



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2021

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

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

1.1.1	A✓	M187	F45
1.1.2	C✓	M124	F185
1.1.3	C✓	M116	F211
1.1.4	D✓	M27	F82
1.1.5	C✓	M5-7	F120/7
1.1.6	B✓	M93	F192
1.1.7	A✓	M156	F48
1.1.8	D✓	M140	F150
1.1.9	B✓	M175	F37
1.1.10	B/D✓	M15	F134

(10)

1.2 MATCHING ITEMS

1.2.1	B✓	M125
1.2.2	D✓	
1.2.3	E✓	F185-186
1.2.4	C✓	
1.2.5	A✓	

(5)

1.3 MATCHING ITEMS

1.3.1	E✓	M161
1.3.2	A✓	
1.3.3	B✓	F65
1.3.4	F✓	
1.3.5	D✓	

(5)

1.4 ONE-WORD ITEMS

1.4.1	Ice bucket/cooler/wine cooler/wine bucket/wine bucket stand✓	M167	F58
1.4.2	Business plan✓	M11	F131
1.4.3	Audio-visual/Auditory✓	M20	F140
1.4.4	Diabetes/Diabetes Mellitus/Type 1 Diabetes✓	M47	F5
1.4.5	Certification/Authenticity✓	M158	F53
1.4.6	Offal/Mogodu✓	M80	F190
1.4.7	Soya✓	M104	F182
1.4.8	Host/Hostess✓	M193	F36
1.4.9	Hydration/sponging/Blooming✓	M130	F161
1.4.10	Barding✓	M86	F199

(10)

1.5 SELECTION

1.5.1	B✓, C✓, E✓, F✓, G✓	Any order	M99	F178	(5)
1.5.2	C✓, D✓, E✓	Any order	M39	F101	(3)
1.5.3	A✓, B✓	Any order	M114	F206	(2)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;
HYGIENE, SAFETY AND SECURITY**

QUESTION 2

- 2.1 2.1.1
- Name of goods/products/type of stock/brand name✓
 - Description of goods/products/unique code✓
 - The quantity/volume/mass that was received and issued✓
 - The new balance (total) on the stock/ stock on hand✓
 - Minimum and maximum stock levels/reorder stock levels✓
 - The price per unit/stock price✓
 - A cash column/value✓
 - Date✓
 - Signature/authorisation/person requiring the stock✓
 - Order/requisition number✓
- (Any 3)
- M36
F95-
97
(3)
- 2.1.2
- Less time consuming/saves time/quicker✓
 - Easier to determine quantity of stock/ more effective✓
 - The system can alert the storekeeper of products that need to be reordered/manage and control the flow of stock✓
 - The total cost of stock will be recorded instantly✓
 - Stock will be automatically deducted from the stock list✓
 - Number of errors is reduced/more accurate✓
 - Stock control process can be carried out more often/frequently✓
 - The computer can store the information/easy to retrieve information✓
- (Any 2)
- M36
F95
(2)
- 2.2 2.2.1
- Punctuality/integrity/reliability/productivity ✓- Luvuyo was not a functional and cooperative team member/being late for work/not doing his full share of work/ not being reliable and dependable✓
 - Self-respect and respect for other/commitment/communication/ co-operation/tolerance✓- He has failed to respect others/arguing with the guest/he was not aware of the guests needs✓
- (Any 4)
- OR
- Luvuyo was late for work✓-not a functional and cooperative team member/not doing his full share of work/ not being reliable and dependable✓
 - No punctuality/integrity/reliability/productivity✓
 - Arguing with the guest✓- He has failed to respect others/he was not aware of the guests needs✓
 - No self-respect and respect for others/lack of commitment/ communication /co-operation/tolerance✓
- ..(Any 4)
- M30
F86
(4)
- 2.2.2
- He must be punctual/give speedy feedback/to respond

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timeously to the customer/efficient when delivering a service and respond in a timely manner/don't keep customers waiting✓

