

Content**MODULE 6: Food and beverage service and Customer Care****Unit 6.1: Food and Beverage Service for Take away foods****Food and Beverage Service for take away foods**

Presentation and serving of take away foods at a vending stall:

- Requirements of packaging/take-away containers
- Serviettes

Unit 6.2: Customer Care in Action

- Protocol in addressing and serving customers
 - Greeting
 - Communication: taking and noting order

Unit 6.3: Identify and select for setting an A la Carte:

- Identify and select
 - suitable cutlery,
 - glassware
 - crockery,
 - linen in a serving designated area
- Care, cleaning techniques and storage for table setting
 - Care and cleaning techniques for cutlery, glasses, and crockery.
 - Storage areas and crates

Practical Lesson 2: Performance test

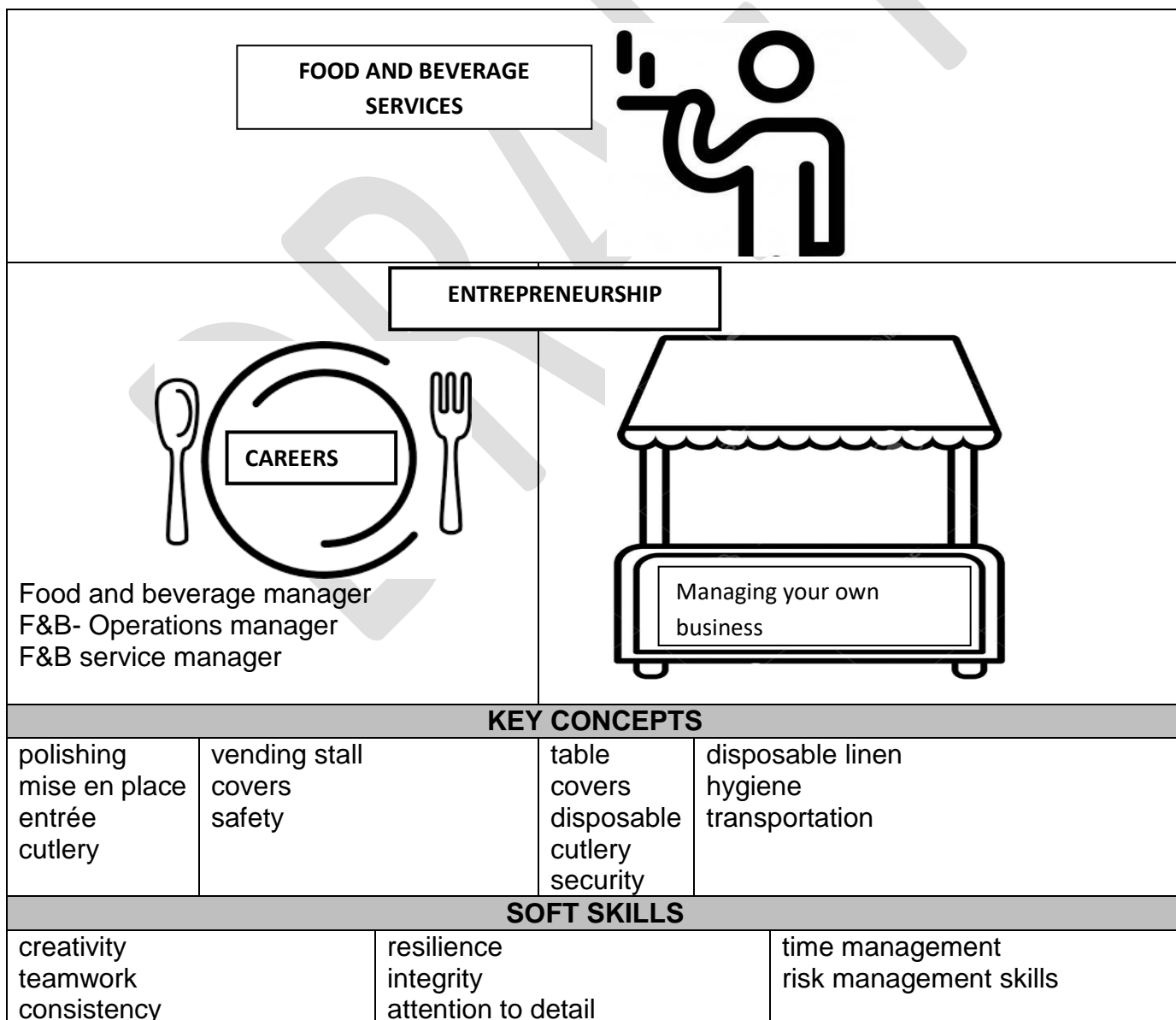
- Create a packaging for the hamburgers (refer to street vending project):
- Re-use and upcycle material (carboard, plastic, etc.) for the packaging
- Use as a marketing strategy: make it look appealing and add information on packaging

