



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2016**

**MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 15 pages.**

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

1.1.1	A✓	(1)
1.1.2	C✓	(1)
1.1.3	A✓	(1)
1.1.4	C✓	(1)
1.1.5	C✓	(1)
1.1.6	D✓	(1)
1.1.7	D✓	(1)
1.1.8	A✓	(1)
1.1.9	B✓	(1)
1.1.10	B✓	(1)

(10)

**1.2 MATCHING ITEMS**

1.2.1	B✓
1.2.2	D✓
1.2.3	E✓
1.2.4	C✓

(4)

**1.3 ONE-WORD ITEMS**

1.3.1	Gastroenteritis✓
1.3.2	Cholera✓
1.3.3	Fleurons✓
1.3.4	Phyllo✓
1.3.5	Kosher✓ / Kasherv
1.3.6	Canapé✓
1.3.7	Bombe/Baked Alaska✓
1.3.8	Rigor mortis✓
1.3.9	Service cloth✓/ Waiters cloth✓
1.3.10	Host✓ / Hostess✓

(10)

**1.4 MATCHING ITEMS**

1.4.1	G✓
1.4.2	D✓
1.4.3	E✓
1.4.4	F✓
1.4.5	B✓
1.4.6	C✓

(6)

**1.5.1 IDENTIFYING ITEMS**

A✓ C✓ D✓ G✓ H✓

(Any order) (5)

**1.5.2 IDENTIFYING ITEMS**

C✓ D✓

(Any order) (2)

**1.5.3 IDENTIFYING ITEMS**

B✓ C✓ F✓

(Any order) (3)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Healthcare workers√  
Immigrants of countries where TB is common√  
People with HIV infection√  
Malnourished children and adults√/poor immune system from the elderly√  
Drug users injecting themselves√  
People with diabetes or cancer√  
People who received incomplete TB treatment in the past√  
People living/working with TB infected persons√  
People using non ventilated areas√ (Any 3) (3)
- 2.1.2 Food handlers with TB should be put on sick leave and receive treatment/stay home√  
Only go back to work seven days/ confirmation from the doctor after the onset of effective treatment√  
Avoid sneezing and coughing onto food cover your mouth √  
Use only pasteurised milk from a company with a good reputation√  
Keep food on buffet tables/in kitchens covered√  
Maintain good hygienic practices, e.g. washing hands√ (Any 2) (2)
- 2.1.3 The symptoms of TB may be confused with the symptoms of other diseases. √  
Although it primarily affects the lungs / the lymph system, nervous system/ blood circulation√ there are many other symptoms:  
Fever√/chills √  
Night sweats√  
Chest pains√  
Constant coughing for more than 3 weeks√  
Coughing blood√  
Loss of appetite√ and weight loss√  
Constant tiredness√  
Dyspnoea – shortness of breath√ (Any 4) (4)
- 2.2 2.2.1 - Sam/The staff will not have pride in their work/ respect √  
- They will not enjoy their work√  
- They will not work quickly/hard/decrease speed/be less productive√  
- They will not work efficiently / team work√  
- They will not work neatly√  
- They may work unsafely because they are nervous√  
- It creates an unpleasant atmosphere for staff and guests√  
- It creates unhappy staff members / negative attitude√ (3)  
- Staff will resign / look for jobs elsewhere√  
- Absenteeism increases√ (Any relevant answer)