- He must show patience/tolerant with the guest✓
- He needs to be polite/ friendly✓
- He needs to be positive when dealing with guests' complaints ✓
- Never argue with guests/the customer is king/the customer is always right✓
- Stay calm/control emotions/ he needs to be mindful of the tone of his voice/body language when dealing with the customer✓
- Find solutions to the problem✓
- He needs to be reliable with regards to guests request/not making empty promises ✓
- He needs to ensure that guests receive value for money/ receive what they ordered✓
- He must recognise guests as soon as they arrive✓
- He must display accuracy in taking and delivering guests orders✓
- Listen and pay attention✓
- Helpful/willing to assist✓
- Be alert to guest's needs✓
- Respectful towards guest✓
- Make a good first impression/good appearance✓
- Accept his mistake and be apologetic✓ (Any 4)

M32
F90
(4)

2.3 2.3.1

- All water should be chemically treated/purified or boiled✓
- Provide bottled water✓
- Do not serve food and water that has been contaminated/ avoid fish or shellfish obtained from contaminated water✓
- Foods need to be cleaned and cooked properly/use treated water to wash fruit and vegetables✓
- Avoid serving raw and undercooked food e.g. uncooked fish or shellfish ✓
- Cover food to prevent flies✓
- Thorough hand washing facilities with antiseptic soap/sanitizer is important ✓
- Staff should get vaccinated ✓
- Send infected/sick workers home ✓ (Any 4)

M25
F78
(4)

2.3.2

- People using unsafe water supplies/ living in areas with poor sanitation/ people who eat shellfish and vegetables from water known to harbour the bacteria will be infected faster✓ due to the possible intake of cholera bacteria✓
- Children, the elderly and malnourished people✓ are at risk because they have a weaker immune system✓/low levels of stomach acid that can't fight off the bacteria✓
- People living with someone who has the disease✓ may be infected/ higher risk of becoming infected✓ (Any 3)

M25
F78
(3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING;

FOOD COMMODITIES**QUESTION 3**

3.1	3.1.1	Leg chop✓ Rib cutlet✓	M94 F194 (2)
	3.1.2 (a)	Marinating✓ Chemical tenderising✓	M86 F200 (1)
		(Any 1)	
	(b)	<ul style="list-style-type: none"> • Marinating is steeping meat into a seasoned liquid mixture✓for 15 minutes to 2 hours✓ • Acid, oil, spices and herbs are used to tenderise the meat fibres✓ 	
		OR	
		<ul style="list-style-type: none"> • Chemical tenderising – sprinkle meat tenderisers over meat✓/cover meat with acid, fresh pineapple or paw-paw✓to break down the meat fibres for 15 minutes to 2 hours✓ 	M86 F200 (2)
		(Any 2 relevant to 3.1.2 (a))	
	3.1.3	<ul style="list-style-type: none"> • Greyish light red/pinkish colour meat✓ • Flesh feels firm/not leave a dent when pressed on✓ • Fine grain texture✓ • Fat normally white or creamy white/ fat should not be oily✓ • Bones are red and porous, rib bones speckled✓ • Fresh smell /no strange/unpleasant smell✓ 	M83 F189 (3)
		(Any 3)	
3.2		<ul style="list-style-type: none"> • The meat will have freezer burn✓ • The meat surface will be dehydrated/dried out✓ • Appearance of greyish-brown spots on the surface of the meat/change of colour✓ • Meat juices/sarcoplasm will ooze out of the meat after thawing✓ • There will be ice crystals on top of the meat✓ 	M84 F199 (2)
		(Any 2)	
3.3		Rib cutlet: 150-250 g✓ Gammon: 120-150 g ✓ The rib cutlet includes the bone; the gammon is without bones✓	F204 M96 (3)
		(Any weight within the range)	