Practical demonstration**Visit restaurant/dining room area:**

- Introduction to the restaurant/ dining room area
- Laying an Á la Carte cover
- Care, handling and storage of cutlery, glasses and crockery as well as different take-away containers for food and beverages.

MODULE 6: FOOD AND BEVERAGE SERVICES

Unit 6.1: Food and Beverage Service for Take away foods Food and Beverage Service for take away foods Presentation and serving of take away foods at a vending stall: <ul style="list-style-type: none"> Requirements of packaging/take-away containers Serviettes 	Unit 6.2: Identify and select for setting an A la Carte: <ul style="list-style-type: none"> Identify and select <ul style="list-style-type: none"> suitable cutlery, glassware crockery, linen in a serving designated area Care, cleaning techniques and storage for table setting <ul style="list-style-type: none"> Care and cleaning techniques for cutlery, glasses, and crockery. Storage areas and crates 	Unit 6.3: Customer Care in Action <ul style="list-style-type: none"> Protocol in addressing and serving customers <ul style="list-style-type: none"> Greeting Communication: taking and noting order
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MODULE 6: The Food and Beverage Services

Unit 6.1: Food and Beverage Service for Take away foods

Food and Beverage Service for take away foods

Presentation and serving of take away foods at a vending stall:

- Requirements of packaging/take-away containers
- Serviettes



UNIT 6.1 Food and Beverage Service for Take away foods

INTRODUCTION

Food and beverage service the quality of food and service of the establishment impacts on the experience of the customers. The décor, lighting, cleanliness and the efficiency and accuracy in the preparation for the service impacts on the impression that the customer has on the restaurant. Remember a guests first impression of the restaurant will be the lasting one. It is therefore important to ensure that you provide a professional service repeatedly. In grade eight learners will be exposed to serving equipment that will be suitable for a vending stall and that will include durable tablecloths and bio friendly disposable serving equipment. In addition, table covers cutlery, glasses and crockery used in food service related to a breakfast cover.

Disposable food service equipment for a vending stall

Disposable cutlery, crockery, cups and serving utensils

Cutlery in its purest sense only includes utensils used for cutting food, specifically knives however it has spread to also include forks and spoons used for eating and serving food. On the other hand, crockery refers to dinnerware: plates, dishes, cups, and other similar items.

Disposable cutlery, crockery, cups and serving utensils are made from biodegradable material. These can be disposed after use. These products help reduce the negative impact of plastic waste on the environment.



Source: www.dreamstime.com

6.1.1 Requirements of good packaging

- **Convenience:** it must be easy to handle and not be too bulky or heavy
- **Sturdiness:** it must not break or leak easily
- **Suitability:** it must be suitable for the product e.g. liquids in cups and chips in packets
- **Appearance:** it must draw the attention of the buyer by making use of attractive colours, designs / pictures and it must at least look neat and finished off