- 2.2.2 - Sam's bad mood will impact negatively on the profitability of the restaurant√  
 - Poor service will lead to dissatisfied customers not willing to pay√  
 - Loss of business/ customers will not return√  
 - No positive word of mouth√  
 - Fewer customers decrease income/profit √ (Any relevant answer) (3)
- 2.3 2.3.1 Internet shopping/on-line shopping/ e-procurement / telephonic order√ (Any 1) (1)
- 2.3.2 ONLINE SHOPPING:  
 - Ensure that he uses a credit card with a small limit√  
 - Use a secure connection, beginning with 'https'√  
 - Do business with a reputable organisation√  
 - Use a recommended/familiar website/secure web browser √  
 - Do not click on any hyperlink contained within a 'spam' e-mail√  
 - He should make sure he is on the website that he thinks he is on √  
 - Set the web browser to the highest level of security/notification/ anti-virus protection√  
 - Use the most recent version of your web browser√  
 - Look for the closed padlock icon – indicates detail protection √  
 - Read the terms and conditions properly√  
 - Make use of computer privacy filters√  
 OR  
 TELEPHONIC ORDER:  
 - Check the order quantity√  
 - Do not give your banking details over the telephone√  
 - Request that the receiver repeats the order to you√  
 - Check that there is a correct address for delivery√  
 - Check for contact details for the person you are dealing with√  
 - Phone a reputable company√  
 - Confirm method of payment√  
 - Confirm the delivery time√ (Any other relevant answer) (4)

**TOTAL SECTION B: 20**

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

**QUESTION 3**

- 3.1 3.1.1 Rissoles are a blend of ground meat/minced meat, fish, poultry, vegetables, lentils, onions, dipped in bread crumbs, egg and seasonings√  
Shaped into small balls √  
Fried until brown√ (Any 2) (2)

3.1.2

<b>ADVANTAGES</b>	<b>DISADVANTAGES</b>
<ul style="list-style-type: none"> <li>- A large number of people can be entertained at one time. √</li> <li>- A fairly small space can be used. √</li> <li>- Little cutlery and crockery is required. √</li> <li>- A diverse mix of guests can be accommodated because guests can mingle easily. √</li> <li>- The duration of the function is usually quite short as it only lasts 2 hours/waiters are only required for a short period.√</li> <li>- The menus can be relatively cheap, while offering interesting food. √</li> <li>- A variety of snacks is served which gives guests a choice of food items. √</li> <li>- Less tables √</li> <li>- No table plan√</li> <li>- Less staff to serve guests√</li> <li>- No waiting time for the food √</li> </ul> <p>(Any 3)</p>	<ul style="list-style-type: none"> <li>- Cocktail snacks require a lot of preparation/time-consuming√</li> <li>- Guests might be uncomfortable standing for the duration of the cocktail party√</li> <li>- Guests will dirty their fingers√</li> <li>- Several snacks have to be prepared√</li> <li>- Food items can be costly if protein is the main ingredient√</li> <li>- People may be hungry at the time of the function and thus may eat more than the number of snacks provided per person√</li> </ul> <p>(Any 3)</p>

(3 x 2) (6)

- 3.1.3
- Place the non-alcoholic drinks in an accessible spot with someone to serve them./Separate tables for drinks √
  - Non-alcoholic cocktails may be served as the guests arrive, while juice, mineral water and non-alcoholic drinks can be served throughout the evening. √
  - Bartending with flair can enhance the function and may add to the fun√.
  - Use different Styles of glasses to serve the different types of drinks√
  - Must be served cold and chilled√ / stock up with ice

- Waiters must use a non-slip tray✓/ special trays
  - Garnish with appropriate accompaniments when serving✓
  - Carry the tray and move amongst the guests✓
  - Handle glasses by their bases if serving by hand✓
  - Do not overfill glasses to prevent wastage and spillage✓
- (Any 4) (4)

- 3.1.4 Slows down preparation✓ / more time is needed✓  
 Have to make another plan/Other equipment can be used to prepare the pita and the bruschetta e.g. griddle pan, salamander, gas equipment. ✓  
 The pita and the bruschetta can be bought and used as a replacement✓.  
 The samoosas and the rissoles are fried and therefore the availability of the oven will not have an impact on these dishes.✓  
 The snacks will be uncooked✓  
 They will spoiled which will lead to wastage of ingredients✓  
 Insufficient snacks✓
- (Any 4) (4)

