HOSPITALITY STUDIES

NOVEMBER 2015

MEMORANDUM

MARKS: 200

This memorandum consists of 14 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

| 1.1.1 | B ✓ |
| 1.1.2 | D ✓ |
| 1.1.3 | A ✓ |
| 1.1.4 | C ✓ |
| 1.1.5 | A ✓, F165 |
| 1.1.6 | D ✓ |
| 1.1.7 | C ✓ |
| 1.1.8 | A ✓ |
| 1.1.9 | D ✓ |
| 1.1.10 | A ✓ |

(10)

1.2 MATCHING ITEMS

| 1.2.1 | E ✓ |
| 1.2.2 | H ✓ |
| 1.2.3 | A ✓ |
| 1.2.4 | C ✓, D ✓ |
| 1.2.5 | B ✓ |

(5)

1.3 MATCHING ITEMS

| 1.3.1 | C ✓ |
| 1.3.2 | C ✓, E ✓, H ✓ |
| 1.3.3 | A ✓, H ✓ |
| 1.3.4 | B ✓ |
| 1.3.5 | C ✓, H ✓ |

(5)

1.4 ONE-WORD ITEMS

| 1.4.1 | centralised ✓ / CRS ✓ / central reservation system ✓ (1) |
| 1.4.2 | banquet ✓ (1) |
| 1.4.3 | gastro-enteritis ✓ (1) |
| 1.4.4 | searing ✓ / sealing ✓ (1) |
| 1.4.5 | pâté ✓ / foie gras ✓ (1) |
| 1.4.6 | coulis ✓ (1) |
| 1.4.7 | Guéridon trolley ✓ / carving ✓ (1) |
| 1.4.8 | entrepreneur ✓ (1) |
| 1.4.9 | dessert spoon ✓ / and fork ✓ / dessert cutlery ✓ / dessert utensils ✓ (2) |

(10)
1.5  **CHOOSE TWO CORRECT DESCRIPTIONS**

| 1.5.1  | C, D ✓ ✓ |
| 1.5.2  | A, G ✓ ✓ |
| 1.5.3  | B, H ✓ ✓ |

Any order  (6)

1.6  **CHOOSE FOUR FOOD ITEMS**

| A ✓  | E ✓  | F ✓  | G ✓  |

Any order  (4)

**TOTAL SECTION A: 40**
SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 2.1.1 Body language:
Most communication takes place through body language. ✓
Your body language can either show interest in customers or rejection. ✓
Stand up straight✓/ Straight posture✓
Make eye contact✓
A positive body language e.g. smiling✓
Acknowledge different cultural etiquette e.g. bowing, nodding your head✓

Attitude:
Have patience✓
Be friendly✓/ Be polite✓
Being efficient during service/ giving their best✓
Being tolerant✓
Their positive attitude ✓
Going an extra mile✓

(Any other relevant answer) (6)

2.1.2 First impressions are lasting when:
If you are not smartly dressed the guest will assume that the service offered is not of a high standard. ✓
First impressions will have an impact of customers returning to the establishment. ✓

(Any 2) (2)

2.2 2.2.1 The transmission of HIV/Aids through food and drinks is not a risk✓
Sharing of utensils is not a risk✓
Day-to-day contact in the workplace is not a risk✓
Mary is protected by law✓

(Any 3) (3)

2.2.2 Mary needs to:
• Absent herself from work if she is ill (i.e. diarrhoea) ✓
• Seek treatment if she has contracted an infectious infection, e.g. TB✓
• Cover open wounds with a waterproof plaster✓
• Follow hygiene practices (cover mouth when coughing, cover nose when sneezing, wash hands after using the toilet) ✓
• Always wear gloves when treating someone with a cut✓

(Any other relevant statement) (3)
2.2.3 • Day to day contact with her colleagues✓
• Shake hands or hug ✓
• She can share utensils with others ✓
• She can use the same facilities, e.g. toilets, canteens ✓
• Cleaning ✓
• Stock control ✓
• Administrative work ✓
• Move to a different department/position e.g housekeeping, reception ✓
(Any other suitable answers relating to the work environment)

2.3 It aids restaurant employees to complete their daily tasks including accurate food and beverage orders ✓
Communication of tasks to the kitchen ✓
Guest bill settlement ✓, credit card processing ✓
Charges posted to guest accounts in a restaurant ✓
Its quicker ✓
Saves time and labour ✓.
(Any 3) (3)