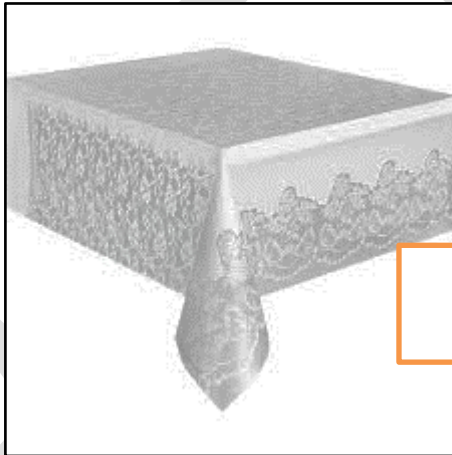


Disposable linen

Disposable tablecloths and overlays are made from bio-degradable *plastic* from natural plant matter. These plastic cloths can be wiped down with a damp cloth. This linen can be reused. Disposable eco-friendly napkins made from carbon neutral material can be utilised. The napkins are available in several styles such as cocktail napkins, luncheon napkins, dinner napkins and dispenser napkins.



INFORMAL PLASTIC
TABLECLOTH



FORMAL PLASTIC
TABLECLOTH

STORAGE

- Storage areas must be clean and neat in the storeroom.
- Make sure that the storage areas are correctly labelled.
- The disposable items must be stored in the packages to prevent dust.
- Store like items together.

- Make sure storerooms and cupboards are locked.



PRACTICAL LESSON 2: PERFORMANCE TEST

Create a packaging for the hamburgers (refer to street vending project):

- Re-use and upcycle material (cardboard, plastic, etc.) for the packaging.
- Use as a marketing strategy: make it look appealing and add information on packaging



MODULE 6-FOOD AND BEVERAGE SERVICE- HAMBURGER BOX

Surname, Name:	MODULE	Gr 8:
OBJECTIVES: Students will be able to: <ul style="list-style-type: none"> • Create a suitable hamburger box • Create a logo for the box • Reuse and upcycle material 	Food and beverage service	SOFT SKILLS: <ul style="list-style-type: none"> • Decision Making • Attention to detail • Analytical skills • Decisiveness • Critical Thinking • Creativity

<ul style="list-style-type: none"> • Use the packaging as a marketing tool • 		
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ASSESSMENT					
Material Used Recycled, durable/ sturdy	Convenient to carry / transport/ shape suits the product	Attractive/ Appealing/ Originality	Used as a marketing strategy/information supplied	Logo	TOTAL
[5]	[5]	[5]	[5]	[5]	25=15



A. INTRODUCTION (5 minutes) about the name of the stall, and the purpose of creating a hamburger box.

Learners will be involved in creating a logo for the hamburger box.

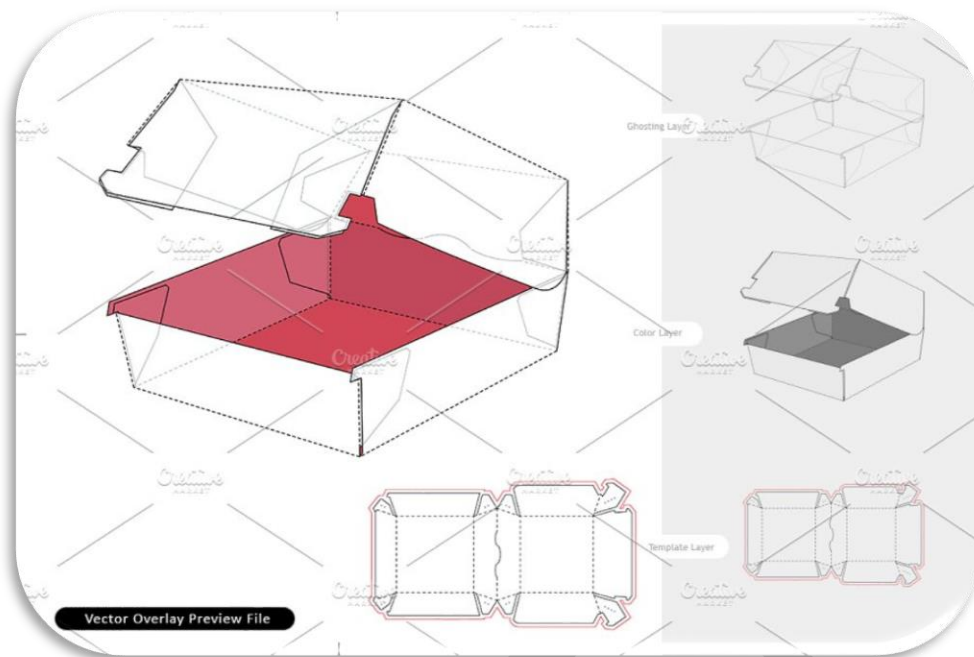
[20]