3.1.5

	PURR PASTRY	SHORT CRUST PASTRY
(a) Differences	Small amount of oil✓ Ratio of flour to fat: almost no fat ✓ No eggs✓ Does not crumble✓ Not as rich✓ Darker golden brown colour✓ Pliable / flexible✓ Thinner ✓ Fried✓ (any 2)	Contains fat/ shortening✓ Ratio of flour to fat 2 : 1✓ / 1: ½ ✓ Crumbles easily✓ May contain eggs✓ Soft short crust pastry✓ Rich pastry✓ Thick pastry ✓ Lighter golden colour✓ Baked✓ (any 2)
(b) Example of pastry product	Samoosas✓ (1)	Quiche✓ (1)

(6)

- 3.1.6 (a) Quiche ✓ (1)
- (b) To ensure that the pastry case is thoroughly cooked ✓  
 To help the crust to become crisp / prevents it from being soggy✓  
 To keep the crust from blistering ✓ (Any 2) (2)

- 3.1.7 - Cream puffs✓ – Balls of 2–4 cm/round shapes filled with pastry cream or Chantilly cream. ✓  
 - Profiteroles✓ – Small, sweet choux puffs filled with pastry cream or Chantilly cream ✓  
 Éclairs✓ – Log or finger-shaped choux pastry filled with pastry cream or Chantilly cream and topped with chocolate

- Croquembouche✓ – A pyramid of filled cream puffs, covered with spun sugar✓
  - Swans✓ - shell shaped puffs filled with Chantilly cream✓
  - Beignets✓ – squares baked and dusted with icing sugar✓
  - Mini paris brest✓:-choux pastry piped into small rings, topped with slivered almonds✓
- (2 marks for names of products and 2 marks for description) (4)

- 3.1.8 (a)  $\frac{R3\ 000}{0.5} \checkmark = R6000\checkmark$  (2)
- (b) Gross profit = selling price – food cost  
R6000 - R3 000✓ = R3 000✓ (2)
- (c) No / It is not possible to calculate the net profit ✓  
Reason:  
Net profit = selling price – total cost✓  
The total cost cannot be determined✓/ There is missing information✓  
Total cost = food cost + labour cost + overheads✓ (3)  
Labour cost and overhead costs were not provided✓ (Any 3)

- 3.2 3.2.1 High cholesterol can lead to a stroke or heart attack✓  
Can contribute to high blood pressure✓  
Cholesterol will be left behind in arteries/blocks arteries/cause hardening of arteries✓  
Reduces blood flow✓  
If blood flow is reduced the organs get damaged✓ (Any 1) (1)
- 3.2.2 Eat less fat, Use skim milk instead of full cream✓  
Avoid or restrict the intake of processed meat, e.g. salami, Russians ✓  
Avoid or restrict refined carbohydrates (starch), e.g. white bread✓  
Offer dishes high in complex carbohydrates, e.g. brown rice✓  
Limit alcohol intake✓  
Incorporate fruits, vegetables✓  
Fibre rich foods✓ (Any 3) (3)
- [40]**

