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# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES  
FEBRUARY/MARCH 2017**

**MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 13 pages.**

**SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	I✓
1.2.2	F✓
1.2.3	A✓
1.2.4	B✓
1.2.5	C✓
1.2.6	G✓

(6)

**1.3 ONE-WORD ITEMS**

1.3.1	De-alcoholised✓
1.3.2	Hanepoot✓/Jeripigo✓/Muscadel✓
1.3.3	Liquor Act✓
1.3.4	Baking blind✓
1.3.5	Tele-marketing✓
1.5.6	Marbling ✓
1.3.7	Horseradish/gravy/jus✓
1.3.8	Sushi✓
1.3.9	Chutney✓
1.3.10	Soya✓

(10)

**1.4 SELECTION**

1.4.1	A ✓ D ✓
1.4.2	B ✓ C ✓

(4)

**1.5. MATCHING ITEMS**

1.5.1	C ✓	(v) ✓
1.5.2	D ✓	(iii) ✓
1.5.3	B ✓	(iv) ✓
1.5.4	F ✓	(i) ✓
1.5.5	G ✓	(ii) ✓

(10)

**TOTAL SECTION A: 40**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS. HYGIENE, SAFETY AND SECURITY****QUESTION 2**

2.1      2.1.1      24–48 hours✓ (1)

- 2.1.2
- Food handlers with gastroenteritis should inform their employer as soon possible✓
  - Food handlers should not work if they have diarrhoea✓
  - Food handlers should maintain good personal hygiene✓(wash hands after using the toilet, refuse, after touching your body, your hair, nose etc.)✓
  - They should wash and sanitise equipment and surfaces after handling raw meat and poultry✓
  - They need to ensure that food is thoroughly cooked especially chicken, fish and eggs✓
  - Insects and rodents should be eliminated from the kitchen✓ by installing screen on windows✓
  - The kitchen should comply with proper storage regulations✓
  - All food should be covered when stored✓
  - Cooked foods should be separated from raw foods✓
  - Food should not be stored on the floor✓
  - Waste should not be left to accumulate✓; lids must be kept on the bins at all times. ✓

(Any 5) (5)

2.1.3 (a) **GASTROENTERITIS**

- Diarrhoea✓
- Nausea and vomiting✓
  - Dehydration✓
  - Stomach ache✓
  - Headache✓
  - Fever✓

(Any 3) (3)

2.1.3 (b) **TUBERCULOSIS**

- Continuous cough✓
- Feeling tired all the time✓
  - Weight loss✓
  - Loss of appetite✓
  - Coughing up blood✓
  - Night sweats✓
  - Chest pains✓
  - Shortness of breath✓

(Any 3) (3)

- 2.2      2.2.1      Good service is meeting customers' needs timely✓, by professional people✓ in a pleasant environment✓/in the way they want and expect them to be met✓  
(Any 2)      (2)
- 2.2.2      The management decides on the level of service they would like in their restaurant✓. The level of training differs✓, Service is often linked to the price✓ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service✓  
The more expensive the dish , the better the service is supposed to be✓  
(Any 3)      (3)
- 2.3      2.3.1      Point of sale system (POS)✓      (1)
- 2.3.2      The system will assist restaurant employees to complete their daily tasks that include : food and beverage orders,✓ communication of tasks to the kitchen✓, guest bill settlement✓, credit card processing✓, and charges posted to guest accounts in the hotel✓  
(Any 2)      (2)