- The logo appropriate for the burger box
- It is aligned to the theme of stall.
- It is eye-catching
- It must be visible
- Easy to read

Also take into consideration the:

- material used
- Convenient to carry / transport/ shape suits the product
- Easy to read
- Attractive/ Appealing/ Originality
- Used as a marketing strategy/information supplied
- It is aligned to the theme of stall

B. Learners will be required to watch the video on making a hamburger box and create a hamburger box. Each learner will produce a hamburger box that will be used to sell the hamburger at the vending stall.



Source: <https://images.app.goo.gl/zKxZmRntZenAeswB9>

C. 1. Recommend TWO suitable material that can be used inside the box. (2)

2. Discuss the storage of the hamburger boxes at the vending stall. (3)

(5)

**TOTAL: 25 MARKS
CONVERT TO: 15**

6.1.2 Serviettes suitable for vending stall / take aways



Variety of paper serviettes can be used depending on the type of vending stall and marketing of the take away business

Serviettes are an essential part of the decorations but must be handled as little as possible to prevent any bacterial contamination as this imposes

Serviettes for a takeaway vending stall preferable to by paper serviettes as it can be disposed of for hygiene reasons.



Source: classroom.synonym.com



INFORMAL ACTIVITY

Activity on the basic folds of a serviette. Show your creativity in folding a serviette

Instructions:

1. Research serviette folding techniques
2. Choose a serviette fold that appeals to you
3. Practice the fold
4. Bring a paper serviette to school.
5. Do the serviette fold in the classroom
6. Learners get the chance to judge the top 3 serviette folds.





Unit 6.2: Promoting quality service and products: Customer Care in Action

Protocol in addressing and serving customers

- Greeting
- Communication: taking and noting order



Source: tripadvisor.com

6.2.1 Protocol in addressing and serving customers

- Be organised
- Make eye contact
- Don't speak too loudly or too softly
- Be friendly, but do not interrupt customers when talking
- Handle difficult customers discreetly.
- Show that you are pleased to see the customers.
- Apologise if customer had to wait long for food.
- All customers should be treated equally.
- Show respect and courtesy to people and their cultural practices.

6.2.2 Protocol in greeting of customers

- Smile when you greet your customers
- Acknowledge your new customer within 30 seconds and make them feel welcome.
- Always greet the guest in a friendly manner and address him in his preferred language, if possible.
- Ensure to be dressed professionally
- Knowing what customer orders at a takeaway makes them feel like a regular.



Source: 123rf.com

6.2.3 Protocol in communication – taking and noting the food order

- Food orders are taken as soon as the guests have made their selection.
- Take an interest in what the customer's order. Guide them in their choices if they appear doubtful.
- Explain the dishes and inform customers about special dishes.
- If the customer asks for a product that is not available, suggest an alternative.

Source: dreamstime.com



Procedure for taking order and noting it down:

- Take the order of the customers selection from the menu.
- Repeat the order to the customer to eliminate mistakes.
- Transfer the order to the chef preparing the food.



Source: dreamstime.com



RESOURCES

VIDEOS FOR EXTRA RESOURCES:

