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GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2016
MEMORANDUM**

MARKS: 200

This memorandum consists of 12 pages.

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

1.1.1	D✓	F5M47
1.1.2	A✓	F77M23
1.1.3	C✓	F16M74
1.1.4	B✓	F11
1.1.5	D✓	F20M60
1.1.6	D✓	F193M93
1.1.7	B✓	F37M192
1.1.8	B✓	M193
1.1.9	C✓	F64
1.1.10	C✓	F50M157

(10)

1.2 MATCHING ITEMS

1.2.1	D✓	F199M86
1.2.2	E✓	
1.2.3	B✓	
1.2.4	H✓	
1.2.5	I✓	
1.2.6	C✓	

(6)

1.3 CHOOSE THE INCORRECT TERM

1.3.1	Porterhouse✓	F193M93
1.3.2	Neck✓	F190M80
1.3.3	Dry cough✓	F76M22
1.3.4	Cabernet Sauvignon✓	F48M156

(4)

1.4 ONE WORD ITEMS

1.4.1	PAX (Private automatic exchange) ✓	F11
1.4.2	tongs	F31M171
1.4.3	billfold✓	F39M195
1.4.4	sparkling✓	F48M156
1.4.5	squashes/cordials✓	F63M160
1.4.6	adulteration✓	M169
1.4.7	tuilles✓	F157
1.4.8	food intolerance✓	F4M51
1.4.9	fritters✓	F16
1.4.10	packaging✓	F135

(10)

1.5 CHOOSE TWO CORRECT DESSERTS

- | | | |
|-------|--|---------------------|
| 1.5.1 | A Crème caramel✓
E Crème brûlée✓ | F147
M136
(2) |
| 1.5.2 | B Dried fruit compote✓
F Pears in red wine✓ | F169
M137
(2) |
| 1.5.3 | D Orange sorbet✓
H Strawberry granita✓ | F149
M139
(2) |

1.6 CHOOSE FOUR CORRECT PHYLLO PASTRY PRODUCTS

- | | | |
|----|--|------|
| A✓ | | |
| D✓ | | F207 |
| F✓ | | M115 |
| H✓ | | (4) |

TOTAL SECTION A: 40

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

- 2.1 2.1.1 • Watery diarrhoea✓
• Dehydration✓
• Nausea✓
• Vomiting✓
• Rapid heart rate✓
• Dry mouth✓
• Low blood pressure✓ (Any 4) F78
M25
(4)
- 2.1.2 Because they will suffer from painless, watery diarrhoea that can quickly lead to dehydration and death if not treated.✓
The diarrhoea will cause an electrolyte imbalance.✓ F78
M25
(2)
- 2.1.3 Guests will consume food that was prepared and cooked with water that was contaminated.✓
Guests drinking the contaminated water.✓ F78
M25
(2)
- 2.1.4 • Small children✓
• Elderly people✓
• People with low immune system✓
• People with low level of stomach acid✓ (Any 2) M25
(2)
- 2.1.5 It is in his interest to ensure that premises are safe.✓
He is alert.✓
He has reported the outbreak to health officials to prevent further spreading of the disease.✓
He must warn or inform the guests.✓ (Any 2) M31
(2)
- 2.2 Professionalism is an unwritten code of behaviour✓ and set of attitudes✓ followed by food service workers. Examples of professionalism are professional ethics, appearance, honesty, integrity, responsibility. 79F
27M
(2)
- 2.3 Computers are used for accounting purposes in the hospitality industry for:
• Financial planning and budget control✓
• Calculating profit and loss✓
• Accounts payable and receivable✓
• Inventory management✓
• Processing customer orders✓
• Processing credit and debit card transactions✓
• Payroll in store✓
• Tracking employee time and attendance✓
• Scheduling staff✓ (Any 4) M39
(4)

- 2.4
- Determines which rooms are available✓
 - Determines which rates are available for the specific nights✓
 - Records accommodation sales for a single night✓
 - Prepares reservation cards✓
- (Any 2) M39
(2)

