**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**

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

(10)

1.2 **MATCHING ITEMS**

1.2.1	E√
1.2.2	K√
1.2.3	A√
1.2.4	I/J√
1.2.5	H√
1.2.6	D√
1.2.7	F√
1.2.8	I/J√
1.2.9	L√
1.2.10	B√

(10)

1.3 **ONE-WORD ITEMS**

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

(10)

1.4   **SELECTION ITEMS**

1.4.1	A√	D√	E √ (Any 2)
1.4.2	A√	C√	D√

(5)

1.5

1.5.1	Claret√ / Pinotage√ / Merlot√ (3)
1.5.2	Sauvignon blanc√ / Chardonnay√ / Chenin Blanc√ (Any 2)

(5)

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√   (4)
- 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   (Any 4)   (4)

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√

(1)

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√
- Détrempe 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:

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

(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√
- gougere√
- 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   Trimming
- 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√.   (1)

      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
                                                                   (Any 1)   (1)

      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)
                                             or
                                           = R4 800 + R11 200√
                                           = 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)
[40]

TOTAL SECTION C: **80**

                                      Please turn over

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√   (4)
                  - The packaging can be used to market the product. √
                  - Make the product attractive to catch the eye of the consumer √
                                                                    (Any 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√.

                                                              (4)

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 situation√
- 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)   (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√.   (1)

        5.5.2   Revenue-generating area
- Areas in any establishment that generate income from services and products. √√
or
- Industry sells goods and services such as accommodation, food and beverages which generate income√√   (2)

        5.5.3   Entrepreneurship
- is a process of starting your own business√√
or
- Someone who identifies a business opportunity and takes calculated risks to achieve success√√   (2)

                                                               [30]

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/maître 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