- 3.4 3.4.1 (a) To prevent changes in the ratio/proportions of ingredients✓
Incorrect proportions can change the characteristics of the
pastry✓ it becomes too hard/soft/crumblly /tough/ dry/dough
becomes sticky/ to ensure a successful end product✓
(Any 1) M118
F212
(1)
- (b) • Over-handling/over-mixing of the dough will cause it to shrink✓
• Heat from hands can melt the shortening that can be absorbed
by flour preventing proper rising/small volume✓ M118
• Dough/Crust will be tough **OR** hard pastry crust ✓ F212
(Any 2) (2)
- (c) • Cold shortening remains hard and forms layers between pastry
layers/ prevents shortening from melting✓
• Better rising✓ M118
• Flakiness will be compromised if conditions are warm✓ F212
(Any 2) (2)
- 3.4.2 • Blind baking is done when a pre-cooked filling is used✓
• To keep the crust from blistering/rising/remains flat/keep
shape✓
• To ensure the pastry case is cooked thoroughly✓ M117
• To help the crust to become crispy/prevents soggy bottom✓ F209
(Any 3) (3)
- 3.5 • Crisp✓
• Hollow and dry inside/dry centre/well cooked✓
• Light in weight✓
• Light brown/golden brown/straw colour✓
• Even sized✓
• Well puffed/good volume✓ M124
• Neatly shaped/good shape✓ F186
(Any 3) (3)

3.6

	BAKED ALASKA	PAVLOVA	
Ratio of egg whites : sugar	1:1✓/Equal quantities (1)	1:2✓/ Double the amount of sugar to egg whites (1)	
Components used to assemble each dessert	(a) Base: Sponge cake✓	(a) Base: Meringue✓	
	(b) Filling: Ice cream✓	(b) Filling: Cream/ Mascarpone/fruit curd✓	
	(c) Topping: Meringue✓	(c) Topping: Fruit/any fruit✓	M141 F151 (8)
	(3)	(3)	

3.7	3.7.1	<ul style="list-style-type: none"> • Chop or break the chocolate into smaller even pieces✓ • Melt over indirect steam by putting the chocolate in a bain marie/double boiler/mixing bowl on top of a saucepan✓ • Stir occasionally✓ • Remove from the stove once water starts boiling to prevent overheating✓ <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Chop or break the chocolate into smaller even pieces✓ • Melt in the microwave by putting the chocolate in a bowl and heat in 30-second bursts✓ stirring in between✓ 	(Any 2) M145 (2)
	3.7.2	<ul style="list-style-type: none"> • Commercial dark chocolate/70% or higher cocoa mass✓ • Couverture- any colour✓ • Baking chocolate- any colour/baker's covering/compound✓ • Unsweetened/bitter chocolate✓ 	M144 F156 (Any 1) (1)
3.8	3.8.1	Glazing/Candied/Crystallization of sugar✓	M153 F168 (1)
	3.8.2	<ul style="list-style-type: none"> • Fruit is cooked repeatedly/multiple times✓ • In a highly concentrated sugar syrup✓ until it forms a glaze on the outside/fine layer of sugar crystals on the outside✓ 	M153 F168 (Any 2) (2)
	3.8.3	<ul style="list-style-type: none"> • Prevents food from spoiling✓ • Increases the safe storage period of food✓ • Increases availability of food that are out of season✓ • Easy to store/no refrigeration is necessary✓ • Saves time and labour /no preparation necessary✓ • Preserved food can be eaten on its own/no cooking is necessary✓ • Transportation of food is easier✓ • Improves the appearance/give it a nice shine/ variety✓ • Improves the taste/unique taste✓ • Limits the availability of water for microbial growth✓ • Heat destroys micro-organisms and enzymes✓ 	M149 F166 (Any 2) (2) [40]

QUESTION 4

4.1.1 A samoosa is a triangular shaped snack/pie✓made with purr/phyllo pastry✓that has been deep-fried in oil/baked/air fried✓with a variety of fillings that can be savoury, spicy or sweet✓ (Any 2) M70 F207 (2)

4.1.2

- Preparation of the food items is time-consuming✓
- Several snacks per person must be prepared✓
- Food items can be costly if protein is the main ingredient/if the function/menu is not well planned✓
- People may be hungry at the time of the finger lunch and so may eat more/it may not be filling enough for the guests✓
- Guests might become uncomfortable to stand for the duration of the function✓
- Guests will dirty their fingers/messy fingers✓

