



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2016
MEMORANDUM**

MARKS: 200

This memorandum consists of 12 pages.

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	D✓	F5M47
1.1.2	A✓	F77M23
1.1.3	C✓	F16M74
1.1.4	B✓	F11
1.1.5	D✓	F20M60
1.1.6	D✓	F193M93
1.1.7	B✓	F37M192
1.1.8	B✓	M193
1.1.9	C✓	F64
1.1.10	C✓	F50M157

(10)

1.2 MATCHING ITEMS

1.2.1	D✓	F199M86
1.2.2	E✓	
1.2.3	B✓	
1.2.4	H✓	
1.2.5	I✓	
1.2.6	C✓	

(6)

1.3 CHOOSE THE INCORRECT TERM

1.3.1	Porterhouse✓	F193M93
1.3.2	Neck✓	F190M80
1.3.3	Dry cough✓	F76M22
1.3.4	Cabernet Sauvignon✓	F48M156

(4)

1.4 ONE WORD ITEMS

1.4.1	PAX (Private automatic exchange) ✓	F11
1.4.2	tongs	F31M171
1.4.3	billfold✓	F39M195
1.4.4	sparkling✓	F48M156
1.4.5	squashes/cordials✓	F63M160
1.4.6	adulteration✓	M169
1.4.7	tuilles✓	F157
1.4.8	food intolerance✓	F4M51
1.4.9	fritters✓	F16
1.4.10	packaging✓	F135

(10)

1.5 CHOOSE TWO CORRECT DESSERTS

- | | | |
|-------|--|---------------------|
| 1.5.1 | A Crème caramel✓
E Crème brûlée✓ | F147
M136
(2) |
| 1.5.2 | B Dried fruit compote✓
F Pears in red wine✓ | F169
M137
(2) |
| 1.5.3 | D Orange sorbet✓
H Strawberry granita✓ | F149
M139
(2) |

1.6 CHOOSE FOUR CORRECT PHYLLO PASTRY PRODUCTS

- | | | |
|----|--|------|
| A✓ | | |
| D✓ | | F207 |
| F✓ | | M115 |
| H✓ | | (4) |

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

- 2.1 2.1.1
- Watery diarrhoea✓
 - Dehydration✓
 - Nausea✓
 - Vomiting✓
 - Rapid heart rate✓
 - Dry mouth✓
 - Low blood pressure✓
- (Any 4)
- F78
M25
(4)
- 2.1.2
- Because they will suffer from painless, watery diarrhoea that can quickly lead to dehydration and death if not treated.✓
The diarrhoea will cause an electrolyte imbalance.✓
- F78
M25
(2)
- 2.1.3
- Guests will consume food that was prepared and cooked with water that was contaminated.✓
Guests drinking the contaminated water.✓
- F78
M25
(2)
- 2.1.4
- Small children✓
 - Elderly people✓
 - People with low immune system✓
 - People with low level of stomach acid✓
- (Any 2)
- M25
(2)
- 2.1.5
- It is in his interest to ensure that premises are safe.✓
He is alert.✓
He has reported the outbreak to health officials to prevent further spreading of the disease.✓
He must warn or inform the guests.✓
- (Any 2)
- M31
(2)
- 2.2
- Professionalism is an unwritten code of behaviour✓ and set of attitudes✓ followed by food service workers. Examples of professionalism are professional ethics, appearance, honesty, integrity, responsibility.
- 79F
27M
(2)
- 2.3
- Computers are used for accounting purposes in the hospitality industry for:
- Financial planning and budget control✓
 - Calculating profit and loss✓
 - Accounts payable and receivable✓
 - Inventory management✓
 - Processing customer orders✓
 - Processing credit and debit card transactions✓
 - Payroll in store✓
 - Tracking employee time and attendance✓
 - Scheduling staff✓
- (Any 4)
- M39
(4)

- 2.4
- Determines which rooms are available✓
 - Determines which rates are available for the specific nights✓
 - Records accommodation sales for a single night✓
 - Prepares reservation cards✓
- M39
(Any 2) (2)