TOTAL SECTION B: 20

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

QUESTION 3

- 3.1 3.1.1
- Large number of people can be entertained at the same time✓
 - Small space can be used✓
 - Little cutlery and crockery is needed✓
 - A diverse mix of guests can be accommodated✓
 - Guests have an opportunity to mingle with each other✓
 - The duration of the function is short, usually two hours✓
 - Menus can be inexpensive✓
 - A variety of snacks is served✓
- (Any 4) F12
M67
(4)
- 3.1.2 Consider:
- The age group of the soccer players/manager, coaches✓
 - Their gender ✓
 - Their special nutritional/dietary needs✓
 - The food habits of the players and religious beliefs of the players✓
- (Any 3) F3
M44
(3)
- 3.1.3
- Flat bread topped with smoked springbok carpaccio✓
 - Rare springbok fillet cocktail rolls with onion marmalade✓
 - Ribbons of springbok carpaccio with cream cheese on savoury pancakes✓
 - Springbok satays with chilli sauce✓
 - Short crust pastry tart filled with springbok✓
 - Springbok strips with honey and mustard dip✓
 - Mini pizzas with springbok biltong dust✓
- (Any 6) F16
M69
(6)
- 3.1.4
- The mayonnaise-filled eggs are unsuitable✓
- Because the players cholesterol is closely monitored:
- Players should avoid consuming food with high amounts of fat ✓
 - The egg yolks and mayonnaise contain high amounts of fat✓
- F3
M44
(3)

3.2	3.2.1	<ul style="list-style-type: none"> Name of company and contact details✓ Date✓ Time✓ Dietary requirements, special requests✓ Type of function, number of covers, type of venue✓ Menu✓ Additional charges✓ Costing✓ Payment terms✓ 	(Any 4)	M63 (4)
	3.2.2	<ul style="list-style-type: none"> Cost of the menu items = R18,50+R13,00+R27,00+R9,00+R15,00+R10,50✓ = R93,00✓ 		F24 M58 (2)
	3.2.3	<ul style="list-style-type: none"> Total food cost = Cost of the menu items x number of guests✓ =R93 x 40✓ =R3 720✓ 	(Any 2)	F24 M58 (2)
	3.2.4	<ul style="list-style-type: none"> Total cost = Food cost + overhead cost + Labour cost✓ = R3 720 + R1 200 + R1 500✓ = R6 420✓ 	(Any 2)	F24 M58 (2)
3.3	3.3.1	Cold dessert✓		F148 M136 (1)
	3.3.2	<ul style="list-style-type: none"> Hydration✓ <p>Reason:</p> <ul style="list-style-type: none"> Powdered gelatine must be soaked in cold liquid✓ The gelatine absorbs the liquid and softens✓ 	(1) (Any 1)	F161 M129 (2)
	3.3.3	<ul style="list-style-type: none"> Grapes are neatly arrange at the base of the mould✓ A thickened gelatine mixture is poured over the grapes✓ 		F162 M131 (2)
	3.3.4	It is good to substitute with pineapples✓ because they are cheaper,✓ but the chef needs to be cautious when using fresh pineapples as they contain the enzyme bromelin.✓ This is a proteolytic enzyme that will prevent the formation of a gel. ✓ The chef will have to cook the raw pineapple to kill the enzymes before adding it to the gelatine mixture. ✓	(Any 3)	F163 M132 (3)
3.4	The crème anglaise should be prepared in a double boiler and stirred constantly.✓ It should be cooked just until it coats the back of the spoon✓ and not for too long.✓ The milk must not be boiling when added to the egg-yolk mixture. ✓ The temperature of the stove must not be too high.✓			F148 M137 (2)

3.5

BAVAROIS	PARFAIT
Set dessert.✓ Made from hot egg custard to which gelatine✓ and whipped cream is added.✓ Mixture poured into a mould and chilled until set. Unmould for service.✓	Frozen dessert.✓ Custard mixture can also be frozen✓ in a cylindrical mould and cut into slices for service.✓ Ice-cream base✓ alternated with toppings, fruit or sauce and served in a tall glass.✓