(Any 3)

M68
F13
(3)

4.1.3(a) Fruit group✓ M70 F16 (1)

(b)

- Strawberries dipped in chocolate/sugar coated✓
- Fruit skewers/fruit kebabs/brochette✓
- Fruit fritters✓
- Bouchées/barquette with a fruit filling/fruit tartlets✓
- Apple strudel slices✓
- Mini apple tarts✓
- Mini toffee apples✓

(Any 2-fruit based **mini/cocktail** snack)

M70
F16
(2)

4.1.4	UNSUITABLE DISHES	ONE INGREDIENT	
	<ul style="list-style-type: none"> • Cocktail steak and kidney pies✓ • Smoked Trout and Cream Cheese Blini✓ • Marinated Venison Skewers✓ <p style="text-align: right;">(3)</p>	<ul style="list-style-type: none"> • Steak/Kidney/red meat/offal✓ • Trout/Caviar/fish✓ • Venison/game meat/red meat✓ <p style="text-align: right;">(3)</p>	M99 F178 (6)

4.2 4.2.1 Total Cost = Food Cost + Labour Cost + Overhead Cost✓
= R15 000 + R4 400 + R3 000✓
= R22 400✓ M63 F21 (3)

4.2.2 Selling Price = Total Cost + Profit **OR** Total Cost + 50%✓
= R22 400 + 50% / R22 400 x 50% **or** 50÷100✓
= R22 400 + R11 200✓
= R33 600✓ M62 F21 (4)

- 4.2.3
- Property rent✓
 - Tax✓
 - Water✓
 - Electricity/gas✓
 - Depreciation of equipment/maintenance of equipment✓
 - Cleaning materials✓
 - Stationery✓
 - Post and telephone services/Wi-Fi✓
 - Advertising✓
 - Uniforms✓
 - Linen: tablecloths, napkins, or chair covers/laundry cost✓ M60
 - Transport/delivery costs/fuel✓
 - Insurance✓ F20
 - Security systems/company✓ (Any 2) (2)
- 4.3 4.3.1 Gel formation will be influenced by:
- Gelatine concentration/amount of liquid/gelatine✓
 - Setting temperature 10-15^o C✓
 - Whipping of the gelatine mixture✓
 - Adding of ingredients: amount of sugar/acid/salt/number of strawberries✓ M131
F163
 - Length of time before unmoulding/setting time✓ (Any 2) (2)
- 4.3.2
- Allow gelatine mixture to thicken to a consistency of a thick egg white before adding the strawberries to ensure even distribution✓
 - Ensure that the strawberries are free of liquid✓ M131
 - Small quantities of strawberries should be used✓ F162
 - Strawberries must be sliced evenly✓ (Any 2) (2)
- 4.3.3
- Cover the dish to prevent absorption of other flavours✓
 - Keep the dish covered to prevent cross contamination✓
 - Keep refrigerated until served to keep the gelatinous state/keep gel below 28 °C to prevent melting✓
 - If kept for longer periods, the gel becomes firmer but loses water which will result in loss of texture and volume/rubbery and shrinks✓/must be served within 24 hours✓ M130
F160
 - Do not store in the freezer✓ (Any 3) (3)

4.4 Food:

- Repetition of ingredients/starch ✓ e.g., two dishes with garlic/ corn soufflé and cauliflower au-gratin both using white sauce ✓
- Limited variety of flavours ✓ e.g., garlic sauce and garlic bake ✓
- Little variety of textures ✓ e.g., mushroom soup, corn soufflé and Hungarian goulash all soft textures/no crunch ✓
- No variety of temperatures ✓ all the dishes on the menu are hot e.g. cream of mushroom soup and chocolate sponge pudding both hot ✓
- No variety of colours ✓/no green or red incorporated in the menu, only cream and brown colours ✓ e.g., cream of mushroom soup and cauliflower au-gratin ✓
- Limited variety of cooking methods ✓ there are four baked products e.g. corn soufflé, chocolate sponge pudding/potato, bacon and garlic bake and cauliflower au-gratin all baked in oven ✓
- Too many rich dishes/high in fat ✓ e.g. cream of mushroom soup, cream/bacon in potato bake, cauliflower au gratin with butter on top. ✓
- Not all food groups are included/not good nutritional balance ✓: fruit group is not included ✓

