These marking guidelines consist of 13 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1 B √
1.1.2 C √
1.1.3 A √
1.1.4 A √
1.1.5 B/C √
1.1.6 C √
1.1.7 B √
1.1.8 C √
1.1.9 A √
1.1.10 D √

1.2 MATCHING ITEMS

1.2.1 D √
1.2.2 C √
1.2.3 G √
1.2.4 F √
1.2.5 B √

1.3 MATCHING ITEMS

1.3.1 B √
1.3.2 F √
1.3.3 A √
1.3.4 E √
1.3.5 C √

1.4 ONE-WORD ITEMS

1.4.1 Elastin √
1.4.2 Meals on wheels/ Mobile meals √
1.4.3 Agar/Agar-Agar √
1.4.4 Crudités √
1.4.5 Apple √
1.4.6 Hepatitis A/ Infective jaundice √
1.4.7 Cholesterol √
1.4.8 Fruitarian √
1.4.9 Suzette/Crepe Suzette √
1.4.10 Sterilisation/UHT √
1.5 **SELECTION**

<table>
<thead>
<tr>
<th>1.5.1</th>
<th>B/Eggs √</th>
<th>D/Sugar √</th>
<th>E/Limes √</th>
<th>H/Butter √</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.2</td>
<td>B/Egg yolk √</td>
<td>D/sunflower oil √</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(any order/words accepted)

1.6 **ONE-WORD ITEMS**

<table>
<thead>
<tr>
<th>1.6.1</th>
<th>Silver √</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.6.2</td>
<td>Gueridon √</td>
</tr>
<tr>
<td>1.6.3</td>
<td>Buffet √</td>
</tr>
<tr>
<td>1.6.4</td>
<td>Plated √</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 Watery stools/diarrhoea/runny stomach √
     Nausea √
     Vomiting √
     Rapid dehydration/dehydration/severe water loss √
     Rapid/fast heart rate √
     Dry mucous membranes/dry mouth √
     Muscle cramps √
     Stomach/abdominal cramps √
     Low blood pressure √                   (Any 3)                    (3)

2.1.2 Lack of water and sewage treatment √
     Poor sanitation at informal stalls √
     People drink contaminated water/unsafe water supplies √
     People eat vegetables fertilized with sewage √
     People eat food/fish which has been in contact/washed with contaminated water √
     Food infected by flies sitting on food √
     Food infected by persons with soiled hands √
     Poor nutrition/AIDS: low immunity √
     No money for vaccines √
     People living with people who are already infected √   (Any 2)          (2)

2.1.3 Select food that has not been contaminated √
     Use properly cooked food/not raw √
     Use water that is not contaminated/bottled water/boiled water/
     Chemically treated (chlorine) √
     Wash hands/with antiseptic soap/soap √
     Cover/pre-pack food to protect from flies √
     Use treated water/clean water to wash fruits and vegetables √
     Sanitize/ clean stall, counter, apparatus or cloths √          (Any 3)          (3)

2.1.4 Untreated people die within hours due to excessive loss of fluid or
     loss of 10-20 litres per day (blue death)/dehydration √ and
     electrolyte imbalance √                      (Any 2)          (2)

2.2  2.2.1 Honesty/loyalty/trustworthy/reliable/dependability/self-
     control/dedicated and integrity √ - towards customer by not taking
     the handbag and umbrella, but reporting it √
     Alertness/ punctuality √ - immediately reporting the suspicious
     handbag in the foyer √
     Self-respect and respect for other/work well with others – respect
     other people’s belongings/handbag and umbrella √
     Responsibility – reporting the incident to ensure that guest
     belongings are secure and safe √
     Professionalism – calmly handling the issue.
     (2 marks for aspects and 2 for motivation)                (4)
2.2.2 - If guests have already checked in via the PMS using the internet or smart phone their details will be electronically transferred onto the system.
  - Front office clerk will enter guest's name into computer/check personal details of guest√
  - Proceed to the booking that was made/confirm booking/computer retrieve reservation√
  - Make a printout of registration card and let guest sign√
  - Once reservation is displayed on the screen, a room is allocated/check availability of the room/check room number√
  - To check the date of departure√
  - To check out the front office clerk will enter the guest's name to retrieve the invoice of guest√, the guest must pay the total due on their account and sign√
  - When guests check out the computer system notifies housekeeping/other departments√ (Any 3) (3)