**TOTAL SECTION B:      20**

**SECTION C: NUTRITION:  
MENU PLANNING AND FOOD COMMODITIES****QUESTION 3**

- 3.1      3.1.1      Make jam✓  
It can be glazed✓  
It can be canned ✓  
It can be frozen ✓  
(Any 2)      (2)
- 3.1.2      -Wash and remove the pips from the cherries✓  
-Prepare a sugar syrup✓  
-Boil the food in the syrup until soft✓  
-Scoop the cherries into sterilised jars✓  
-Fill with syrup and seal✓  
(Any 4)      (4)
- 3.2      3.2.1      Net profit: selling price-total cost (food cost + overhead cost)✓  
                         = R10 000 – (R3500+R2500) ✓  
                         = R10 000 – R6000✓  
                         = R4000,00✓  
(Any 3)      (3)
- 3.2.2      Cost per person= Selling price/number of people  
                         =R10 000/100 people✓  
                         = R100,00 per person✓  
(Any 3)      (3)
- 3.2.3      -Name of the company, address, contact details✓  
-Personal information of the client: name, contact number, address✓  
-Information regarding the function: date, time, dietary requirement, type of function✓  
-Additional charges✓  
-Special requests✓  
-Payment terms✓  
(Any 4)      (4)
- 3.3      3.3.1      (a) Step 4: to prevent the eggs from cooking✓/curdling✓ (Any 1)
- (b) Step 7: to finish the baking process✓, to allow for the pastry to dry out✓, so the cavity is encased in a delicate, crispy shell✓  
                         To prevent burning✓  
(Any 2)      (3)
- 3.3.2      Chocolate✓  
Caramel ✓  
Vanilla/chocolate icing✓  
Fondant✓  
Spun sugar✓  
Sprinkled with icing sugar✓  
(Any 2)      (2)
- 3.3.3      Too much water will evaporate✓ resulting in too little steam✓ and the final product will be reduced in volume✓  
(Any 2)      (2)

- 3.4
- | <b>POLLO VEGETARIAN</b>   | <b>PESCO VEGETARIAN</b>   |
|---|---|
| -Diet includes poultry, milk, dairy products, eggs, vegetables and fruits✓<br>-Diet excludes red meat, fish and seafood✓<br>(Any 2) | -Diet includes fish, seafood, milk, dairy products, eggs, vegetables and fruits✓<br>-Diet excludes red meat and poultry✓<br>(Any 2) |
- (4)
- 3.5
- 3.5.1 White beans will take on the colour of the red speckled beans✓ (1)
- 3.5.2 It takes longer to cook✓, and the beans may break or separate from the skins✓ (Any 1) (1)
- 3.6
- 3.6.1 3-5 cocktail snacks✓ (1)
- 3.6.2
- The snacks must be bite sized✓
  - Include hot and cold savoury snacks✓
  - Include two to three sweet snacks✓
  - They must be visually attractive and colourful✓
  - They must be tasty and well-seasoned✓
  - They must include a variety of flavours✓
  - Ingredients should be easily recognisable✓
  - Personal and kitchen hygiene is essential✓
- (Any 4) (4)
- 3.6.3
- Unsuitable✓  
The guest will dirty their fingers✓, or may need a finger bowl✓  
Need a side plate to serve✓ (3)
- 3.6.4
- Fruits dipped in chocolate✓
  - Milk tartlets✓
  - Chocolate truffles✓
  - Scones✓
- (Any relevant answer) (3)
- [40]**



**QUESTION 4**

- 4.1 4.1.1
- | <b>BEEF</b> <input type="checkbox"/>   | <b>LAMB</b>  |
|--|--|
| Colour: bright red to cherry red✓<br>Texture: smooth, fine and firm✓<br>Fat: creamy or yellow colour ✓<br>Bones: Whiter and harder✓<br><input type="checkbox"/> <input type="checkbox"/> (Any 2) | Colour: bright light red✓<br>Texture: smooth, fine grain<br>firm and not dry✓<br>Fat: white /pinkish✓<br>Bones: soft red and porous ✓<br>(Any 2) |
- (4)
- 4.1.2 It is a tough cut of meat/contains a lot of connective tissue✓  
Stewing is a moist heat cooking method✓, converting the white connective tissue to gelatine✓, this slow cooking method makes is tender ✓  
(Any 2) (2)
- 4.1.3 Mashed potatoes✓  
Cous cous✓  
Pap✓  
(Any relevant answer) (1)
- 4.2 4.2.1 A banquet is a formal meal to which a group of guests will be invited to celebrate an event, to honour special guests or any other type of special occasion✓ (2)
- 4.2.2 Food and Beverage Service✓  
Food preparation✓ (2)
- 4.2.3 Jews only consume food that is kosher/clean✓  
They do not eat the hindquarter of an animal✓  
They may not mix meat and dairy products during a meal✓  
All shellfish, snails and birds of prey are forbidden✓  
Pork and pork products are not permitted✓ (Any 3) (3)
- 4.2.4 8-10 waiters✓ (1)
- 4.3 4.3.1 Puff pastry✓ (1)
- 4.3.2 (a) Butter: contributes to the rich flavour✓, contributes to colour✓ (2)
- (b) Water: develops the gluten in the flour✓, transforms into steam✓ and helps to leaven the pastry✓. (Any 2) (2)
- 4.3.3 Creamed spinach✓  
Chicken and mushroom ✓  
Steak and kidney✓  
Mince✓  
Fish✓  
( Any relevant answer) (2)
- 4.3.4 -Light in texture✓  
-Flaky layers✓  
-Light golden brown colour✓  
-Uneven surface✓  
(Any 3) (3)