Management:

- Time of the year/winter/June ✓, the dishes are suitable because they are all hot/comfort food ✓
- Availability of the ingredients on the menu ✓, the ingredients are all available during that time of the year/June/ winter ✓
- Cost/budget is R200pp: ✓ the price of the menu is realistic for the dishes/food on the menu ✓
- The type of meal is dinner/4-course/time of the day, ✓ the dishes are suitable for a dinner menu/4-course ✓

Customers:

- The choice of dishes on the menu will not be suitable ✓ for people who follow a special dietary requirement e.g., religious reasons, diseases, vegetarians ✓
- Suitable for older people or children ✓ as the ingredients are of mushy soft texture/easy to chew ✓
- Not suitable for small children ✓ as the dishes are too sophisticated or too strongly flavoured ✓

(3 x 2)

M43
F2
(6)

- 4.5
- Kosher menus must not include meat from the hindquarter of the animal✓
 - Milk and milk products and meat served in the same meal is not allowed✓/no consumption of milk products before 6 hours has lapsed after eating meat✓
 - Shellfish, birds of prey and snails are prohibited✓
 - Pork and pork products are forbidden✓
 - All food must be kosher and prepared/slaughtered according to the religious law/meat must be washed and soaked✓
 - Separate kitchen/storage areas/preparation areas/and separate utensils must be used✓
 - Only kosher products/ingredients may be used✓
 - Only kosher wine may be used in preparation✓
 - Parev products can be combined with either meat or milk products or used as a neutral food in menu planning before or after meat/milk dishes (Any 4)
- M44
F2-3
(4)
[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICE****QUESTION 5**

- | | | | | |
|-----|-------|---|---------|--------------------|
| 5.1 | 5.1.1 | <p>Joyce must:</p> <ul style="list-style-type: none"> • Be willing to take risks/have courage✓ • Have an ability to identify business opportunities and take calculated risks to achieve success✓ • Be committed and determined/be hardworking/ be able to handle pressure/be disciplined✓ • Have a sense of responsibility and love of achievement✓ • Be creative/ unique✓ • Self-reliant✓ • Be able to adapt/be a problem solver✓ • Be future-orientated/plan ahead/goal orientated✓ • Be confident in achieving success✓ • Have good organising and management skills/good leadership skills✓ • Marketing skills✓ • Have high levels of energy/stamina✓ • Have a sense of humour✓ • Communication skills✓ • Be passionate/optimistic about the type of business you are starting✓ | (Any 4) | F8
(4) |
| | 5.1.2 | <ul style="list-style-type: none"> • Information on packaging should be clear/easy to read✓ • Name of product must be clear/product easy to identify/brand/logo/contact details✓ • The packaging must attract the attention of the customer✓ • Interesting pictures✓ • Colours must be bright/interesting✓ • Writing must be clear, bold and eye catching✓ • Packaging can be collectors' items/reusable containers✓ • Information on nutrition must be indicated ✓ • Packaging must be clean and hygienic✓ • Packaging must be suitable for the product/protect the product/easy to handle/strong enough✓ • Size of the packaging should not mislead the customer on the quantity✓ • Packaging must be environmentally friendly/recycleable/biodegradable | (Any 2) | M17
F135
(2) |

