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GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2015
MEMORANDUM**

MARKS: 200

This memorandum consists of 12 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	F✓
1.2.2	D✓
1.2.3	A✓
1.2.4	C✓
1.2.5	G✓
1.2.6	E✓
1.2.7	I✓
1.2.8	K✓
1.2.9	L✓
1.2.10	B✓

(10)

1.3 ONE WORD ITEMS

1.3.1	Italian meringue✓
1.3.2	Hors 'd oeuvres✓
1.3.3	Short crust✓
1.3.4	Veal✓
1.3.5	Tongue✓
1.3.6	Liver✓
1.3.7	Binding✓
1.3.8	Vegan✓
1.3.9	Diabetes✓
1.3.10	De-alcoholised wine✓

(10)

1.4 SELECTION

1.4.1	B✓	D✓	E✓
1.4.2	B✓	D✓	

(5)

1.5 MATCHING ITEMS

1.5.1	T-bone steak✓
1.5.2	Club steak✓
1.5.3	Pickled and corned beef✓
1.5.4	Stocks✓
1.5.5	Steak tartare✓

(5)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Diarrhoea✓
Fever✓
Stomach pain/abdominal pain✓ (Any 2) (2)

2.1.2	DISEASE	INCUBATION PERIOD	TRANSMISSION	
	Hepatitis A	15–45 days✓ (1)	- personal contact with infected person✓ - consuming food prepared by infected person✓ - drinking hepatitis A contaminated water✓ (Any 2)	(6)
	Gastro-enteritis	24–48 hours✓ (1)	- viral✓ - drinking infected water✓ - carried by flies contaminated by human and animal waste✓ (Any 2)	

- 2.2 2.2.1 - Chemically treat all liquids✓ e.g. boil or pasteurise✓
- Clean and cook food properly to avoid raw or undercooked food✓
- Wash hands thoroughly with soap✓
- Cholera vaccines are available✓
- Do not use uncooked fish or shellfish✓
- Cover food to protect from flies✓
- Use treated water to wash fruit ✓ (Any 4) (4)

- 2.2.2 - Absenteeism by staff✓
- Work output is slow✓
- Loss of business opportunities and income✓ (Any 2) (2)

- 2.3 Yes, ✓
- The staff dress code creates order✓, discipline✓, and neatness✓.
- Safety and hygiene of employees is maintained✓
- Creates a sense of pride and dignity when wearing a uniform ✓
- Creates a positive image of the employee and the establishment which will ensure repeat business and good word of mouth. ✓
- The public will be of the opinion that if the staff has a professional appearance then the service will also be professional. ✓
- First impressions are important and the professional looking staff will look trustworthy and efficient. ✓ (Any 4) (4)

- 2.4
- Waiters use hand-held computer technology to put the orders through to the kitchen✓,
 - It is a fast and accurate transmission of guest orders✓
 - Order goes directly to the kitchen and the bar✓
- (Any 2) (2)

TOTAL SECTION B: 20

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

QUESTION 3

3.1 3.1.1 R180 x 20✓
= R3 600✓ (2)

3.1.2 R210 x100✓
= R21 000✓ (2)

3.1.3 R1 000 + R3 600 + R21 000✓
=R25 600✓ (2)

- 3.2
- butternut✓
 - spinach/morogo✓
 - yams/madumbe✓
 - sweet potato✓
 - mealies/corn on the cob✓
- (Any relevant answer) (4)

3.3

QUOTATION FORM✓ Tosie Country Club 501 Croftdene, Chatsworth✓ Quotation (valid for 30 days of issue) ✓		
Name of the client: British Golf Club ✓		
Description of menu items	Additional costs	Price
	Music ✓	R1 000 ✓
Total menu price for the function: R24 600 ✓		
Total price: R25 600 ✓		
Dietary requirements: 20 vegetarians ✓		
Special requests: use local ingredients ✓, vegetarian diet ✓		
Terms of payment: internet transfer ✓		
Deposit: R12 800 ✓		

(Any 10) (10)