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

QUESTION 3

3.1 3.1.1 Hindquarter ✓

3.1.2 12 - Rump ✓
13 - Fillet/tenderloin ✓
15 - Silverside ✓

3.1.3 • Silverside is dry it keeps it moist ✓
• Adds flavour ✓
• Improves appearance ✓

3.1.4 9 ✓ / Thin flank ✓
10 ✓ / Wing rib ✓
11 ✓ / Loin ✓
12 ✓ / Rump ✓

3.2 3.2.1 Beignets:
are a choux pastry product ✓
are sweet ✓
squares or strips ✓
are deep fried in oil ✓ / baked ✓.
Beignets can be dusted with sugar or icing sugar ✓
(Any 2)

3.2.2 Must be the correct shape ✓
Must not be oily ✓
Crispy ✓
Light in weight ✓
Hollow if baked ✓
Golden /light brown ✓
Even sized ✓
Well puffed ✓
Pleasant taste/not burned ✓
(Any 3)

3.2.3 Can be stored in an airtight container ✓ / sealed plastic bag ✓ for a few days at room temperature ✓ / cool dry place ✓.
Can be stored in the fridge ✓
Can be frozen for 2 to 3 months ✓
(Any 2)

3.2.4 Churros ✓
Éclairs ✓
Paris-Brest ✓
Croquembouche ✓ / French wedding cake ✓
Profiteroles ✓
Gâteau St Honore ✓
Cream puffs ✓
Swans ✓
(Any 3)
3.3 3.3.1 Vacuum packaging

3.3.2 Fresh or cooked food is placed in an airtight packaging
All the air is removed/The packaging is sealed

(Any 2X2)

3.4 3.4.1 Because:
Iron, copper, brass and other metals will leave a metallic taste, due to the reaction with an acid

(Any 1)

3.4.2 Wooden spoons / Silicone / Melamine
Glass bowls
Earthenware pots/bowls
Stainless steel pots/bowls
Enamel pots/bowls

(Any 2)

3.4.3 Salt
Sugar / Honey
Lemon / Vinegar
Benzoic acid
Sodium benzoate
Salicylic acid

(Any 2)

3.5 3.5.1 Docking / Prick

3.5.2 The air will not escape / it was trapped between the layers, and it will rise during the baking process, making it uneven.
Pastry will blister.

(Any 2)

3.5.3 Measure ingredients accurately / ratio / do not put too much flour and water
Handle the dough lightly
Keep everything ice cold
Use minimum flour when rolling out the dough
Bake at the correct position and temperature

(Any 3)

3.6 3.6.1 To absorb the liquid and soften

3.6.2 To melt gelatine down / turn into a liquid
In order to incorporate easily into the mixture

(Any 1)

3.6.3 Gelatine will scorch easily / burns easily, loses some of its setting ability

(Any 1)

3.6.4 To prevent it from sticking / In order to unmould easily

(Any 1)
QUESTION 4

4.1  4.1.1 High in proteins ✓
     Good source of carbohydrates ✓
     Low in fat ✓
     Cholesterol free ✓
     Good source of fibre ✓
     Gluten free ✓
     Rich in antioxidants ✓
     High in potassium ✓
     High in iron ✓
     High in magnesium ✓
     High in vitamin B ✓

     (Any 2) (2)

4.1.2 Kidney beans ✓
     Baked beans ✓
     White beans ✓
     Butter beans ✓
     Moong dhall ✓
     Sugar beans ✓
     Green beans ✓
     Black eyed beans ✓

     (Any 2 type of beans) (2)

4.1.3 Remove impurities ✓ Reduces intestinal gases ✓/ flatulence that form after eating beans ✓.

     (Any 1) (1)

4.1.4 Waiters should inform the guests ✓ because some people are highly allergic to nuts ✓

     (3)

4.1.5 Cold dessert ✓

     (1)

4.1.6 • Grilled tofu ✓
     • Soya sausage ✓
     • Vegetable breyani ✓
     • Vegetable lasagne ✓
     • Spinach cannelloni

     (Any 2 suitable relevant answers)

4.1.7 Menu not suitable ✓
     Hindus do not eat pork ✓
    Exclude wine from their diet ✓
     Gelatine in the fruit jelly is not consumed ✓
     Some Hindus are vegetarians they will not eat the fish on the menu ✓
     But certain dishes on the menu are suitable e.g:
     Soup / bread rolls / potato wedges and creamed spinach ✓

     (Any 4) (4)