2.3 - The management could have decided that the level of service that they would like in their hotel should be of a high standard√
  - Staff attitude/behaviour could have been different: staff friendly, helpful/willingness and competent√
  - Well-trained staff/efficient/quick/productive: therefore clients are willing to pay for good service√
  - Quality of food and beverages and the service of it: The price of dishes/services could have been linked to quality/professional execution√
  - Individuals/employees differ: the hotel could have hired passionate/positive staff/motivated workers√
  - Good/teamwork√
  - The good service can give a lasting impression/good word of mouth√
  - Experienced staff√ (Any 3) (3)

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

QUESTION 3

3.1 3.1.1 Small, savoury, bite-sized finger food served at a cocktail party or as a starter to stimulate the diner’s appetite / appetisers / beginning or start of the meal (2)

3.1.2 Kidney beans / (Mexican bean pot)
Lentils / (lentil soup) (2)

3.1.3 Not suitable
The menu is an a la Carte menu; a table d’hôte menu is used for a banquet
A banquet requires a pre-selected menu / dishes by the host / this menu was not determined in advance
This menu has too many choices of dishes for guests
Banquet menu should have smaller dishes / dishes too filling – can’t have ‘dish of the day’ and ‘from the grill’ as two follow-up courses for a banquet
Courses / dishes do not complement each other; repetition of chicken and beef
Dishes should not be priced individually for a banquet as host pays one price for the meal
Food should be served quickly at a banquet – this menu will take time to serve
Dishes should be prepared beforehand to be ready at a certain time / these dishes will take time to prepare and guests will have to wait which is not suitable for a banquet (Any 4)

3.2 MENU
FORMAL DINNER / DINNER
Hors d’oeuvre
Vegetable Spring Rolls with Sweet and Sour Sauce
Soup
Lentil Soup
Plat du jour / Dish of the Day / Main Course
Mexican Bean Pot
Basmati Rice (Mexican Bean Pot with Basmati in one line)
Green Salad
Dessert
Poached Pear in Red Grape Juice
Coffee

Date (month written out in full and can be at the top / bottom right hand corner)
(✓ format correct: Spacing / headings / block / frame / centred / capital letters)
(the menu must include dishes in each course for a strict vegetarian / no meat dishes in the course will be accepted, Basmati rice and the green salad will be accepted if present)
3.3 Baklava/poached pears in red grape juice √
   Jews cannot consume any dairy products after eating meat; both these
   desserts do not contain dairy √
   (Any 2)

3.4  3.4.1

<table>
<thead>
<tr>
<th>NAME OF STEAK</th>
<th>NAME OF CUT ON CARCASS</th>
<th>COOKING METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Porterhouse Steak √</td>
<td>Sirloin/Loin √</td>
<td>Grill, shallow fry √</td>
</tr>
<tr>
<td>Tournedos √</td>
<td>Fillet/Tenderloin √</td>
<td>Grill, shallow fry √</td>
</tr>
<tr>
<td>Beef stroganoff √</td>
<td>Fillet/Tenderloin √</td>
<td>Shallow fry/ stewing/simmering √</td>
</tr>
</tbody>
</table>

(The correct steak must be selected for marks to allocated in column 2 and 3)

3.4.2
- Natural enzymes break down muscle fibres during maturing √
- Meat is tender √
- More flavour √
- Meat is more succulent √
   (Any 2)

3.5  3.5.1 Tropical fruit bombe √

3.5.2 Saratoga chops √

3.6  3.6.1 Food cost/Ingredients √
   Overheads/ (or the example: electricity, water, rent, telephone) √
   Labour √
   Profit √
   (Any 3)

3.6.2 R85 √ – R20 √
   = R65 √
   (3)

3.7  3.7.1 Drying √

3.7.2 Salt/vinegar √

3.7.3 Makes water unavailable for microbial growth/prevents growth of microbes √
   Inhibits enzyme action √
   Bacteria √ cannot thrive in a salty √ or acidic environment √
   (Any 2)
QUESTION 4

4.1 4.1.1 Short crust/pâte sucrée√ (1)

4.1.2 Rich√
Not flaky√
Light/golden brown colour√
Crisp√
Soft/fine crumbs√
Texture not gummy or tough√ (Any 4) (4)

4.1.3 To keep the crust from blistering√
To ensure that pastry cases cook thoroughly/to prevent a soggy bottom√
To help the crust to become crisp√
When the crème pâtissière/filling used, is already cooked√ (Any 3) (3)