- 4.4      4.4.1      Flavoured and unflavoured✓  
Powdered/Granulated✓  
Leaf/sheet✓  
(Any 2)      (2)
- 4.4.2      (a) Too much sugar will weaken the gel✓, retards the setting process✓  
(Any 1)      (1)
- (b) Weakens the jelly✓, retards the setting process✓, will melt more easily✓  
(Any 1)      (1)
- (c) Dish will start to melt✓  
(Any 1)      (1)
- 4.5      4.5.1      The batter is steamed in moulds in a steamer or a big pot with water and then turned out for service. ✓  
Make sure that no water splashes into the bowl when steaming as this will cause the pudding to be soggy. ✓  
(2)
- 4.5.2      Choose the right size and shape of the plate✓  
Pudding must be turned out on the middle of the plate✓  
Arrange, decorate and garnish the pudding on the plate✓  
The dessert can be flambéed✓ – pour brandy over and set it alight✓  
(Any 2)      (2)
- 4.5.3      Custard✓  
Cream✓  
Ice Cream✓  
Brandy sauce✓  
(Any 2)      (2)
- 4.6      4.6.1      People with HIV have greater nutritional needs and adequate diet is essential to promote a strong immune response to help HIV people to manage the symptoms✓.  
Good nutrition slows down the progression from HIV to Aids✓, and is required to optimise the benefits of Anti retro viral drugs✓.  
A healthy diet can prevent and cure malnutrition, but it cannot cure HIV and Aids✓  
People with Aids need to maintain a healthy body weight and take in enough protein so that they can maintain their muscle mass✓  
The diet should consist of fresh fruits and vegetables in order to boost the immune system✓  
(Any 4)      (4)  
**[40]**

**TOTAL SECTION C:      80**

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

- 5.1      5.1.1.      The target market will be determined by:  
 Demographic factors✓ e.g. marital status, age, family size i.e. Pay a single midweek rate and your friend/partner stays free when sharing with you, Needs and income✓  
 Psychographic factors: activities✓ i.e. Daily game drives, tennis and sauna✓  
 Product related factors✓, which describe which products or services the customers prefer i.e. Luxurious accommodation on a game farm midway between Cathcart and Queenstown, in the heart of Eastern Cape. ✓ (Any 3) (3)
- 5.1.2      Yes promotion has been used✓  
 Give away 2 for 1: pay the single midweek rate of R600 and your friend/partner stays free when sharing with you. ✓ (2)
- 5.1.3      It is expensive✓ because you are getting only one amount for two people✓. (1)
- 5.1.4.      The size of the container should not mislead the customer as to the size of the actual contents✓  
 Packaging should be easy to handle✓  
 Information on packaging should be clear✓  
 Packaging should be suitable for the contents✓  
 It should be strong, hygienic and clean✓  
 If possible, it should be recyclable and reusable✓ (Any 2) (2)
- 5.1.5      Business address✓  
 Form of business✓  
 Branding✓  
 Short, medium and long term goals✓  
 Street map✓  
 Site plan showing the layout of the business✓ (Any 4) (4)
- 5.1.6      Springbok Game lodge contributes to job creation by:  
 Direct job creation: positions in the hospitality industry✓ examples: Lodge receptionist✓, Room attendant✓, Tour guide✓, Masseurs✓, chef✓, waiters✓, doorman✓ (Any 2)
- Indirect job creation: positions that does not form part of the hospitality industry✓ examples: Manufacturers of the linen used in the lodge✓, suppliers of food, drinks✓, producers of furniture✓ (Any 2) (4)