- 3.4 3.4.1 3–5 savoury snacks per person✓
2–3 snacks per person✓
Reason: A full meal will follow the cocktail function and therefore not too many cocktail snacks should be served.✓ (2)
- 3.4.2 - mince/steak samoosas✓
- ostrich/springbok/spring rolls✓
- beef strips✓
- beef satays/skewers✓
- meat balls✓
- bacon quiches ✓
- sausage rolls ✓
- mince/steak pies ✓
- Chipolata/pork/beef sausages ✓ (Any relevant answer) (3)
- 3.4.3 - Guests can meet each other and socialise before being formally seated at tables. Often guests at a formal dinner only socialise with those at the table but the cocktail function allows for a more socialising. ✓
- Adds a special dimension to a function which combines informal and formal styles of service and sets a friendly tone to the evening. ✓
- An alternate small space can be used for the cocktail function which will not infringe on the dinner arrangements✓
- All the golfers which is a large number of people can be entertained at one time✓
- Can provide the hors d oeuvres for the dinner, if there are speeches at the dinner and people have to wait a long time to eat.✓
- Little cutlery and crockery is required
- A table plan is not required so the work load is kept down and can be used for the dinner.✓
- Duration of function is short✓
- Variety is served giving guests a wide choice of food items✓
- No need for serving staff who can use the time to prepare for the dinner. ✓ (Any 4) (4)
- 3.4.4 - Set up tables and chairs scattered around the venue✓
- Place tablecloths on the table✓
- Set up audio-visual equipment✓, make sure that it is working correctly✓
- Set up buffet tables for snacks if self-service format is used✓
- Cover tables with tablecloths and position side plates and serviettes at the ends of the tables. ✓
- Place any cutlery in holders on the buffet tables✓
- Set up the table you will use as a bar during the function✓.
- Decorate the room according to the theme✓ (Any 6) (6)

- 3.4.5 You need to be aware of the following:
- Symptoms of allergies vary from person to person✓
 - They can include sneezing, skin rashes, swelling, watery eyes, difficulty breathing, vomiting, and diarrhoea✓
 - The amount of the ingredient or food needed to trigger a reaction also varies from person to person✓
 - One of the most common food allergies is a sensitivity to peanuts, milk, eggs, shellfish, molluscs✓
 - Other food allergies may be certain fruits, vegetables, spices✓
(Any relevant answer)

(5)
[40]**QUESTION 4**

- 4.1 4.1.1 A - Christmas pudding✓
B - Pavlova✓ (2)
- 4.1.2
- | | DESSERT A | DESSERT B |
|--------------------|---|--|
| (a) Classification | Hot✓ (1) | Cold✓ (1) |
| (b) Cooking method | Steaming✓ (1) | Baking✓ (1) |
| (c) Description | - rich pudding containing dried fruit and mixed spice, often flambéed with brandy or rum✓ (1) | - meringue cups filled with fresh fruit and whipped cream✓ (1) |
- (6)
- 4.2 4.2.1 Setting agent✓ (1)
- 4.2.2 Hydration✓ (1)
- 4.2.3
- Rinse in cold water✓
 - Brush with oil✓
 - Lightly spraying mould with non-stick spray✓ (Any 2) (2)
- 4.2.4
- Fresh pineapple will not allow the gelatine to set/ the proteolytic enzyme in fresh pineapple retards setting of the Bavarian cream✓
 - Canned pineapple does not contain the proteolytic enzyme bromelin and therefore the Bavarian cream will set.✓ (2)
- 4.2.5
- Ensures even distribution✓
 - To prevent fruit from floating to the top✓
 - To prevent fruit from sinking to the bottom✓ (1)

- 4.2.6
- Vegetable, meat and fish jellies/ used in aspic jelly✓
 - Tomato aspic used in salad ✓
 - Brawn (meat to which aspic is added which resembles polony)✓
 - Clarifying agent in wines and fruit juice✓
 - Vegetable, meat and fish terrines ✓
 - Covers food on display, e.g. canapés, sliced pâtés✓ (Any 3) (3)
- 4.3
- 4.3.1 Other metals will leave a metallic taste in the chutney ✓ due to the reaction with the acid✓ (1)
- 4.3.2 Use apricots✓, add onions, garlic, dried fruit such as raisins or dates, sugar, spices and vinegar to taste.✓ (any suitable ingredients can be included)
Wash fruit, core and remove pips✓, cut and mince fruit✓. Soak dried fruit if necessary then mince✓. Boil mixture slowly allowing the taste to develop.✓ Stir continuously to prevent burning✓, rub cooked mixture through a sieve✓ / puree in a food processor✓. Spoon into sterilised jars and seal✓. (Any 4) (4)
- 4.4
- 4.4.1
- Good source of protein✓
 - Low in fat✓
 - Cholesterol free✓
 - Natural source of fibre✓
 - Gluten free✓
 - High in vitamin B9✓, potassium✓, iron✓ and magnesium✓
 - Rich in antioxidants✓
 - Low glycaemic index✓ (Any 4) (4)
- 4.4.2
- Inspect whole lentils✓
 - Remove any debris or dirt✓
 - Rinse the lentils in cold water before cooking✓
 - Place lentils in a saucepan using 3 cups of fresh water for each cup of lentils✓
 - Bring to boil, reduce to simmer and cover✓
 - Boil lentils until tender✓
 - Skim off any foam that may form during cooking✓ (Any 3) (3)
- 4.5
- 4.5.1 bright red✓
pink red✓ (Any 1) (1)
- 4.5.2
- Juices will run from the meat✓
 - Meat will become dry✓
 - Meat will lose its colour✓ (Any 2) (2)