TOTAL SECTION B: 20

**SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES**

QUESTION 3

- 3.1 3.1.1
- Large number of people can be entertained at the same time✓
 - Small space can be used✓
 - Little cutlery and crockery is needed✓
 - A diverse mix of guests can be accommodated✓
 - Guests have an opportunity to mingle with each other✓
 - The duration of the function is short, usually two hours✓
 - Menus can be inexpensive✓
 - A variety of snacks is served✓
- F12
M67
(Any 4) (4)
- 3.1.2 Consider:
- The age group of the soccer players/manager, coaches✓
 - Their gender ✓
 - Their special nutritional/dietary needs✓
 - The food habits of the players and religious beliefs of the players✓
- F3
M44
(Any 3) (3)
- 3.1.3
- Flat bread topped with smoked springbok carpaccio✓
 - Rare springbok fillet cocktail rolls with onion marmalade✓
 - Ribbons of springbok carpaccio with cream cheese on savoury pancakes✓
 - Springbok satays with chilli sauce✓
 - Short crust pastry tart filled with springbok✓
 - Springbok strips with honey and mustard dip✓
 - Mini pizzas with springbok biltong dust✓
- F16
M69
(Any 6) (6)
- 3.1.4
- The mayonnaise-filled eggs are unsuitable✓
- Because the players cholesterol is closely monitored:
- Players should avoid consuming food with high amounts of fat ✓
 - The egg yolks and mayonnaise contain high amounts of fat✓
- F3
M44
(3)

3.2	3.2.1	<ul style="list-style-type: none"> • Name of company and contact details✓ • Date✓ • Time✓ • Dietary requirements, special requests✓ • Type of function, number of covers, type of venue✓ • Menu✓ • Additional charges✓ • Costing✓ • Payment terms✓ 	(Any 4)	M63 (4)
	3.2.2	<ul style="list-style-type: none"> • Cost of the menu items • = R18,50+R13,00+R27,00+R9,00+R15,00+R10,50✓ • = R93,00✓ 		F24 M58 (2)
	3.2.3	<ul style="list-style-type: none"> • Total food cost = Cost of the menu items x number of guests✓ • =R93 x 40✓ • =R3 720✓ 	(Any 2)	F24 M58 (2)
	3.2.4	<ul style="list-style-type: none"> • Total cost = Food cost + overhead cost + Labour cost✓ • = R3 720 + R1 200 + R1 500✓ • = R6 420✓ 	(Any 2)	F24 M58 (2)
3.3	3.3.1	Cold dessert✓		F148 M136 (1)
	3.3.2	<ul style="list-style-type: none"> • Hydration✓ Reason:	(1)	F161 M129 (2)
		<ul style="list-style-type: none"> • Powdered gelatine must be soaked in cold liquid✓ • The gelatine absorbs the liquid and softens✓ 	(Any 1)	
	3.3.3	<ul style="list-style-type: none"> • Grapes are neatly arrange at the base of the mould✓ • A thickened gelatine mixture is poured over the grapes✓ 		F162 M131 (2)
	3.3.4	It is good to substitute with pineapples✓ because they are cheaper,✓ but the chef needs to be cautious when using fresh pineapples as they contain the enzyme bromelin.✓ This is a proteolytic enzyme that will prevent the formation of a gel. ✓ The chef will have to cook the raw pineapple to kill the enzymes before adding it to the gelatine mixture. ✓	(Any 3)	F163 M132 (3)
3.4		The crème anglaise should be prepared in a double boiler and stirred constantly.✓ It should be cooked just until it coats the back of the spoon✓ and not for too long.✓ The milk must not be boiling when added to the egg-yolk mixture. ✓ The temperature of the stove must not be too high.✓		F148 M137 (2)

3.5

BAVAROIS	PARFAIT
Set dessert.✓ Made from hot egg custard to which gelatine✓ and whipped cream is added.✓ Mixture poured into a mould and chilled until set. Unmould for service.✓	Frozen dessert.✓ Custard mixture can also be frozen✓ in a cylindrical mould and cut into slices for service.✓ Ice-cream base✓ alternated with toppings, fruit or sauce and served in a tall glass.✓

F149
M138
(4)
[40]