5.2 5.2.1

REVENUE GENERATING AREAS	NON-REVENUE GENERATING AREAS
Bars✓ Food and beverage✓ Guest rooms✓	Finance✓ Security✓ Maintenance✓

(6)

5.2.2 These two departments depend on each other because sales and marketing is responsible for making potential customers aware of the products and services that the establishment offers✓. They ensure that customers make use of the products and services which provides an income for the business✓. The financial department ensures that the income is spent according to the budget and needs of the establishment✓. (Any 2) (2)

5.2.3 --Supervises personnel✓, property✓ and key control✓  
-They must protect the establishment, staff and the guests from the following criminal activities:  
-credit card skimming✓  
-liability or insurance fraud  
-terrorism✓  
-information technology✓  
-gambling fraud✓ (Any 3) (3)

5.2.4 -Movable cocktail bar✓/Liquid chefs✓  
-Drinks on wheels✓  
-Vendor✓  
-children birthday party drinks✓ (Any 3) (3)  
**[30]**

**QUESTION 6**

- 6.1 6.1.1 Refers to getting equipment (cutlery, crockery) and tablecloths ready before meal is served✓./ to put in place✓/pre-preparation✓ (2)
- 6.1.2 Check to see if the table cloth is:  
Clean ✓and has no food stains✓ or wax stains from candles✓.  
not burnt, shabby or worn out✓  
ironed✓  
hanging evenly from each side of the table✓  
not upside down✓ (Any 3) (3)
- 6.1.3 The glass should be washed in warm water with dishwashing liquid✓  
Rinse in clean warm water✓  
Airdry✓  
Steam the glass over a bowl of boiling water✓  
Polish using a clean, dry cloth✓ (3)
- 6.1.4 Chardonnay is suitable✓ because white meat (fish) goes well with white wine✓ M159  
F 52  
(2)
- 6.1.5 The red wine glass must be positioned 2.5cm✓ from the tip of the main course knife✓ and at 45° angle to the left of the white wine glass✓ White wine glass first and red wine glass second✓ (Any 3) (3)
- 6.1.6 The red wine needs to be stored in the dark✓ to avoid damage from ultra violet light✓  
Place red wine bottles on their side so that the corks stay moist and swollen✓ providing an airtight seal.  
Store red wine bottles upside down in a box✓  
Store similar wines together✓  
Pack and store wine bottles with the label to the top or to the front✓  
Wine prefers a slightly damp location free from vibration✓ (Any 4) (4)
- 6.2 6.2.1
- | ON-CONSUMPTION  | OFF-CONSUMPTION   |
|---|---|
| Allows the liquor to be consumed where it is bought✓, liquor not taken off the premises✓<br>Examples: hotels, restaurants, clubs✓ (Any 2) | Allows liquor to be bought but consumed elsewhere✓/<br>removed from premises✓<br>Examples: liquor stores, wholesale liquor outlets✓ (Any 2) |
- (4)
- 6.2.2 In plated service food is plated directly onto individual plates✓ in the kitchen or at a service point✓ and then served to customers✓ on the right hand side✓ (3)

6.2.3	Better portion control✓ Less wastage✓ More creativity from the chef who plates the food✓ Specialised training in terms of serving food from the platter is not required✓ Skilled waiters for carrying plates without disturbing food arrangement on the plates✓	(Any 3)	(3)
6.3	Food will be spoiled✓ Food wastage will cost the lodge✓ The menu may need to be adapted and therefore the guests may not receive their preferred orders ✓failure e.g. a gelatine dish wont set✓ Unexpected cost will be incurred in order to fix the fridge.✓	(Any 3)	(3)
<b>TOTAL SECTION D:</b>			<b>60</b>
<b>GRAND TOTAL:</b>			<b>200</b>