<https://tag.wonderhowto.com/how-to-fold-a-napkin-into-a-skirt/> - general

The steps for Bishop's Hat Napkin Fold

<https://www.napkinfoldingguide.com/04-bishopshat/>

Buffet fold / Diagonal Fold

<https://bumblebeelinens.com/buffetNapkin.php>

<https://www.youtube.com/watch?v=yZOkSA4AxBw>

<https://tag.wonderhowto.com/how-to-fold-a-napkin-into-a-skirt/> - general

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Buffet fold / Diagonal Fold

<https://bumblebeelinens.com/buffetNapkin.php>

<https://www.youtube.com/watch?v=yZOkSA4AxBw>

Candle fold

<https://www.napkinfoldingguide.com/05-candle/>

<https://www.youtube.com/watch?v=V2z9AaLHoQY>

Folding a dress

<https://www.youtube.com/watch?v=zptE5GpkEKU&feature=share>

Folding a fan

<https://www.youtube.com/watch?v=rZbG7rcXqgQ>

Fleur-de-lis fold

https://www.youtube.com/watch?v=6WyHtD_AjWs

Folding an iris

<https://www.youtube.com/watch?v=beSmaRtZmEc>

Lotus Fold

<https://www.youtube.com/watch?v=mOVJx-WnG9M>

<https://www.linentablecloth.com/blog/are-table-overlays-different-from-tablecloths>

https://www.etiquettescholar.com/dining_etiquette/table_setting/table_linens/table_runners.html

https://www.etiquettescholar.com/dining_etiquette/table_setting/table_linens/table_runners.html



Unit 6.3: Identify and select for setting an A la Carte:

- Identify and select
- suitable cutlery,
- glassware
- crockery,
- linen in a serving designated area
- Care, cleaning techniques and storage for table setting
- Care and cleaning techniques for cutlery, glasses, and crockery.
- Storage areas and crates

6.3.1 Á LA CARTE COVER

A cover refers to the table setting for one person. The menu (list of dishes with the prices served at a restaurant) being served also determines the cover they should be set for the meal. The choice of linen, crockery, cutlery, glassware, and condiments must suit the type of function. The following is a basic Á la Carte cover used at a restaurant / vending stall

6.3.1.1 Identify selected cutlery, glasses and crockery in a designated food and beverage serving area:



Source: pauliantoine.com


6.3.2 CUTLERY




A. Table fork / Main course fork



B. Table knife / Main course knife



C. Butter knife / side knife	
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6.3.3 GLASSES	
A. Water glass	
B. Juice glass	
C. Wine Glass	

6.3.4 CROCKERY

A. Main course plate	
B. Bread & Butter plate / side plate / salad plate	

6.3.5 LINEN

A.Napkin	
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PRACTICAL DEMONSTRATION

Visit restaurant / dining room area:

- Introduction to the restaurant / dining room area.
- Laying an A la Carte Cover
- Care, handling and storage of cutlery, glasses, and crockery as well as different take-away containers for food and beverage

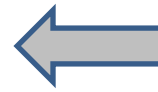
6.3.6 CARE, CLEANING AND STORAGE FOR TABLE SETTING

What is a tablecloth

A tablecloth is a cloth used to cover a table. Some are mainly ornamental coverings, which may also help protect the table from scratches and stains. Other tablecloths are designed to be spread on a dining table before laying out tableware and food.

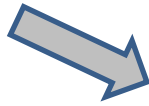
Tablecloths can be made of almost any material, including delicate fabrics like embroidered silk. Dining cloths are typically made of cotton, a poly-cotton blend, or a PVC-coated material that can be wiped clean, but they can range from functional coverings to fine textiles, as long as they can be laundered.

Some cloths are designed as part of an overall table setting, with coordinating napkins, placemats, or other decorative pieces. Special kinds of tablecloth include runners which overhang the table at two ends only and table protectors to provide a padded layer under a normal cloth.



Cotton linen tablecloth

Damask tablecloth



Terminology

Textile	<p>Is a flexible material made of natural or artificial fibres. They are formed by weaving, knitting, crocheting, knotting, felting, or braiding.</p> <div data-bbox="604 1460 1078 1780" data-label="Image"> </div> <p>Washable Polyester Tablecloth</p>
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<p>Tableware are</p>	<p>Are the dishes or dishware used for setting a table, serving food and dining. It includes cutlery, glassware, serving dishes and other useful items for practical as well as decorative purposes.</p> 
<p>Napkin, or serviette</p>	<p>Is a rectangle of cloth used at the table for wiping the mouth and fingers while eating. It is usually small and folded, sometimes in intricate designs and shapes.</p> 

NAPKIN FOLDING

Napkin folding is a type of decorative folding done with a napkin. It can be done as art or as a hobby. Napkin folding is most encountered as a table decoration in fancy restaurants. Typically, and for best results, a clean, pressed, and starched square cloth (linen or cotton) napkin is used. There are variations in napkin folding in which a rectangular napkin, a napkin ring, and glass, or multiple napkins may be used.