QUESTION 4

- 4.1 4.1.1 Soya✓ F180
M104
(1)
- 4.1.2 TVP products are:
 High in proteins✓
 Rich in carbohydrates and dietary fibre✓
 Low in kilojoules✓
 Low glycaemic index✓
 Low in cholesterol✓
 High in vitamins and minerals✓ (Any 3) F181
M105
(3)
- 4.1.3 • Lacto✓ F178
 • Ovo✓ M99
 • Vegan✓ (3)
- 4.1.4 • Glazing✓ F211
 • Brushing✓ of the pastry with egg wash or milk✓ M116
(2)
- 4.1.5 • By not stretching the pastry✓
 • Pastry needs to be rested✓ and chilled after each stage of making and assembling✓ (Any 3) F209
M119
(3)
 • By not over handling the pastry✓
- 4.1.6 • Flour✓ F206
 • Butter✓ M113
 • Eggs✓ (Any 3) (3)
 • Milk✓
- 4.2 4.2.1 • Neck✓ F206
 • Thick rib✓ M95
 • Leg✓ (Any 3) (3)
 • Shank✓
 • Flank✓
 • Shoulder✓

	4.2.2	Stewing:✓ Food simmers slowly✓ in a covered pot below boiling point.✓Bubbles rise slowly and do not burst on the surface.✓	F202 M89 (3)
	4.2.3	Because elastin does not become tender with cooking.✓ Therefore it stays inedible.✓ Trimming is necessary because the elastin does not look attractive.✓	F196 M88 (2)
	4.2.4	• Brown/Red✓/Green✓ The roller marking indicates the classification of meat with regard to the quality and tenderness. ✓	(Any 1) F170 M83 (2)
4.3	4.3.1	• Reduces the growth of bacteria✓ due to low temperature.✓ • Bacteria are inactive as water is unavailable.✓ • Enzyme activity is slowed down, but does not stop.✓	(Any 3) F170 M150 (3)
	4.3.2	• Increases shelf life✓ • Prevents growth of yeast✓ • Prevents growth of bacteria✓ • Prevents oxidation✓ • Prevents the decay of organic substances✓ • Acts as an antiseptic✓ • Does not create an unpleasant flavour in food. ✓	(Any 4) F169 M150 (4)
	4.3.3	• Allergens✓ to prevent life-threatening conditions.✓ • Do not refreeze after thawing to minimise deterioration of the product.✓ • Sell-by-date and use-by date to ensure that the quality is not compromised.✓	(Any 2) F170 M150 (2)
4.4	4.4.1	• Temperature started at 220 °C✓ to develop steam✓ and to form a cavity.✓ • Temperature is lowered to 180 °C✓ after 10 minutes to dry out the cavity/prevent it from collapsing and to prevent burning.✓	(Any 4) F185 M124 (4)
	4.4.2	• The water turns to steam.✓ • This acts as a raising agent.✓	F186 M125 (2)
			[40]

TOTAL SECTION C: 80

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

- 5.1 5.1.1 Mr Clive needs to possess the following characteristics:
- Commitment and determination✓
 - Responsibility✓
 - Creativity✓
 - Reliability✓
 - Confidence✓
 - Good organisational and managerial skills✓
 - High levels of energy✓
 - Sense of humour✓
 - Perseverance✓
- (Any 3) F128
(3)
- 5.1.2 Andrianna's responsibilities include:
- Safeguarding the guest house's assets✓
 - Preparing of financial reports✓
 - Drawing up the budget✓
 - Preparation of the cash forecast✓
 - Paying staff salaries✓
 - Controlling banking procedures✓
 - Setting up procedures for purchasing, receiving, stores and requisitioning✓
 - Ensuring that stock-taking is done on a regular basis✓
 - Paying of tax and VAT✓
- (Any 4) F116
M6
(4)
- 5.1.3
- Guest rooms✓ – upgrading of rooms to luxury suites/room sales account for 50–100% of the profits.✓
 - Function rooms✓ – increases profits through fees by charging for the use of the room and through support services/it can attract conferences, birthday parties, celebration functions.✓
 - Food and beverage✓ – upgrade so they can offer lunch and dinner to the guests.✓
 - Laundry✓ – a service may be offered to the guests for washing, ironing or dry cleaning.✓
 - Bar✓ – offers beverages to in-house guests and guests from outside.✓
- (Any 4) F108
M2
(4)