4.2  4.2.1 The type of menu will suit the type of equipment you have ✓
     The premises you use will depend on type of menu and number of guests ✓
     Producing a large variety of dishes is difficult if space is limited ✓

     (Any 1) (1)
4.2.2 A shorter menu will work better than a long and complicated one. Little time will result in a shorter menu and less complicated dishes. (Any 1) (1)

4.2.3 Chefs who are highly experienced and skilled can produce more complicated dishes than staff with less experience. (Any 1) (1)

4.3 4.3.1 Hot dessert/baked fruit based dessert (1)

4.3.2 Apple must be cooked soft. Even sized apples. Good quality apples. No pips. Apples must not be oxidised or turn brown. Distinctive flavour of the apple/ use sour apples/Granny smith. Syrup must not be too runny/liquid. Apple must not be mushy. (Any 2) (2)


4.3.4 The apple charlotte should be the focal point. The sauce should complement the flavour of the apple charlotte. Make sure that all garnishes are edible, e.g. mint leaves. Icing sugar or cocoa can be dusted on top of the apple charlotte. The plate should clean, big enough to hold the sauce and the pudding. Ensure that the portion size is correct. It should hold its form and not collapse. Serve hot dessert on a hot plate. (Any 3)

4.4 4.4.1 Selling price
= Food cost (R2 550)+Overhead cost (R520)+Labour cost (1 000) x 60/100
= R4 070 x 60/100
= R4 070 + R2 442
= R6 512 (5)

4.4.2 Gross profit:
= Selling price – food cost
= R6 512 – R2 550
= R3 962 (3)
4.4.3 Cost per person:
\[ \frac{\text{Selling price}}{\text{number of guests}} = \frac{6512}{50} = \text{R130,00} \]
(Any 2)

4.5
- Food cost will be greater than planned ✓
- Food cost percentage will increase ✓
- The profit will be less ✓
- The company is going to suffer a lot ✓
- There will be a shortage of stock ✓
- The chef could be fired from his job for stock loss ✓
- This will lead to closure if the practice continues. ✓
- The guests will be happy ✓
- Good word of mouth ✓
- This will increase the number of guests ✓

(Any 4)

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

QUESTION 5

5.1 5.1.1 Guest rooms/ accommodation✓
Function rooms/ conference rooms✓
Bar/restaurant/ coffee shop✓
Laundry✓
Food and beverage✓ (Any 4) (4)

5.1.2 Front office: plays a central role in meeting the needs of the guests from the time they make a reservation, arriving at the hotel until they depart. ✓
It is important that front office staff makes guests stay comfortable and enjoyable in order for them to return ✓ and market the Black Bird Hotel by word of mouth. ✓ (Any 2)

Maintenance department is essential and contributes to the comfort and allows the hotel to operate smoothly. ✓
They ensure that all the facilities in the room are functioning properly and are within the satisfaction of the guest. ✓
Maintenance must be available to work swiftly and efficiently on problem areas so as not to upset the guest. ✓ (Any 2) (4)

5.1.3 Yes ✓, the Black Bird Hotel will contribute to the local economy. (1)
  • Promoting goodwill ✓
  • Creating job opportunities ✓
  • Bringing valuable foreign currency into a country ✓
  • Building infrastructure ✓
  • Improving the standard of living of the community ✓
  • Contributes to the GDP ✓ (Any 2) (3)

5.2 5.2.1 Reservation officer:
Takes advance bookings and normal bookings✓
Monitors the booking taken✓
Forecasting✓
Makes sure that the required number of rooms are sold at the correct rate to the relevant number of people✓ (Any 2) (2)

5.2.2 Porter:
Greets guests on arrival✓
Gives directions✓
Calls taxis✓
Organises luggage✓
Opens car doors✓
Takes guests to and from the airport✓
Parks guest cars✓ (Any 2) (2)
5.3 5.3.1 Product ✓: offering coffee✓
Place ✓: coffee shop in a busy centre close to the university✓
People: students will be the target market, lecturers and professors, families, business people✓
Packaging/Presentation ✓: big sign displaying the coffee cup attracting the customer/the appearance of the coffee shop is inviting✓
Price ✓: make the coffee affordable for students✓
Promotion ✓: marketing✓

5.3.2(a) Operational plan for the Espresso Café will describe how your business will operate✓, the details and costs for manufacturing✓, delivering✓, stock control✓, merchandising✓ and storing✓.
An operational plan will also describe the personnel plan✓, organogram✓, job description✓ and individual responsibilities✓.