4.1.4 It will be runny/custard won’t hold shape√
The starch won’t gelatinize properly√
Egg protein didn’t coagulate√
There may be a raw starchy taste√ (Any 2) (2)

4.1.5 Turnovers/croissants√ (1)

4.1.6 Jam√
Cooked fruit e.g. apple/pears/canned (tinned)/compote/glazed√
Pastry cream/Custard√
Frangipane√
Sweetened Cream cheese√
Caramel√
Nutella/almond spread√
Chocolate√ (Any relevant 2) (2)

4.2 4.2.1 Éclairs/Chocolate éclairs√ (1)

4.2.2 Steam√ (1)

4.2.3 Crisp√
Hollow/well puffed√
Dry inside√
Light in weight√
Light/golden brown in colour√
Evenly sized/similar size√ (Any 3) (3)

4.2.4 (a) To prevent evaporation that will result in too little steam/change the ratio of the ingredients/ will have a small volume/prevents rising/oily product√√ (2)

(b) Allow for enough steam in order to allow the dough to rise/form a hollow√√ (2)

(c) To ensure that the pastry dries out completely/well-cooked/ to keep shape √√ OR to prevent burning√√ (2)
4.3 4.3.1 Cocktail function or finger lunch √

4.3.2 Finger foods should be bite sized/ small/easy to handle/eaten by hand √
They must be visually attractive and colourful/presentable/well garnished √
They must be tasty and well-seasoned √
They must include a variety of flavours/ don’t repeat same food/ sweet and savoury √
Ingredients should be easily recognised √
Food should be properly prepared/cooked thoroughly √
Made of high quality ingredients √
Variety of textures √
Personal and kitchen hygiene is essential √
Variation of temperature e.g. hot and cold √
Enough or sufficient quantity of food √

(Any 4) (4)

4.3.3 Stuffed eggs √
Cheese rissoles √
Crumbed mushrooms √
Fish goujounette √
Grilled pork brochette √
Aubergine fritters √
Bacon wrapped chicken livers √
Fruit kebabs √

(Any 2) (2)

4.4 4.4.1 Cold dessert √

4.4.2
(a) Too much sugar will weaken the gel/not holding shape/not set properly √ and retard the setting process or cause the gel to take longer to set √
(b) Too much acid will weaken the gel/softer jelly √/melt more easily/not set properly √
(c) Raw pineapple contains an enzyme bromelin √ will prevent the setting of the jelly/enzymes break down gelatin √

4.5 Sherbet: is prepared using dairy product and/or egg/a flavoured sweet effervescent powder made off icing sugar and citric acid √
Sorbet: is prepared without dairy product and/or egg yolk/prepared with fruit juice and sugar stock √

40

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

QUESTION 5

5.1  5.1.1
(a) Security guard/parking attendant√ (1)
(b) IT person/Computer person/Marketing manager√ (1)
(c) Night auditor√ (1)

5.1.2 Laundry√
Laundry service e.g. washing and ironing may be offered to guests and guests pay per item – generating income√
Washing and cleaning of establishment's linen such as bed linen doesn't generate income√ (3)

5.1.3 Front office/24 hour reception/reception√
Free DSTV and Wi-Fi√
Swimming pool√
Air-conditioning√ (Any relevant 2) (2)

5.2  5.2.1 Gross Domestic Product√ (1)

5.2.2 They bring in revenue/money by delivering goods/food√ and services√ (2)

5.3 Name of the Hotel/Mayfair Hotel√
Address/28 Smith street, Cape Town√
Contact details/ 021 488 2888
Goal/ Striving to service excellence, Proudly South African√
Logo/ √
Form of business/Private owner√ (Any 4) (4)

5.4 Good√
Name of hotel is indicated/Mayfair hotel√
Big lettering/easy to read√
Short description of product/services√
Logo/slogan indicated√
Contact details are provided/ telephone number/e-mail address√
Simple language is used/easy to understand√
Free of spelling mistakes√
Bad√ - because no prices provided√ (Any relevant 4) (4)
5.5  
5.5.1 Website/internet √
      E-mail √
      Telephonic/tele-sales √
      (Any 1) (1)

5.5.2 Target market can be reached immediately √
      Advertiser can approach customers individually by telephone or e-mail √
      Can reach a very wide and varied audience √
      Internet/website: Information could be updated regularly √
      Internet/website: People can get a lot of information and read reviews √
      Telephone: people can be very convincing √
      Saving costs e.g. paper and ink/green environment √
      (Any 2) (2)