- 5.2 5.2.1
- Business people✓
 - Domestic tourists✓
 - International tourists✓
- F135
(3)
- 5.2.2
- Freelance cocktail barman✓
 - Home industries for meals✓
 - Baker✓
 - Function catering✓
 - Marketing✓
 - Recruitment agencies✓
 - Florists✓
 - Laundry✓
- F131
M8
(Any 4) (4)
- 5.2.3
- A marketing tool should:
- Attract the attention of the desired target market✓
 - Bring new services or products to the attention of customers✓
 - Supply correct information✓
 - Comply with the standards recommended by the publication board✓
 - Offer service to the consumer✓
 - Be colourful, large letters and neat ✓
- F138
M18
(Any 5) (5)
- 5.2.4
- The following information is present:
- Name of the business✓
 - Address✓
 - Target market✓
 - Staffing plan✓
 - Goals set out
 - Personnel plan✓
 - Marketing plan✓
- They have not supplied the following:
- Branding (company name, logo) ✓
 - Street map showing the location of the business✓
 - Site plan showing the layout of the business✓
 - Job descriptions✓
 - Financial plan✓
- F131
M11
(Any 7) (7)
[30]

QUESTION 6

6.1 6.1.1 Correcting the cover✓ F33
M191
(1)

- 6.1.2
- The cutlery is adjusted to meet the guests' specific order✓
 - If the place is laid with an entree knife and fork for the salad the knife and fork i be replaced with a soup spoon ✓ F33
M192
 - Items are placed in the correct sequence✓ (Any 2) (2)

6.1.3

	SILVER SERVICE	PLATED SERVICE	
Technique	Transferring food from a service dish to the guest's plate✓ (1)	Waiters carry plates from the kitchen without disturbing the presentation of the food✓ (1)	
Special equipment	Fork✓ Tablespoon✓ Serving dish✓ (1)	Plate✓ (1)	F36 M192 (4)

- 6.1.4
- Better portion control ✓
 - Less wastage ✓
 - More creativity from the chef with presentation✓
 - Quicker service by the waiters✓ (Any 3) (3)
- F33
M192

- 6.1.5
- Lime Grilled Chicken Caesar Salad: White wine✓
 - Smoked Salmon and Caviar: Champagne✓
 - Lamb Shanks: Red wine✓
 - Cherry Turnovers with Macadamia Nut Ice Cream: Dessert wine, sweet white wine, port✓ (Any suitable example) (4)
- F41
M18

- 6.1.6 The wine:
- needs to be kept in the dark to avoid damage from ultraviolet light✓
 - should preferably be stored in a damp location✓
 - should be free from vibration✓
 - bottles should be placed on their sides so that the corks stay moist✓
 - should be rotated on a regular basis✓
 - that is similar should be stored together✓
 - bottles should be packed and stored with the label to the top or to the front✓
 - cellar should be clean and well ventilated✓
 - should be stored upside down in a box✓ (Any 4) (4)
- F54
M159

6.2	6.2.1	<p>The gueridon trolley:</p> <ul style="list-style-type: none"> • is used for service or preparation of food in the dining room✓ • is a sophisticated type of service✓ • allows the finishing of food in the presence of the guest, e.g. flambé✓ • showcases the waiter's skills✓ 	<p>(Any 2)</p> <p>F37 M175 (2)</p>
6.3	6.3.1	<p>The waiter should:</p> <ul style="list-style-type: none"> • keep calm✓ • be firm and avoid showing emotions✓ • ask the customer politely to leave rather than allowing him to disturb the other guests✓ • no more alcoholic beverages should be offered to him✓ • keep the incident as quiet as possible✓ 	<p>(Any 4)</p> <p>F41 M185 (4)</p>
6.4	6.4.1	<ul style="list-style-type: none"> • Dip glasses in beaten egg white or lemon juice, then dip them in granulated sugars or powders✓ • Skewer chunks of fruit onto a toothpick or cocktail stick, and place the skewer across or inside the glass✓ • Garnish the rim of the glass with a slice of lemon or orange✓ • Crush ice or use ice cubes✓ • Umbrella✓ 	<p>(Any other suitable answer)</p> <p>F67 (3)</p>
	6.4.2	<p>Stocktaking✓</p>	<p>F71 M161 (1)</p>
	6.4.3	<ul style="list-style-type: none"> • Stock will not run out✓ • It will prevent over stocking✓ • It will prevent and minimise theft and alcohol abuse✓ • It will limit financial losses✓ 	<p>(Any 2)</p> <p>M161 (2) [30]</p>
TOTAL SECTION D:			60
GRAND TOTAL:			200