**QUESTION 4**

- 4.1 4.1.1 (a) French meringue✓  
(b) Italian meringue✓ (2)
- 4.1.2 A coulis is puréed✓, raw or cooked strawberries/fruits✓  
with or without sugar syrup/adjusted in flavour✓ (Any 2) (2)
- 4.1.3 It helps to stabilise the foam✓ (1)
- 4.1.4 Store without the filling✓  
Store in an airtight container✓  
Store at room temperature/not in the fridge/cool dry place✓  
Do not store near onions or strong smelling foods✓  
Do not freeze Pavlova✓ (3)  
Must be individually stored making a space between them to avoid  
breaking✓ (Any 3)
- 4.1.5 Brush, pour or drizzle coulis over the fruit ✓  
Brush, pour or drizzle gelatin over the fruit ✓  
Brush, pour or drizzle thickened fruit juice over the fruit ✓  
Brush, pour or drizzle melted jam over the fruit ✓  
Brush, pour or drizzle or sugar syrup over the fruit ✓  
Fruit is continuously cooked in a high concentrated sugar syrup  
until it forms a glaze✓ (Any 2) (2)
- 4.1.6 Ovo-vegetarian✓  
Lacto-ovo vegetarian/ ovo-lacto vegetarian✓  
Pesco-vegetarian/ pescatarian vegetarian✓  
Pollo-vegetarian✓  
Pollo-pescatarian✓  
Semi-vegetarian✓  
Flexitarian✓  
Reason: May eat eggs and fruits✓  
(Any 4 vegetarians and ONE reason) (5)
- 4.1.7 Agar-agar✓  
The vegetarians may not eat gelatin because it is made from  
animal tissue✓  
Agar-agar is made from seaweed✓ (Any 2) (2)
- 4.2 4.2.1 Gelatin leaves✓ sheet gelatin✓ (Any 1) (1)
- 4.2.2 Gelatin was hydrated/soaked in cold water✓  
Soak till very soft/liquid absorbed ✓  
Excess water is squeezed out✓ (Any2) (2)
- 4.2.3 Melt the hydrated gelatin over steam/ hot water bath/ or bain-  
marie/Melt gelatin in the microwave for a few seconds✓  
Then stir into the strawberry purée /OR heated puree✓ (2)  
Reason:  
The strawberry purée is cold/not hot enough to melt the hydrated  
gelatin, therefore the gelatin should be melted first✓  
The gelatin must be slightly cooled/not too hot when adding it to  
the strawberry purée✓ (Any 1 reason) (3)

- 4.2.4 The gelatin in the strawberry purée was not thick enough or  
The strawberry purée did not have the consistency of thick egg  
white or strawberry purée was still too runny✓  
when adding the foam/beaten cream and egg white✓  
Not folded in correctly✓ (Any 2) (2)
- 4.3 4.3.1 Tongue✓  
Kidney✓  
Oxtail✓ (Any 2) (2)
- 4.3.2 To brown the surface✓  
To create a desirable flavour/to add flavour✓  
Prevents loss of moisture✓ (Any 2) (2)
- 4.3.3 After searing✓ flat rib is cooked in liquid✓ in a covered pan ✓  
Placed on a bed of root vegetables/mirepoix✓  
Add enough liquid/stock to cover a quarter of the flat rib✓  
Put in the oven at 180 °C / on the stove top✓ (Any 3) (3)
- 4.3.4 The white connective tissue/collagen bonds with water✓  
Changing the connective tissue/collagen to gelatin✓  
It makes the collagen more edible✓  
Yellow connective tissue/elastin is not affected by moist heat and it  
remains chewy✓ (Any 2) (2)
- 4.4 4.4.1 Rabbit✓✓ OR  
Kudu✓, springbok✓, blesbok✓, impala✓, cane rats✓, porcupine✓  
(Any 2) (2)
- 4.4.2 Wood smoke contains compounds✓  
that slow down/inhibit the growth of microbes✓  
Slow down fat going off/It slows down the animal fat from going  
rancid✓  
Preserves by drying/removing moisture ✓  
Meat does not become contaminated easily✓  
Prevents enzymes from reacting with oxygen/prevents browning✓  
Increases shelf life✓ (Any 2) (2)
- 4.4.3 Drying✓  
Salting✓ / Curing  
Vacuum packing✓ (Any 2) (2)
- TOTAL SECTION C: 80**

