



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2010
MEMORANDUM**

MARKS: 200

This memorandum consists of 13 pages.

SECTION A**QUESTION 1**

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	B	LO1AS5	LHS 178	
1.1.2	D	LO1AS3	NASAU 17	
1.1.3	B	LO1AS1	LHS 14	
1.1.4	D	LO2AS1	HSP 14	
1.1.5	A	LO2AS2	Shuters 22	
1.1.6	C	LO2AS2	HSP 16	
1.1.7	C	LO2AS3	HSP 23	
1.1.8	A	LO4AS1	F 86	
1.1.9	B	LO4AS2	HSP 145	
1.1.10	D	LO4AS2	F 175	(10)

1.2 MATCHING ITEMS

1.2.1	H			
1.2.2	G			
1.2.3	A			
1.2.4	E			
1.2.5	B	LO3AS5	F 137	(5)

1.3 MATCHING ITEMS

1.3.1	F			
1.3.2	C			
1.3.3	D			
1.3.4	G			
1.3.5	B	LO4AS2	HSP 147	(5)

1.4 ONE-WORD ITEMS

1.4.1	Target Market	LO1AS1	HSP 2	
1.4.2	Professionalism/ Positive attitude	LO2AS1	LHS 18	
1.4.3	Glazing	LO3AS5	HSP 109	
1.4.4	Plating	LO3AS4	F126	
1.4.5	Asset	LO3AS2	LHS 60	(5)

1.5 ONE-WORD ITEMS

1.5.1	Cocktail	LO3AS4	HSP 63	
1.5.2	Vegetarian		HSP 97	
1.5.3	Buffet		LHS 212	
1.5.4	Banquet		HSP 62	
1.5.5	À la carte		LHS 72	(5)

1.6 MISSING WORDS

1.6.1	Advertising	LO1AS1	LHS 13	
1.6.2	Branding	LO1AS1	LHS 13	
1.6.3	Anti-retroviral	LO2AS2	F 32	
1.6.4	White blood	LO2AS2	F 32	
1.6.5	Dessert	LO4AS4	F 205	
1.6.6	10 – 12 °C	LO4AS2	F 180	
1.6.7	Host	LO4AS4	LHS 229	
1.6.8	Gelatine	LO3AS5	F 159	
1.6.9	Pineapple/Guava/pawpaw	LO3AS5	F 159	
1.6.10	Blind baking	LO3AS5	F 152	(10)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

- | | | | |
|-----|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| 2.1 | 2.1.1 | <ul style="list-style-type: none"> (a) Tuberculosis (b) Flu (c) Gastro-enteritis (d) HIV/AIDS | LO2AS2
F 36
F 31
F 32
(4) |
| | 2.1.2 | <ul style="list-style-type: none"> • Customers will not come to the restaurant. • Easy spread of disease. • Owner can be taken to court for risking the health of customers. • Can lead to closure of the business. • Loss of income for the business. | LO2AS2
F 31

(2 x 3) (6) |
| 2.2 | | <ul style="list-style-type: none"> • Cool the area immediately with cold water • Do not use ice or ice water • Keep the area uncovered and lifted above heart level • Do not use household ointment • Do not use painkilling sprays or creams • Do not use adhesive dressings or plasters. • Do not break blisters or remove loose skin • Dress the area with clean sterile non fluffy bandage. • Call for help | LO2AS3
F 51

(any 5) (5) |
| 2.3 | 2.3.1 | <ul style="list-style-type: none"> • No cover page provided – cover pages make a business plan look more complete/professional • Business description very short – aspects that is lacking, for example, address, branding, street map etc. is necessary for a complete business plan • Operational plan is incomplete – aspects lacking for example staff plan basic conditions of employment etc. would make business plan much more complete • Product/service does not include service description – it will make the marketing of the business more complete which will result in more money • No marketing plan included – difficult to promote business without a marketing plan • No financial plan included – would be difficult to borrow money or any other financial aspects. • (one mark for improvement and one mark for motivation) | LO1AS3
F 14
LHS 4

(any 5) (10) |
| | 2.3.2 | <ul style="list-style-type: none"> • Yes • Create jobs • Improve infrastructure (roads, water, lights, railway) • Local revenue • Improves living standards (for local people) | LO1AS3
HSP 5
(1)

(or any other relevant alternative answer) (4) |

2.3.3	<p>Betsie's business's marketing plan should include the following:</p> <ul style="list-style-type: none"> • Description of target market • Percentage of target market that it intends to capture • Sales forecast for 1st year of business • A description of the business's key customers • A description of the potential competitors • Description of the marketing mix • Description of location, products, prices and promotion • Method of distribution of the product 	<p>LO1AS1 LHS 5</p> <p>(any 6) (6)</p>
2.3.4	<p>(a)</p> <ul style="list-style-type: none"> • Clean uniform • Freshly showered and deodorized • Clean nails • Clean hair and tied <p style="text-align: right;">(or any other relevant alternative answer)</p> <p style="text-align: right;">(any 2) (2)</p> <p>(b)</p> <ul style="list-style-type: none"> • Alertness • Cooperativeness • Honesty • Integrity • Functional team member • Professional conduct • Service ethic • Self respect and respect for others • Providing an honest and client orientated service <p style="text-align: right;">(any 3) (3)</p>	<p>LO2AS1 F 68</p> <p>LO2AS1 F 68</p>
TOTAL SECTION B:		40