F149
M138
(4)
[40]**QUESTION 4**

- 4.1 4.1.1 Soya✓ F180
M104
(1)
- 4.1.2 TVP products are:
High in proteins✓
Rich in carbohydrates and dietary fibre✓
Low in kilojoules✓
Low glycaemic index✓
Low in cholesterol✓
High in vitamins and minerals✓ (Any 3) F181
M105
(3)
- 4.1.3 • Lacto✓ F178
 • Ovo✓ M99
 • Vegan✓ (3)
- 4.1.4 • Glazing✓ F211
 • Brushing✓ of the pastry with egg wash or milk✓ M116
(2)
- 4.1.5 • By not stretching the pastry✓
 • Pastry needs to be rested✓ and chilled after each stage of making and assembling✓
 • By not over handling the pastry✓ (Any 3) F209
M119
(3)
- 4.1.6 • Flour✓ F206
 • Butter✓ M113
 • Eggs✓ (Any 3) (3)
 • Milk✓
- 4.2 4.2.1 • Neck✓ F206
 • Thick rib✓ M95
 • Leg✓ (Any 3) (3)
 • Shank✓
 • Flank✓
 • Shoulder✓

	4.2.2	Stewing:✓ Food simmers slowly✓ in a covered pot below boiling point.✓ Bubbles rise slowly and do not burst on the surface.✓	F202 M89 (3)
	4.2.3	Because elastin does not become tender with cooking.✓ Therefore it stays inedible.✓ Trimming is necessary because the elastin does not look attractive.✓ (Any 2)	F196 M88 (2)
	4.2.4	• Brown/Red✓/Green✓ The roller marking indicates the classification of meat with regard to the quality and tenderness. ✓ (Any 1) (Any 1)	F170 M83 (2)
4.3	4.3.1	• Reduces the growth of bacteria✓ due to low temperature.✓ • Bacteria are inactive as water is unavailable.✓ • Enzyme activity is slowed down, but does not stop.✓ (Any 3)	F170 M150 (3)
	4.3.2	• Increases shelf life✓ • Prevents growth of yeast✓ • Prevents growth of bacteria✓ • Prevents oxidation✓ • Prevents the decay of organic substances✓ • Acts as an antiseptic✓ • Does not create an unpleasant flavour in food. ✓ (Any 4)	F169 M150 (4)
	4.3.3	• Allergens✓ to prevent life-threatening conditions.✓ • Do not refreeze after thawing to minimise deterioration of the product.✓ • Sell-by-date and use-by date to ensure that the quality is not compromised.✓ (Any 2)	F170 M150 (2)
4.4	4.4.1	• Temperature started at 220 °C✓ to develop steam✓ and to form a cavity.✓ • Temperature is lowered to 180 °C✓ after 10 minutes to dry out the cavity/prevent it from collapsing and to prevent burning.✓ (Any 4)	F185 M124 (4)
	4.4.2	• The water turns to steam.✓ • This acts as a raising agent.✓	F186 M125 (2) [40]

TOTAL SECTION C: 80

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

- 5.1 5.1.1 Mr Clive needs to possess the following characteristics:
- Commitment and determination✓
 - Responsibility✓
 - Creativity✓
 - Reliability✓
 - Confidence✓
 - Good organisational and managerial skills✓
 - High levels of energy✓
 - Sense of humour✓
 - Perseverance✓
- (Any 3) F128
(3)
- 5.1.2 Andrianna's responsibilities include:
- Safeguarding the guest house's assets✓
 - Preparing of financial reports✓
 - Drawing up the budget✓
 - Preparation of the cash forecast✓
 - Paying staff salaries✓
 - Controlling banking procedures✓
 - Setting up procedures for purchasing, receiving, stores and requisitioning✓
 - Ensuring that stock-taking is done on a regular basis✓
 - Paying of tax and VAT✓
- (Any 4) F116
M6
(4)
- 5.1.3 • Guest rooms✓ – upgrading of rooms to luxury suites/room sales account for 50–100% of the profits.✓
- Function rooms✓ – increases profits through fees by charging for the use of the room and through support services/it can attract conferences, birthday parties, celebration functions.✓
- Food and beverage✓ – upgrade so they can offer lunch and dinner to the guests.✓
- Laundry✓ – a service may be offered to the guests for washing, ironing or dry cleaning.✓
- Bar✓ – offers beverages to in-house guests and guests from outside.✓
- (Any 4) F108
M2
(4)