5.3.2(b) Marketing plan for the Espresso Café describes your clients✓, advertising✓ competitors✓, location✓, products✓, prices✓, promotion✓, and method of distribution✓.

5.4 5.4.1 Accountant✓
Financial manager✓

5.4.2 Doorman✓
Bellboy✓
Porter✓
General manager✓
Heads of the different departments e.g head of housekeeping✓

5.4.3 Human resource manager/ HR✓

5.4.4 Marketing manager✓
Events planner✓
Sales manager✓

(Any 3 x 2) (6)
(Any 3) (3)
(Any 2) (2)
(Any 1) (1)
(Any 1) (1)
(Any 1) (1)
(1)
QUESTION 6

6.1 6.1.1  Table d'hôte ✓/
Set menu / Forma menu ✓

Any (1)

Fixed number of courses ✓
Price is given at R450 ✓
No choice between courses ✓
Time of function given as 19:00 ✓
(Any 2) (3)

6.1.2
• Palette cleanser after the fish course ✓
• Refreshes the mouth ✓
• It is served after the fish course before the main course ✓
(Any 1) (1)

6.1.3(a) Canapé: bite-size savoury snacks that attractively garnished ✓
consist of 3 parts: base, spread and garnish ✓
Base can be made of bread (croûte)✓, savoury biscuits ✓ and pastry dough ✓.
Variety of shapes ✓.
May be glazed with aspic to prevent drying out ✓.
(Any 2) (2)

6.1.3(b) A cold dessert ✓
Creamy light and fluffy ✓ due to the addition of whipped cream and beaten egg whites ✓
(Any 2) (2)

6.1.4 There should be a focal point ✓
Cocktail snacks must be in neat rows ✓
Cocktail snacks must be of a variety of colour and shape ✓
Place food at different heights ✓
Use a variety of containers ✓
Do not overload the table ✓
Place savoury and sweet snacks separately ✓
(Any 4) (4)

6.1.5 Harvest year ✓/ year it was produced ✓
Alcohol percentage ✓
Bottle volume ✓
Producer/ Estate/ Manufacturer ✓
(Any 2) (2)

6.1.6 15 °C to 20 °C / room temperature ✓
(Any 1) (1)

6.1.7 Salmon, prawn and mussel bisque: incorrect choice of wine ✓
Shiraz is a red wine ✓
Course of fish should be served with a white wine ✓
Grilled Porterhouse steak: choice of wine is correct ✓
Porterhouse steak is red meat which pairs well with the classic red blend ✓
Cherry sponge pudding, Mascarpone mousse, Glühwein ice cream and berries: correct choice of wine ✓
Hanepoot is a sweet wine ✓
Desserts pair well with sweet wine ✓
(Any 2) (6)
### 6.1.8 SERVING OF WINE vs. SERVING OF COCKTAILS

<table>
<thead>
<tr>
<th>Use of trays</th>
<th>SERVING OF WINE</th>
<th>SERVING OF COCKTAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trays not required because glasses are already on the table ✓</td>
<td>Trays ✓</td>
<td>Cocktails are arranged on / without the trays ✓</td>
</tr>
<tr>
<td>Can be served on trays ✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sequence</th>
<th>SERVING OF WINE</th>
<th>SERVING OF COCKTAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host tastes the wine ✓, waiter starts with the ladies ✓ ending with the host ✓</td>
<td>No sequence, waiters walk around between the guests ✓</td>
<td></td>
</tr>
<tr>
<td>Wine poured in an anti-clockwise direction ✓.</td>
<td>(Any 1)</td>
<td></td>
</tr>
</tbody>
</table>

### 6.2 Built cocktail: prepared in a glass ✓
- Ingredients mixed in the glass in which it will be served ✓
- Ingredients are floated on top of each other ✓
- Swizzle sticks can be placed in the glass to allow the ingredients to be mixed ✓
- Any cocktail where there is an indication that two or more layers excluding ice have been used ✓ (Any 2)

### 6.3
- Keep the guest calm ✓
- Assist the person immediately ✓
- Follow the emergency plan of the establishment ✓
- The manager will decide which action should be taken according to the degree of injury ✓
- First aid will be provided for, if injuries are minor ✓
- If injuries are serious take the guest to the doctor or hospital ✓
- Emergency services will be contacted for major injuries ✓
- A report should be completed and filed after the injury ✓ (Any 3)

TOTAL SECTION D: 60
GRAND TOTAL: 200