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 3.1.1 Food cost + Overheads LO3AS3
R5500.00 + R2000 (1)
= R7500 (1) (2)
- 3.1.2 R14 000 – R7 500 (1) LO3AS2
= R6 500 (1) (2)
- 3.1.3 • Electricity/lights LO3AS3
• Rent
• Hiring Cost
(or any other relevant alternative answer)
(any 2) (2)
- 3.1.4 (a) Samoosas LO3AS4
Sausage rolls LH 142
Vol-au-vents
Bouchees
Sandwiches
Mini Kebabs
Fish nuggets
(or any other relevant alternative answer)
(any 3) (3)
- (b) Cheese sandwiches
Fruits & nuts
Stuffed eggs
Crudites
Mini vegetable kebabs
(or any other relevant alternative answer)
(any 3) (3)
- (c) Any meat kebab – no pork
Any vegetable cocktail snack
Any fish or shellfish snack
(or any other relevant alternative answer)
(any 2) (2)
- (d) Crudites
Cucumber sandwiches
Vegetable kebabs
Any Kosher meat snack
Stuffed eggs
No pork
No shellfish
No meat and dairy combination
(or any other relevant alternative answer)
(any 2) (2)

- 3.1.5
- Spirits
 - Aperitifs
 - Wine
 - Beer
 - Mixers
 - Soft Drinks
- (Any 3) (3)
- LO3AS6
LHS 217

	Dessert	Ingredients	Texture	
3.2	3.2.1	A – Chocolate mouse	Milk, egg sugar, vanilla, gelatine	Light fluffy soft texture
		C – naartjie sorbet	Fruit juice, wine, spirit, liqueur, sugar syrup	Crunchy and granular texture

(6)

LO3AS5
HSP
125 - 126

- 3.2.2
- Put in layers, start with sponge or biscuits
 - Place a layer of pieces of fruit
 - Layer with custard and jelly
 - Top up with fresh cream
 - Garnish with canned fruit or glazed cherries
- (Any 3) (3)
- LO3AS5
LHS
177

- 3.2.3
- (a)
- Stimulates the appetite.
 - Used as a palate cleanser.
- (b)
- Served between courses.
- (1)
- (1)
- LO3AS5
HSP
126

3.3

<p>MENU (1)</p> <p>DINNER (1)</p> <p>Beef Consommé / Green Salad (1)</p> <p>++++</p> <p>Grilled Calamari with Tomato Pesto / Green Salad (1)</p> <p>+++</p> <p>Poached Chicken (1) Steamed Potatoes (1) Oven Baked Vegetables (1)</p> <p>+++</p> <p>Fresh Fruit Salad with Yoghurt (1)</p> <p style="text-align: right;">14/11/2010 (1)</p>

LO3AS4
F 118
LHS 70

(any 10) (10)
[40]

QUESTION 4

4.1 4.1.1

- Check the brand, quantities and sizes of the new stock as it arrives, to ensure that it matches with the original order.
- Check the expiry date to ensure that the stock is not too old to sell
- Make sure the right number of bottles are in the cases.
- Agree that empties are returned with the delivery person and make sure that they are recorded
- Report shortages to the delivery person to ensure that the matter can be resolved at a later stage with the supplier
- Sign the invoice once satisfied and always keep a copy for recode purposes
- Check that all the items are in their correct places in the cellar or storeroom
- Lock the storeroom or cellar once the delivery is over

LO3AS2
LHS 195

(any 6) (6)

4.1.2	<ul style="list-style-type: none"> • Helps to manage and control the flow of stock. • Stock items in different areas are recorded timeously. • Stock movement between areas can be easily traced. • All calculations can be carried out automatically. • Each product can be given a unique code. • Recipe control – only issuing what is required. • Supplier information • Food specifications • Product price determination • Cost comparisons • Financial planning • Food product planning & forecast • Budget control 	<p>(any 4)</p> <p>(4)</p>	<p>LO3AS1 LHS 49</p>
4.1.3	<ul style="list-style-type: none"> • Commodity • Package size • Date • Receipt or issue voucher number • Received • Issued • Balance 	<p>(any 6)</p> <p>(6)</p>	<p>LO3AS2 F 90</p>
4.2	<p>4.2.1 When meat is heated, muscle proteins coagulate and shrink, squeezing out water</p> <p>4.2.2 Heat changes the colour of meat, from red to light pink if it is beef, and finally to brown</p> <p>4.2.3 On long slow cooking, some of the connective tissues softens and gelatinizes</p>	<p>(2)</p> <p>(2)</p> <p>(2)</p>	<p>LO3AS5 LHS 103</p>
4.3	<p>4.3.1 Puff pastry</p> <p>4.3.2 Bouchees Vol-au-vent Palmiers Pies Jam tartlets Custard slices Beef Wellington Cream Horns Fleurons</p> <p style="text-align: right;">(or any other relevant alternative answer)</p>	<p>(1)</p> <p>(any 3)</p> <p>(3)</p>	<p>LO3AS5 F 149</p>

- 4.3.3 Ostrich mince
Kudu cubed curry
Trout Mayonnaise
Spinach
Butternut

(or any other relevant alternative answer)
(any 2) (2)

4.4	4.4.1	Profiteroles	Beignets	(2)
		Small choux pastry buns filled with either a sweet or savoury filling.	Squares or strips of choux pastry deep fried and dusted with icing sugar.	