- | | | | | |
|-------------------------|-------|---|---------|-------------|
| 4.6 | 4.6.1 | <ul style="list-style-type: none"> - Allows air trapped between dough and dish to escape✓ - Prevents the pastry from rising during baking process✓ | (Any 1) | (1) |
| | 4.6.2 | <p>Mille-feuilles</p> <ul style="list-style-type: none"> - Baked puff pastry✓ - Rectangular in shape✓ - 2 rectangles layered with cream and jam/ crème pâtissière✓ - Topping dusted with icing sugar✓ <p>Barquettes</p> <ul style="list-style-type: none"> - Baked short crust pastry✓ - Oval✓ or boat shaped✓ - Baked blind✓ and filled with a variety of fillings✓ - Sweet or savoury fillings✓ | (Any 2) | (4) |
| 4.7 | | The temperature is lowered to dry the choux pastry and to finish the baking process ✓ and to prevent burning✓ | (Any 2) | (2) |
| | | | | [40] |
| TOTAL SECTION C: | | | | 80 |

SECTION D: SECTORS AND CAREERS

FOOD AND BEVERAGE SERVICE

QUESTION 5

- | | | | | |
|-----|-------|--|---------|-----|
| 5.1 | 5.1.1 | <ul style="list-style-type: none"> - Develops and communicates HR policies✓ - Interprets, implements and enforces the laws✓ and regulations required by government and the industry✓ - Maintains appropriate standards of work-life quality✓ and ethical business policies and practices✓. - Draws up employment contracts✓, code of conduct✓, procedures✓, work schedules✓ and rosters✓. - Settling disputes ✓. | (Any 2) | (2) |
| | 5.1.2 | <ul style="list-style-type: none"> - The advertisement attracts the desired target market e.g. those interested to apply for post✓. - The correct information is supplied in the advertisement✓ - Advert has a short message with critical information✓ - The salary does not indicate inclusions/exclusions ✓ - All the roles and responsibilities are not indicated ✓ - The qualifications are not specific e.g. diploma, certificate, etc. ✓ - No address added for a posted CV ✓ - No closing date/due date included✓ - Qualification not clear | | |
| | | Any relevant answer (Any 5) | | (5) |

- 5.2. 5.2.1 - Workers are non-revenue but are needed to generate revenue✓ e.g. good customer service results in profit✓
 - Word of mouth of excellent service results in the hotel getting more profit✓, more jobs are created because of increased demand✓.
 - Revenue generating areas receive income from sales✓
 - Examples of revenue generating areas: accommodation✓, food and beverage✓, laundry ✓
 - Examples of non-revenue generating areas: front office✓, marketing✓, human resources✓, finance✓, laundry (washing of linen, towels, sheets etc.) and housekeeping✓, maintenance✓, and security✓ (Any 6) (6)
- 5.2.2 - The profitable establishment contributes to the gross domestic product (GDP) of the economy✓
 - Increase in demand creates more job opportunities✓
 - Increase product demand for local enterprises✓ e.g. high influx of hotel guests in the area results in higher sales for locals, e.g. beadwork, attires etc.✓
 - Improves infrastructure e.g. better roads in rural areas✓
 - Payment of taxes and levy generates revenue for the economy✓
 - Tourism brings valuable foreign currency✓
 - Living conditions in the community improves✓. (Any 3) (3)
- 5.3 5.3.1 Strengths:
 - Chef has cooking skills✓
 - Opportunity is near her home✓
 - She already has a cart✓ (Any 2)
- Weakness:
 - An established take away is already at the business park✓
 - The cart is limited in terms of providing bulk orders ✓
 - The cart may be limited in terms of the equipment you can have ✓
 - The cart may not create the same image as a takeaway shop ✓ (Any 2)
- Opportunity:
 - She can expand the business once it grows✓
 - She can acquire a take away and /or shop✓ (Any relevant answer) (2)
- Threat:
 - Some workers may enjoy the food from the other take away✓
 - The owner of that take away may decide to expand the business✓ (Any relevant answer) (2) (8)