- 5.1.3
- Pay staff salaries✓
 - Control banking procedures✓
 - Oversee the auditing of funds ✓
 - Ensure payment of VAT✓
 - Keep accounting records, keeps track of money coming in and going out/do bookkeeping ✓
 - Safeguard the business's assets/financial stable✓
 - Prepare financial reports✓
 - Draw up budgets✓
 - Prepare cash flow forecast/determine profit and loss✓
 - Set up procedures for purchasing, receiving, storing, and requisitioning✓
 - Ensure stocktaking is done on regular basis✓
 - Take care of debtors✓
 - Deal with financial queries✓
 - Pay accounts✓
- (Any 4)
- M 6
F123
(4)
-
- 5.1.4
- Promotional videos/DVD/Projectors✓
 - Digital shows✓
 - **Electronic bill boards**✓
 - Social Media✓ :
Facebook✓/Instagram✓/WhatsApp✓/Twitter✓/ Tiktok✓
 - e-mails✓
 - Websites/YouTube✓
 - Telephones/Tele-marketing✓
 - Cell phones✓
 - SMS✓
 - Radio✓
 - TV✓
- (Any 2)
- M20
F140
(2)
-
- 5.1.5
- (1 mark for good/bad)** (1)
- Joyce's slogan is a **good/yes** marketing tool✓
- Name is in bold/striking/eye-catching/attention grabbing
 - Different lettering/large font/neat✓
 - Does not contain too many words✓
 - It relates to the product/rusks✓
- Joyce's slogan is a **bad/no** marketing tool ✓
- Spelling mistake of the word rusks✓
 - It does not give a clear description of the product✓
- (2)
- M19
F142
(3)

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- 5.2
- Complaints should always be handled positively and professionally✓
 - The restaurant manager must control their emotions/be calm /don't raise your voice✓
 - Polite and friendly✓
 - Maintain eye contact✓
 - Positive body language✓
 - Helpful/show your understanding and willingness to resolve the matter, according to the establishment/take guest complaints into consideration✓
 - Listen and pay attention✓
 - Do not argue with the customer✓
 - Acknowledge the complaint and thank the guest for bringing the matter to their attention/respect opinion of guest✓
 - Attend immediately/act promptly/offer a solution✓
 - Apologise sincerely✓
 - Resolve the situation by inviting the person to discuss the issue in privacy✓
 - Never place the blame on yourself or on somebody else✓
 - Never promise something they cannot provide✓
 - Keep the guest informed of the attention the problem is receiving/progress✓
 - Report and record the handling of the problem according to the policy of the establishment✓
 - Depending on the seriousness of the complaint or policy of the establishment a free drink/meal or discount can be offered✓ (Any 5)

M183
F45
(5)

- 5.3
- Staff members should stay calm✓
 - Apologise to the guests✓
 - The kitchen may be closed during water cuts due to hygiene reasons✓
 - Guests must be informed✓ that food and beverages can only be served if there is clean cutlery, crockery and glasses✓
 - Restaurants should adjust their menu to suit the situation✓
 - Hand sanitisers should be readily available for the use of guests✓
 - Bottled water must be made available in restaurant✓
 - Specific provisions/arrangements must be made for the use of toilets e.g., collection of water from Jo Jo/ water tanks/boreholes ✓
 - Use available water sparingly✓
 - Make sure that all taps are closed during the water cut to prevent flooding at a later stage✓
 - Plan in advance according to expected water cut schedule e.g. have disposable cutlery, crockery available /have containers with water available✓
 - Follow the correct procedures to report the matter/report to the manager/ municipality✓ (Any 4)

M187
F45
(4)

5.4

IDENTIFY THE NON-REVENUE-GENERATING AREAS (A–F)	NAMES OF THE AREAS
B✓ D✓ E✓ (3)	Front Office/reception area✓ Maintenance✓ Bookings office /marketing/call center✓ (3)

M2
F112
(6)
[30]