5.2	5.2.1	<ul style="list-style-type: none"> • Business people✓ • Domestic tourists✓ • International tourists✓ 		F135 (3)
	5.2.2	<ul style="list-style-type: none"> • Freelance cocktail barman✓ • Home industries for meals✓ • Baker✓ • Function catering✓ • Marketing✓ • Recruitment agencies✓ • Florists✓ • Laundry✓ 	(Any 4)	F131 M8 (4)
	5.2.3	<p>A marketing tool should:</p> <ul style="list-style-type: none"> • Attract the attention of the desired target market✓ • Bring new services or products to the attention of customers✓ • Supply correct information✓ • Comply with the standards recommended by the publication board✓ • Offer service to the consumer✓ • Be colourful, large letters and neat ✓ 	(Any 5)	F138 M18 (5)
	5.2.4	<p>The following information is present:</p> <ul style="list-style-type: none"> • Name of the business✓ • Address✓ • Target market✓ • Staffing plan✓ • Goals set out • Personnel plan✓ • Marketing plan✓ <p>They have not supplied the following:</p> <ul style="list-style-type: none"> • Branding (company name, logo) ✓ • Street map showing the location of the business✓ • Site plan showing the layout of the business✓ • Job descriptions✓ • Financial plan✓ 	(Any 7)	F131 M11 (7) [30]

QUESTION 6

- 6.1 6.1.1 Correcting the cover✓ F33
M191
(1)
- 6.1.2
- The cutlery is adjusted to meet the guests' specific order✓
 - If the place is laid with an entree knife and fork for the salad the knife and fork i be replaced with a soup spoon ✓
 - Items are placed in the correct sequence✓ (Any 2)
- F33
M192
(2)
- 6.1.3
- | | SILVER SERVICE | PLATED SERVICE |
|-------------------|--|--|
| Technique | Transferring food from a service dish to the guest's plate✓
(1) | Waiters carry plates from the kitchen without disturbing the presentation of the food✓ (1) |
| Special equipment | Fork✓
Tablespoon✓
Serving dish✓ (1) | Plate✓ (1) |
- F36
M192
(4)
- 6.1.4
- Better portion control ✓
 - Less wastage ✓
 - More creativity from the chef with presentation✓
 - Quicker service by the waiters✓ (Any 3)
- F33
M192
(3)
- 6.1.5
- Lime Grilled Chicken Caesar Salad: White wine✓
 - Smoked Salmon and Caviar: Champagne✓
 - Lamb Shanks: Red wine✓
 - Cherry Turnovers with Macadamia Nut Ice Cream: Dessert wine, sweet white wine, port✓ (Any suitable example)
- F41
M18
(4)
- 6.1.6 The wine:
- needs to be kept in the dark to avoid damage from ultraviolet light✓
 - should preferably be stored in a damp location✓
 - should be free from vibration✓
 - bottles should be placed on their sides so that the corks stay moist✓
 - should be rotated on a regular basis✓
 - that is similar should be stored together✓
 - bottles should be packed and stored with the label to the top or to the front✓
 - cellar should be clean and well ventilated✓
 - should be stored upside down in a box✓ (Any 4)
- F54
M159
(4)

6.2	6.2.1	<p>The gueridon trolley:</p> <ul style="list-style-type: none"> • is used for service or preparation of food in the dining room✓ • is a sophisticated type of service✓ • allows the finishing of food in the presence of the guest, e.g. flambé✓ • showcases the waiter's skills✓ 	(Any 2)	F37 M175 (2)
6.3	6.3.1	<p>The waiter should:</p> <ul style="list-style-type: none"> • keep calm✓ • be firm and avoid showing emotions✓ • ask the customer politely to leave rather than allowing him to disturb the other guests✓ • no more alcoholic beverages should be offered to him✓ • keep the incident as quiet as possible✓ 	(Any 4)	F41 M185 (4)
6.4	6.4.1	<ul style="list-style-type: none"> • Dip glasses in beaten egg white or lemon juice, then dip them in granulated sugars or powders✓ • Skewer chunks of fruit onto a toothpick or cocktail stick, and place the skewer across or inside the glass✓ • Garnish the rim of the glass with a slice of lemon or orange✓ • Crush ice or use ice cubes✓ • Umbrella✓ 	(Any other suitable answer)	F67 (3)
	6.4.2	Stocktaking✓		F71 M161 (1)
	6.4.3	<ul style="list-style-type: none"> • Stock will not run out✓ • It will prevent over stocking✓ • It will prevent and minimise theft and alcohol abuse✓ • It will limit financial losses✓ 	(Any 2)	M161 (2) [30]
TOTAL SECTION D:				60
GRAND TOTAL:				200