**[40]**

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

- 5.1 5.1.1 - The hospitality sector makes a contribution to the gross domestic product (GDP) of the economy of SA / income tax paid to government✓  
 - An increase in demand for the products will create jobs✓  
 - Secondary jobs in the companies that supply products to the manufacturers, such as food outlets✓  
 - Local income will increase✓  
 - Multiplier effect / Income generated contributes to development and improvement of the country's infrastructure✓  
 - Funds are provided for maintenance and responsible utilization of natural resources✓  
 - Tourists bring valuable foreign currency into the country✓  
 - The esteem and living standard of the community will improve✓ (4)  
 (Any 4)
- 5.1.2 - Baking✓  
 - Home industries✓  
 - Function catering / Birthday party catering✓  
 - Vendors✓  
 - Meals on wheels✓  
 - Restaurant /coffee shop✓  
 - Tuck-shops✓ (Any relevant food preparation opportunities) (3)
- 5.1.3 In designing the operational plan the following must be included:  
 - Costs for manufacturing/running the business✓  
 - Purchasing and suppliers/merchandising✓  
 - Who will supply their raw materials and equipment, where they are located, what their credit terms are✓  
 - Delivery: whether they deliver or you will have to pick up your order✓  
 - Personnel plan / staff plan ✓  
 - Stock control and storage✓  
 - An organogram: who will be responsible for which task within your business✓  
 - Job descriptions: a written list of tasks for every job in your company✓  
 - Individual responsibilities: which employees will need to take responsibility for each task✓ (4)  
 (Any 4) (4)
- 5.1.4 - Cover page: name of the business / name of the owner✓  
 - Business description: objectives /goals / address / map layout/ type of business / layout of business✓  
 - Product/service description✓  
 - Marketing plan / strategy✓  
 - Financial plan / budget / cash flow analysis / income statement / balance sheet / break-even analysis ✓  
 (Any 2) (2)

- 5.2 5.2.1 - Guest rooms / Accommodation✓  
- Food and beverage/restaurant✓  
- Bar✓  
- Spa treatments✓ (Any 3) (3)
- 5.2.2 - Human resource / manager✓  
- Trainers✓  
- Recruitment officers✓  
- Administrative posts/clerk/secretary ✓ (Any 2) (2)
- 5.2.3 - Product is indicated in the advert✓: accommodation, meals, spa ✓  
- Promotion is indicated✓: special packages: stay 2 nights, 3<sup>rd</sup> night free✓  
- Price is indicated✓: R2 999, it seems more affordable than R3 000✓  
- Place/address of business is indicated✓: 22 Avondale Road✓  
- People/Target market is indicated✓: Parents and children✓  
- Packaging is not indicated✓ :no brand awareness/logo✓  
- Presentation not indicated ✓– no pictures of products✓ (Any 6) (6)
- 5.2.4 - Promotional videos ✓  
- TV ✓  
- Advertisements (shown in movie theatres or on video walls) ✓  
- Digital shows✓  
- YouTube / video clips✓ (Any 2) (2)
- 5.2.5 The security team protects guests, staff and property so that claims which may lead to huge financial losses are prevented. ✓  
Human resource officers oversee security staff affairs: such as employment, training, leave, salaries, bonuses, medical aid and problems experienced/counselling. ✓  
Draws up employment contracts for security staff, work schedules and rosters, codes of conduct, procedures/disciplinary actions/ settling of disputes. ✓  
Security people make sure that the human resource staff are secure/safe✓  
Therefore these two departments work closely with one another to ensure the success of the establishment. ✓ (Any 4) (4)