- 5.3.2
- Business address✓
 - Form of business, e.g. CC✓
 - Branding – name, logo✓
 - Her short, medium, long term goals, ✓ i.e. her targets✓
 - Map showing location in the business park✓ (Any 4) (4)
- 5.3.3
- Leaflets✓
 - Flyers✓
 - Posters✓
 - Brochures✓ (Any 2) (2)
- [30]**

QUESTION 6

- 6.1 6.1.1 Special equipment:
- Carving unit is a special trolley or area in which you carve and portion meat joints or fish for guests✓
 - Bain marie is used to keep food hot during the function✓.
 - Chafing dishes keep food at the correct temperature✓
 - Serving utensils are spoons and forks used to serve food onto guest plates✓
 - Tongs are a type of serving utensil used to pick up portions of food and place them on guest's plate✓
 - Meat knives are used to cut through meat easily✓ (Any 3) (3)
- 6.1.2 Tables:
- The spacing between the tables is determined by the room set-up✓, the shape of the tables✓ and the size of the chairs✓
 - The waiters must be able to move around easily✓
 - All tables must be numbered✓
 - The table numbers should be visible on stands so that they can be seen from the entrance to the room✓
 - Table numbers may be removed once all the guests are seated✓
 - A seating plan should be pinned to boards outside the entrance to the venue✓
 - The function cover✓ (knives, forks, dessert spoons and dessert forks required for the planned menu items✓)
 - Functions usually have set menus and the cutlery is set according to the order of service of the menu items✓. (Any 3) (3)
- 6.1.3 The venue:
- Organisers' suggestions✓
 - Nature of function✓
 - Size and shape of the function room✓
 - Number of covers✓ (Any 3) (3)

- 6.2 6.2.1
- The hotel should have a generator✓
 - Have a braai for the guests as it doesn't require electricity✓
 - Cook outside using wood✓
 - Use gas stove✓
 - Use equipment that does not require electricity e.g. candles, chafing dishes etc. ✓ (Any 4) (4)

6.3

MENU	TYPE OF WINE
Prawn cocktail	Dry white✓ Dry rosé✓ (Any 1)
Beef roast	Red ✓
Crème Caramel	Sweet white✓ Dessert✓ (Any 1) (3)

- 6.4 6.4.1
- People prefer the taste of mineral water without ice✓
 - Some guests drink mineral water because it is safer than tap water and if the ice added is made from tap water they will not be happy✓
 - If the ice melts into the mineral water it will become diluted ✓ (3)

- 6.4.2
- Shaking and stirring
 - Stirring and straining
 - Blending
 - Building (Any 2 relevant answers) (2)

- 6.5 6.5.1
- Alcohol may not be sold to persons under the age of 18✓
 - Alcohol may not be moved from the premises✓
 - Bar staff must be over the age of 18✓
 - Adequate guest toilets for males and females must be available✓
 - Liquor may be sold any day between 10:00 to 02:00✓
 - Alcohol may not be sold to someone who is already drunk✓
 - If people bring in their own liquor they must pay 'corkage fee'
 - It is illegal to add any liquids, such as water to the liquor in the bottle✓ (Any 4) (4)

- 6.5.2
- The drinks bill will be presented to the person ordering the round of drinks.
 - The person can either settle the bill at the table or at the bar.
 - The bill can be presented after each round of drinks or at the end of the evening
 - The bill should be folded and placed on a side plate or in a billfold so that the amount to be paid cannot be seen by the other guests✓
 - Allow enough time for the customer to place the correct amount of money in the folder. ✓
 - Remain alert for a while this is being done so that there no necessary delay in collecting the payment. ✓
 - Collect the folder with the money and the bill, and take it to the cashiers. ✓ (Any 5) (5)

TOTAL SECTION D: 60
GRAND TOTAL: 200