cannot provide

(Any 4) (4)

6.1.3 - cake fork
- cake lifter
- serving tong
- side plate
- cake stand/serving platter
- cloche/dome/net

(Any 2) (2)

6.1.4 The restaurant should:
- Apologise to the guest
- Turn off switch
- Make alternative arrangements to boil the water/alternative urn/Use a kettle
- Put pots of water on the stove
- Boil water on a gas stove
- Keep the guest informed of the attention the problem receiving
- Offer an alternative drink

(Any 3) (3)
6.1.5  - Collect clean and dirty linen
       - Wipe the tables
       - Empty tea, coffee pots and milk jugs, wash and pack away
       - Scrape the plates
       - Place saucers, plates, cutlery into neat piles
       - Wipe bottles, jars and other containers and close properly
       - Return all equipment to their various store rooms

(Any 3) (3)
6.2 6.2.1  - Acid flavours such as vinegar or lemon need to be matched with acidity
- Wines should be sweeter than food or else it will taste flat or thin
- Desserts require a more intense sweetness
- Rich red wines go well with red meat dishes but will overpower lighter flavoured foods
- Simpler foods (grills and roasts) work better with older wines
- Drink white wine before red wine
- Drink dry wine before a sweet wine
- Serve the best wine last

(Any 3)  (3)

6.2.2  - No person under the age of 18 may be served alcohol
- Adequate guest toilets facilities for males and females must be provided on or near the licensed premises
- Ordinary meals shall be available on the premises during the hours that liquor is sold
- Liquor is sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may be sold to a person taking an ordinary meal on the licensed premises.
- No liquor may be supplied or sold to a person who is drunk
- All liquor bought on premises must be consumed on the premises
- A person may bring his own liquor and pays a corkage fee
- The premises must be licenced

(Any 3)  (3)

6.3 6.3.1  A - Stirred
B - Blended

(2)

6.3.2  - blenders
- knife
- chopping board
- glass
- ice scoops
- shaker
- smoothie maker
- tot measure
- ice crusher

(Any 2)  (2)

6.3.3  - umbrellas
- swizzle sticks
- straws
- frosting
- fruit slice
- mint
- fresh edible flowers

(Any 1)  (1)
6.3.4 - Measure the ingredients accurately / use a tot measure for measuring √
- Use good quality ingredients √
- Mix the cocktails last when preparing a drinks order for particular table √
- Prepare the garnishes and cover with cling film √
- Don't overfill glasses, to prevent spillage √
- Stir the mixture with ice in a mixing glass √
- Strain into a highball glass √
- Garnish with mint leaves and lemon √
- Serve in chilled glasses √
- Add the garnish last √
- Use clean and clear ice √
- First the ice then the non-alcoholic drink then the alcohol

(Any 4) (4)

TOTAL SECTION D: 60
GRAND TOTAL: 200