Decorative Folding





Is an artistic type of folding similar to origami but applied to fabrics instead of paper. Some types of objects that can be folded are napkins, towels, and handkerchiefs.


**Napkin Ring**

The napkin ring, occasionally called a Christening bangle, was originally used to identify the napkins of a household between weekly wash days.

**COMMON NAPKIN FOLDS**

Bishop's Hat	<p>This is a classic dinner napkin fold, but can be difficult to line up the corners in the cap.</p> <p>Some starch and an iron make it easier to be precise while folding this one.</p>	
Buffet Fold (rectangular pocket)/ Diagonal pocket	<p>Usually used with more casual dining occasions, the buffet napkin fold will frame your silverware nicely into an elegant and compact place setting. This fold works well with most of our cotton and linen dinner napkins.</p>	 <p>Folding a Napkin For a Buffet With Linen Dinner Napkins</p>
Candle	<p>This is a good method for a celebration theme.</p>	
Dress skirt	<p>Fancy way to celebrate Women's day.</p>	
Fan	<p>Elegant and decorative, this is a classic napkin folding technique. As usual, an iron helps but is not necessary.</p>	

Fleur-de-lis	This fold makes a dramatic presentation suitable for a formal occasion.	
Iris	The iris napkin fold gives the impression of a flower springing from a beautiful crystal glass. Great for any occasion when wine glasses are called for. This is not the easiest of folds. Try different coloured napkins for a flower-garden-like effect. Napkin should not be too stiff for this one.	
Lotus (water lily)	Also called the water lily or the artichoke, this is one of the best-known napkin folds. Use it to present dinner napkins or to surround a roll, a party favour, or a flower.	
Rose	Making a rose out of a cloths napkin is a simple way to improve that table adornments for a dinner party or any other special occasion.	

Placemat or Table mat	<p>Is a covering or pad designating an individual place setting, unlike the larger tablecloth that covers the entire surface.</p> <p>They are made of different materials depending on their purpose:</p> <ul style="list-style-type: none"> • to protect, • decorate, • entertain or • advertise. 
Table runners	<p>The table runner is a narrow length of cloth laid on top of tablecloths or on a bare table.</p> <p>Table runners are used in a variety of ways:</p> <ul style="list-style-type: none"> • Laid down the centre of the table for decoration, • Laid across the table to define seating, or • Used to carry out a theme <p>The table runner is approximately 35,5cm to 43cm wide, and the drop at the ends is about 38cm deep.</p> <p>Table runners are easier to care for than a tablecloth and a little more decorative than a placemat.</p>



6.3.7 CARE AND CLEANING TECHNIQUES FOR CUTLERY, GLASSES, AND CROCKERY.

CARE AND HANDLING OF CROCKERY

General Tips

- * Wash used crockery as soon as possible.
- * Do not use scrubbing pads to clean them.
- * Some crockery is safe to use in a microwave.

Using Dishwasher

- * Most of us use dishwasher for cleaning our utensils. Before placing your crockery in the dishwasher, go through the dishwasher manual to check the required settings.
- * Avoid sticking the crockery close to each other in the dishwasher.
- * Do not add excess detergent, as it may impart a dull finish to the crockery.

Hand-wash for Crockery

- It is recommended to hand-wash the crockery, rather than using a dishwasher because crockery can be delicate.
- Use a sponge to wash crockery using a mild detergent, so that scratches are avoided.
- It is always better to place a cloth in the sink, to minimize damage, in case the crockery slips off.
- After washing your crockery, dry it off using a soft cotton cloth or let it dry naturally.
- Never wash crockery and metal cutlery together. Metal utensils can cause scratches to the crockery.
- *To clean dried stains, soak the crockery in soap-water mixture for some time. Later, clean them using a soft sponge, rinse and dry.