- 4.4.2 (a) Liquid – production of steam – the main raising agent.
Gelatinization of flour LO3AS5
LHS 141
- (b) Eggs – Formation of cell walls
Increases nutritive value
Improves Texture
Emulsification
- (c) Flour –Contains gluten
Forms cell walls (3)

- 4.5 4.5.1 Sugar beans LO3AS5
Black eyed beans
Red kidney beans
Small white beans
Chickpeas

- 4.5.2 Sort before soaking (any 2) (2)
Soak in water for several hours
Boil
Remove from heat, cover and allow to stand
Drain and discard liquid. (any 3) (3)

- 4.5.3 Store in an airtight container in a dry place
Cooked beans can be refrigerated
Store in water in sealed containers
Can be frozen (any 2) (2)
[40]

TOTAL SECTION C: 80

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

				LO4AS3 HSP 159 (1)
5.1	5.1.1	Carving Unit		
	5.1.2	Used for carving large joints, poultry or game Used to keep food warm	(any 1)	(1)
	5.1.3	Tongs Carving knife Carving fork Serving spoon	(any 2)	(2)
	5.1.4	<ul style="list-style-type: none"> • New stock can be ordered in the correct quantities when required. • Stealing is discouraged due to detection. • Useful information can be gained in respect of sales. • Correct records can be kept. 	(or any other relevant alternative answer)	LO4AS1 LHS 195 (4)
	5.1.5	<ul style="list-style-type: none"> • A record in respect of repairs needs to be kept to keep track of how equipment are repaired. • Establish whether to replace or repair an item. • Item that are written off must be recorded for stock control purposes. • The recording and counting of stock on a regular basis prevents stealing. • Any losses or schedule maintenance should be recorded correctly. 	(any 4)	LO3AS2 LHS 56 (4)
5.2	5.2.1	Soup spoons Salad fork and knife Main course fork and knife Dessert spoon and fork	(any 3)	LO4AS4 F 195 (3)
	5.2.2	Napkins Table cloths Overlays Cruet set Flowers Candles Menus Name cards	(any 2)	LO4AS4 F 164 (2)

- 5.3
- Theme of the function
 - Table decoration
 - The colour of the flowers, table cloths and serviettes
 - The flowers should not have a strong fragrance
 - Menu should always complement the décor
 - Serviette folds are an essential part of the decorations
- (or any other relevant alternative answer)
(any 4) (4)
- LO4AS4
HSP 165
- 5.4
- 5.4.1
- Stand on the right-hand side of the host or hostess.
 - Hold the wine selected on a service cloth
 - Place the bottle on the palm, with the label facing the host.
 - Present the wine to the host, while saying the name and vintage
 - Host may wish to feel the temperature of the wine – it is allowed
 - Open the bottle once the host is satisfied in full view of the table.
- (or any other relevant alternative answer)
(any 5) (5)
- LO4AS2
F 181
HSP 148
- 5.4.2
- Prevents the cork drying out and shrinking.
 - To prevent air from entering and oxidation taking place which causes a sour taste.
- (2)
- F 179
- 5.5
- Take the order of the guest who is seated on the right-hand side of the host first
 - Take the order for starters and main courses first
 - Note any special requirements
 - Make a note of the first person who ordered and number the guests.
 - Repeat the order to the guest to make sure that the order is correct
 - Collect the menus after all the orders have been written down,
 - Transfer the order to kitchen docket
 - Place the order with the kitchen
- (any 5) (5)
- LO4AS4
LHS 226
- 5.6
- The whole table must be cleared as soon as guests have finished eating
 - Start with the person to the right of the host
 - Transfer plates to left hand, holding it between the thumb and index finger
 - Move around the table in an anticlockwise sequence and place yourself behind the next guest
 - Position the next plate on the platform above the first plate
 - Support it with your ring finger
 - Place the fork alongside the other fork on the first plate and using the knife push the leftovers off the second plate onto the front of the first plate to join the scraps
 - Continue moving around the table and collect remaining plates and cutlery
 - Clearing should be carried out with as little noise as possible.
- (any 4) (4)
- LO4AS4
HSP 176

5.7	<ul style="list-style-type: none">• Keep in a locked up cupboard or store room• Should be stored on shelves in piles of approx two dozen/not too high• Keep items of the same size together• Should be stored at a convenient height• Cover items to prevent dust settling• For easy identification ensure that shelves are labelled	(any 3)	(3)	LO4AS1 HSP 138
TOTAL SECTION D:				40
GRAND TOTAL:				200