QUESTION 6

- 6.1 Alcoholic:
- Aperitifs ✓
 - Cocktails ✓
 - Spirits ✓
 - Wines ✓
 - Beer/ciders ✓
 - Digestive/Shooters ✓
 - Speciality coffees ✓
- Non-alcoholic:
- Mocktails ✓
 - Carbonated drinks ✓
 - Water/mineral waters ✓
 - Juices ✓
 - Squashes ✓
 - Cordials ✓
 - Milkshakes/ smoothies/crushers ✓
 - Hot beverages/coffee/tea ✓
- (Any 4)
- M165
F17
(4)
- 6.2
- Carry hot plates ✓
 - Crumbing down ✓
 - Serving of wine ✓
 - Dab spills ✓
 - Handle cutlery after polishing ✓
 - Fold a lily with the service cloth to go underneath coffee pot/juice jug ✓
- (Any 2)
- M190
M194
F36
F37
F60
(2)
- 6.3 6.3.1
- | | |
|--------------------------|-------------------------------|
| Angels on Horseback | Dry Sparkling wine ✓ |
| Crayfish cocktail | De-alcoholised Chenin Blanc ✓ |
| Beef Goulash | Merlot ✓ |
| Bread and Butter pudding | Port ✓ |
- M159
M162-
163
F52
F58
(4)
- 6.3.2
- De-alcoholised wines are wines from which the alcohol has been removed/ filtered out ✓
 - These wines are made in the same way as normal wines ✓
 - Before the wines is bottled, the alcohol is removed using a cold filtration process ✓
 - These wines contain less than 0,5% alcohol-by-volume ✓
- (Any 2)
- M156
F49
(2)

6.4	6.4.1	Mocktail: is made up of a variety/mixture✓ of two or more non-alcoholic drinks✓ It is a cocktail without alcohol✓	(Any 2)	M160 F 62 (2)
	6.4.2	<ul style="list-style-type: none"> • People of all ages/all religions could be served the mocktails✓ • Mocktails could be served or sold at any time of day✓ • Mocktails don't need to be served with a meal✓ • There are no closed days for the sale of mocktails✓ • The establishments made more money as sales increased✓ • No need for a liquor licence/no need to renew a licence, thus saving money✓ • Can sell it as a take-away✓ 	(Any 3)	M168 F55 (3)
6.5	6.5.1	<ul style="list-style-type: none"> • Conduct a stocktake of consumables/ complete stock sheets✓ • Clear the bar top and clean the counters and sink✓ • Pack away all equipment/glasses/chairs✓ • Wash and polish glasses/used equipment✓ • Remove all empty bottles✓ • Empty the liqueur trolley and return stock to the bar cupboard✓ • Restock the bar from the cellar/make a list for purchasing or ordering✓ • Washing floors✓ • Cashing up✓ • Empty the rubbish bin✓ • Switch off the lights/urn, ice-machine, etc.✓ 	(Any 4)	M182 F40 (4)
	6.5.2	<ul style="list-style-type: none"> • Return condiments to the kitchen/buffet cupboard/waiter station/remove from the table✓ • Control that lids are tightened/Cover them as instructed✓ • Cleaning bottles/containers/lids✓ • Re-filling containers before storing✓ 	(Any 3)	M182 F40 (3)

- 6.6 6.6.1 A – Bain Marie✓
B – Chafing dish✓

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F31
(2)

6.6.2

A (Bain Marie)	B (Chafing dish)
<ul style="list-style-type: none"> • Uses heat and water to keep food warm/warm up food✓ 	<ul style="list-style-type: none"> • Uses heat and water to keep food warm/warm up food✓
<ul style="list-style-type: none"> • Uses steam from boiling water, electricity/gas 	<ul style="list-style-type: none"> • Use steam from boiling water created by wax candles or flammable gel/spirit burners✓
<ul style="list-style-type: none"> • Has deep and shallow inserts/ containers/bigger volume✓ 	<ul style="list-style-type: none"> • Has shallow inserts/ containers/smaller volume✓
<ul style="list-style-type: none"> • Flat lids on containers✓ 	<ul style="list-style-type: none"> • Dome shaped lids✓
<ul style="list-style-type: none"> • Used on a countertop or built in the serving area or in the kitchen counter✓ 	<ul style="list-style-type: none"> • Used on a buffet table in the serving area✓
<ul style="list-style-type: none"> • Bain marie is difficult to move because it is heavy✓ 	<ul style="list-style-type: none"> • Can be moved/portable to different areas where needed because it is lighter✓
<ul style="list-style-type: none"> • More expensive to purchase✓ 	<ul style="list-style-type: none"> • Less expensive✓

(Any 2 each)

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[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200