CARE AND HANDLING OF CUTLERY

- Clean cutlery in hot soapy water.
- Hand-dry with a clean non-abrasive cloth to remove any water spots. The quicker it is dried, the better as the open air will cause natural drying marks.
- Always rinse your cutlery before placing it in the dishwasher.

- Never leave stainless steel cutlery to soak or in damp conditions as this can cause staining which will require polishing to remove.
- To restore the cutlery's shine and to remove any staining use stainless steel polish and a soft dry cloth.



[Source: www.simplygoodstuff.com]

CARE AND CLEANING OF GLASSWARE

Glassware Cleaning and Polishing

Clean glasses ensure the right taste and visual appeal for customers while dirty glasses are unappealing to the customer and can damage your reputation. Remember, when cleaning glasses you should always follow all health and safety guidelines.

All glasses should be handled carefully. Glassware should be clean and polished before being placed on the table.

Carry glasses on the stem at the bottom or on a tray.

How to Clean Hand Wash Only Glasses

When hand washing glasses make sure to use a soft surface material, like a microfiber cloth. When hand washing you will need a stainless steel sink with separate sections for washing, rinsing, and sanitizing.

Washing by Hand Only:

1. Wash glasses in warm, soapy water.
2. Rinse in clean warm water and place upside down.
3. Steam glasses over a bowl of boiling water.
4. Polish using a clean, dry cloth.



Source: dreamstime.com & westend61.com

6.3.8 STORAGE AREAS AND CRATES

STORAGE AREAS & CRATES



caterbox.co.uk

HOW TO STORE TABLE LINENS PROPERLY

- Always wash or dry clean linens before storing and check each piece for stains.
- Some stains may not be visible but can provide food for mildew or insects like silverfish.



- Ensure that linens are completely dry before you store them. Moisture means mildew.
- Store linens in a cool, dry, well-ventilated area.
- Never store linens in plastic bags, cardboard boxes or in direct contact with cedar chests or any wood drawer. Fumes from petroleum-based plastic boxes and wood acids can yellow or weaken the fabrics.
- Place heavier pieces like place mats on the bottom, then fabric tablecloths and napkins and place lace pieces on top of the stack. It is better to store linens that have not been starched because starch can attract insects.
- At least twice per year, refold the linens to prevent continued stress on any one area.
- The best way to prevent wrinkles for permanent press or freshly ironed linens is to hang them on padded hangers in a closet. Hang only one cloth per padded hanger and leave plenty of room between hangers so air can circulate. You can also use an over the door hanger and pad the rods for long term storage.
- NEVER cover the linens with a plastic bag. It can trap moisture and cause a chemical reaction that can discolour the linens. Instead, cover the hangers with a white 100 percent cotton sheet or pillowcase.
- You can also prevent wrinkles by rolling the linens around a cardboard tube. If they will be stored for more than a week or so, make sure that the cardboard is acid-free to prevent staining.
- With proper care, linens can last for many generations to come.

**RESOURCES:****VIDEOS:**

1. <https://www.youtube.com/watch?v=6VurVfYKRbs>
2. <https://www.youtube.com/watch?v=IY-403uqR4k>

BIBLIOGRAPHY:

1. <https://homequicks.com/how-to-take-care-of-your-crockery>
2. <https://homequicks.com/how-to-take-care-of-your-crockery>
3. <https://www.amara.com/advice/cutlery-care-cleaning>
4. <https://www.cleanipedia.com> › Home › Kitchen Cleaning
5. <https://tips.simplygoodstuff.com/cleaning-stainless-steel-cutlery-utensils/>

BIBLIOGRAPHY:

<https://www.thehopelesshousewife.com/table-setting-guide/#.U6jwyhaAFuZ>
<https://dcmp.org/guides/10535.pdf>



SUMMARIES

Unit 6.1: Food and Beverage Service for Take away foods

Food and Beverage Service for take away foods

Presentation and serving of take away foods at a vending stall: **Disposable cutlery, crockery, cups and serving utensils.**

Requirements of packaging/take-away containers **Convenience:** it must be easy to handle and not be too bulky or heavy, **Sturdiness,** Attractive with good design

Serviettes Is a rectangle of cloth used at the table for wiping the mouth and fingers while eating. It is usually small and folded, sometimes in intricate designs and shapes.