**[30]**

**QUESTION 6**

- 6.1 6.1.1 On-consumption / on-site license✓ (1)
- 6.1.2 - The applicant / their spouse should have a clean record / not imprisoned for more than 10 years✓  
 - The applicant should not be insolvent✓  
 - The applicant should be over the age of 18 / under age✓  
 - Adequate guest toilet facilities for males and females must be provided on or near the premises. ✓  
 - Ordinary meals must be available on the premises during the hours that liquor is sold. ✓  
 - Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking a meal on the licensed premises. ✓  
 - May only sell liquor to be consumed on the premises✓.  
 - May not sell liquor to people under the age of 18✓  
 - People that are already intoxicated✓  
 - It is illegal to add any liquids, such as water, to the liquor in a bottle✓ (Any 3) (3)
- 6.2 6.2.1 Suitable✓ – it is a champagne✓ , flute glass✓, used for sparkling wine✓  
 Not suitable✓- the glass is shorter and is suitable for white wine✓ (Any 2) (2)
- 6.2.2 Unique name ✓: PeZulu Restaurant or any other suitable name✓  
 Name of wine ✓: Sparkling wine✓  
 Harvest year/Vintage✓: 2015✓  
 Origin✓: e.g. Paarl, Country: South Africa✓  
 Producer: Estate/Manufacturer✓  
 Alcohol✓: e.g. 13%✓  
 Bottle content✓: 750 ml✓  
 Logo✓  
 (Any 4 for the items on the label, 1 mark for the design of the label) (5)
- 6.3 6.3.1 Non-alcoholic cocktail / virgin drink✓ (1)
- 6.3.2 Made from fruit juice or syrups / concentrate (prepared from sugar and water) ✓ and other flavourings, ✓  
 usually diluted with water, sodas or lemonade (Any 2) (2)
- 6.3.3 Very dry wine✓ (1)
- 6.3.4 Dry wine✓ (1)
- 6.4 6.4.1 Cloche / plate cover / butter dish✓ (Any 1) (1)

- 6.4.2 Wash in clean, hot, soapy water ✓  
 Rinse in clean, hot water ( $\pm 60^{\circ}\text{C}$  – dries faster) ✓  
 Air dry and polish using a clean cloth / metal cleaner ✓  
 If water stains remain after washing, dip equipment in very hot water / steam ✓ for a few moments, and then polish with a clean, dry cloth ✓  
 Use a dishcloth or a service cloth to handle the equipment/cloche after polishing to prevent fingerprints ✓ (Any 2) (2)

- 6.5
- Place similar items together on the waiter's station: Table numbers, menus, sugar pots, salt and pepper pots, condiments ✓
  - Collect all linen, both clean and dirty; return the same quantities that were issued. Place soiled linen in different piles, e.g. tablecloths, serviettes, service cloths; return to the linen room. ✓
  - Empty ashtrays into a fireproof container, and place apart from other dishes. ✓
  - Empty coffee pots and milk jugs, wash and pack away. ✓
  - Scrape off food debris, sort and throw away other rubbish before leaving items at the dishwashing area. ✓
  - Place saucers and plates in neat piles, cups together, cutlery soaking in a bowl or sorted into the basket for the dishwasher ✓.
  - Wipe clean bottles, jars and other containers used for accompaniments, check that they are closed properly and place those that must be kept chilled in the refrigerator. ✓
  - Return all the equipment to their various storerooms. Pack away neatly according to shelf labels. ✓
  - Bundle cutlery in groups of ten ✓
  - Switch off electrical equipment: bain-marie, plate warmers, hot plates, refrigerated units, and urns when not in use ✓.
  - Wipe down surfaces and wash out food containers. ✓
  - Check that all the sideboards are completely empty ✓. (Any 5) (5)

- 6.6 6.6.1
- He should have apologised sincerely. ✓
  - The manager should have handled the situation positively and professionally. ✓
  - He should have been calm ✓, helpful ✓ and friendly as much possible – and try to put aside any feelings of anger, hurt or embarrassment. ✓
  - The manager should have communicated tactfully and sensitively. ✓
  - He should have shown understanding and willingness to resolve the matter. ✓
  - He should not have argued with the guest, ✓ instead listened and paid attention. ✓
  - The manager should have acknowledged the complaint and moved the guests to his sister B&B. ✓
  - The manager should have had alternative measures in place, e.g. buying water for drinking and a water tank / jojo for washing. ✓ (Any 4) (4)

- 6.6.2
- The kitchen would have been closed during water cuts for the sake of hygiene. ✓
  - Only beverages would be served as long as clean glassware and crockery were available. ✓
  - Productivity of staff would have decreased. ✓
  - Profits would have decreased. ✓
  - Will lose customers ✓
  - Bad word of mouth ✓

(Any 2) (2)

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**