5.6  
5.6.1 Threats:
      Street parking √/ cars can get stolen during the day and night/ hijacking √
      Swimming pool √/ people can drown √
      CBD √/ Noisy/subject to robberies/bomb threats/fire √
      24 hour reception √/ dangerous at night √
      Competition √/ other hotels in the area √
      (Any 3) (3)

5.6.2 Opportunity:
      - K Naidoo can expand the business – more hotels/ build more rooms √
      - Can host matric farewells/weddings/entertainment √
      - Day care for children- parents attend spa √
      - Gift shop √
      - Beverage stands √
      (Any 3 relevant answers) (3)

5.7  To see to maintenance/repairs any time of day or night e.g. TV, plumbing, electricity, air-conditioning √
      Routine maintenance e.g. gardening, painting, washing carpets √
      Waste management and recycling also forms part of maintenance √
      Maintenance and cleaning of swimming pool √
      (Any 2 relevant answers) (2) [30]
QUESTION 6

6.1

6.1.1 Natural√, still√, red√

(Any 2) (2)

6.1.2 Wine and spirit board authenticity seal√
It means that the wine is certified√
May provide information such as cultivar√
An official guarantee that what is stated on the bottle in terms of origin, cultivars and vintage is factually correct/not fake√

(Any 2) (2)

6.1.3 15 – 20°C/ European room temperature/room temperature√

(1)

6.1.4 Correct√
Red wine glass should be half filled√

(2)

6.1.5 Any suitable dish made from the following:
Beef√
Lamb√
Game√
Red meat√
Cheese dishes√
Soya dishes/Bean/legume dishes√
Pasta with protein/Lasagne√

(Any 2) (2)

6.2 People who have in the preceding 10 years been sentenced to imprisonment for any offence/criminal record, without the option of a fine√
People who are unrehabilitated insolvent√
Minors on the date of consideration (under 18)√
Husband or wife of any of above persons√
School boards/school restaurants√

(Any 3) (3)

6.3

<table>
<thead>
<tr>
<th>EQUIPMENT</th>
<th>SHAKING</th>
<th>STIRRING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use cocktail shaker/use two glasses that fit into each other√</td>
<td>Use mixing glass/swizzle stick/long spoon (parfait spoon)√</td>
<td></td>
</tr>
<tr>
<td>METHOD</td>
<td>Shake for 10 seconds/until well mixed√</td>
<td>Stir mixture with ice/stir liquids to mix well√</td>
</tr>
</tbody>
</table>

(4)

6.4 After the main course; before the dessert√
Remove all items not required from the table√
Use a side plate and a service cloth/serviette/special dust pan and a brush/electronic brush√
Hold a side plate on the flat of your left hand √
Hold a folded service cloth in right hand/between a spoon and fork√
Start on right of host√
Stand between two guests and brush halfway from both guests√
Brush down on side plate using service cloth√
Brush down from the left side of the guest√
Pull down dessert cutlery√
Continue anti-clockwise√(clock-wise)
Ending with host/hostess√

(Any 4) (4)
6.5 6.5.1 Chafing dish √ (1)

6.5.2 To keep food warm during serving √
Serving warm food on a buffet table √ (Any 1) (1)

6.6 6.6.1 Yes or no √
The type of flowers match the formal function √
Flower arrangement doesn't hamper the vision of the guests √
Flower arrangement blends with the rest of the décor √
Enough space between tables and chairs to move around √
Napkins are folded plain but neat/not too much handling √
Napkins create 'colour'/contrast and height √
Table decorations are neat/tidy and attractive √
Chair covers are suitable and harmonize with the tablecloths √
No table numbers visible/tables not numbered √
No name cards for guests visible √
No cruets set/salt and pepper on the table √
No menus on the table √ (Any 4) (4)

6.6.2 Apologise to the guest for the inconvenience √
Take the plate back to the kitchen √
Serve the correct steak on a clean plate/waiters tell the chef to make another steak √
Don't argue with the guest √
Control your emotions: don't get angry/be calm, polite, helpful √
Listen and pay attention to the guest √
Maintain eye contact and positive body language √
Show understanding and willingness to resolve the matter √
Never place blame on yourself or chef in the kitchen √
Don't promise something you can't provide/offer a complimentary drink with permission √
If you can't handle the situation, call the maître d' or manager √
Handle the guest in a positive and professional manner √
Ask the guest to select another steak/dish from the menu √ (Any 4) (4)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200