Unit 6.2: Customer Care in Action

Protocol in addressing and serving customers

Greeting: Smile when you greet you customers. Acknowledge your new customer within 30 seconds and make them feel welcome.

Communication: taking and noting order: Food orders are taken as soon as the guests have made their selection.

Unit 6.3: Identify and select for setting an A la Carte:

Identify and select

Suitable cutlery, Table fork / Main course fork, Table knife / Main course knife and Butter knife / side knife

Glassware- water/ juice and wine

Crockery- Main Course plates, Bread & Butter plate / side plate / salad plate

Linen in a serving designated area- tablecloths, overlays and napkins

Care, cleaning techniques and storage for table setting



EXAM PRACTICE QUESTIONS

Exam practice: The Hospitality Industry

Module 6: Food and Beverage Service

Section A: Short questions

- 1.1 Various options are provided as possible answers to the following questions. Choose the correct answer and write the symbol (A - D) next to the question number (1.1.1 - 1.1.3) on the ANSWER BOOK.

1.1.1 The term cutlery refers to....

- A Knives, forks and spoons
- B Lifters, salad servers and serving spoon
- C Dinner plates, sideplates and cups
- D Coffee mugs, teacups and saucers

1.1.2 Apparatus used to steam glasses before polishing

- A Combi steamer
- B Steam-jacketed kettle
- C Steaming pot
- D Food steamer

1.1.3 A suitable centrepiece for a informal outdoor breakfast is

- A A sunflower in a simple upcycled vase
- B A silverware candle stand
- C A glass bowl with exotic flowers
- D A crystal glass vase with fresh roses

(3)

1.2

MATCH ITEMS

Choose the description of linen that is from COLUMN B to match the term in COLUMN A. Write only the symbol (A - J) next to the question number (1.2.1.1 - 1.2.1.5) on the ANSWER BOOK

1.2.1

COLUMN A TERM	COLUMN B DESCRIPTION
1.2.1.1 Table runner	A Extra layer of fabric to a table's cape. B Made of upcycled waste material
1.2.1.2 Textile	C narrow length of cloth laid on top of tablecloth
1.2.1.3 Disposable tablecloth	D flexible material made of natural or artificial fibres formed by weaving. E Used to produce cheap plastic items.

(3)

1.3.1

Identify the correct linen from the list below. Write only the symbol (A - F) next to the question number (1.3.1) on the ANSWER BOOK.

- A Always wash or dry clean linens before storing and check each piece for stains.
- B Ensure that linens are completely dry before you store them.
- C Store linens in a cool, dry, well-ventilated area.
- D Must store linens in plastic bags to prevent dust.
- E Place heavier pieces like place mats on the top then fabric tablecloths and napkins
- F At least twice per year, replace the linens to prevent continued stress on any one area.

(3)

1.3.2

Choose THREE types of accessories for table setting from the list below. Write only the symbol (A-F) next to the question number (1.3.2) on the ANSWER BOOK.

- A Cruet set (salt and pepper shakers)

- B Napkins
- C Soup bowls
- D Dinner plates
- E Menu cards

(3)

1.4 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1 – 1.4.10) on the ANSWER BOOK.

1.4.1 The place setting for one person.

1.4.2 A list of dishes served at a restaurant.

1.4.3 Crockery used to serve bread rolls in.

(3)

Section B: Long questions

2.1 List THREE storage practices for disposable food serving equipment.

LO
(3)

2.2 Discuss the cleaning of glassware

MO
(4)

2.3 Study the menu below and draw a À la carte cover.

HO
(3)

Menu	
Lasagne	R25.00
Green Salad	R15,00
Malva Pudding	R20,00
Tea/Coffee	R12,00
Date:3 July 2020	

TOTAL: 25 MARKS