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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2016

MEMORANDUM

MARKS: 200

This memorandum consists of 15 pages.

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

1.1.1	A✓	(1)
1.1.2	C✓	(1)
1.1.3	A✓	(1)
1.1.4	C✓	(1)
1.1.5	C✓	(1)
1.1.6	D✓	(1)
1.1.7	D✓	(1)
1.1.8	A✓	(1)
1.1.9	B✓	(1)
1.1.10	B✓	(1)

(10)

1.2 MATCHING ITEMS

1.2.1	B✓
1.2.2	D✓
1.2.3	E✓
1.2.4	C✓

(4)

1.3 ONE-WORD ITEMS

1.3.1	Gastroenteritis✓
1.3.2	Cholera✓
1.3.3	Fleurons✓
1.3.4	Phyllo✓
1.3.5	Kosher✓ / Kasherv✓
1.3.6	Canapé✓
1.3.7	Bombe/Baked Alaska✓
1.3.8	Rigor mortis✓
1.3.9	Service cloth✓ / Waiters cloth✓
1.3.10	Host✓ / Hostess✓

(10)

1.4 MATCHING ITEMS

1.4.1	G✓
1.4.2 <input type="checkbox"/>	D✓
1.4.3	E✓
1.4.4 <input type="checkbox"/>	F✓
1.4.5	B✓
1.4.6	C✓

(6)

1.5.1 IDENTIFYING ITEMS

A✓ C✓ D✓ G✓ H ✓

(Any order) (5)

1.5.2 IDENTIFYING ITEMS

C✓ D✓

(Any order) (2)

1.5.3 IDENTIFYING ITEMS

B✓ C✓ F✓

(Any order) (3)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Healthcare workers✓
Immigrants of countries where TB is common✓
People with HIV infection✓
Malnourished children and adults✓/poor immune system from the elderly✓
Drug users injecting themselves✓
People with diabetes or cancer✓
People who received incomplete TB treatment in the past✓
People living/working with TB infected persons✓
People using non ventilated areas✓ (Any 3) (3)
- 2.1.2 Food handlers with TB should be put on sick leave and receive treatment/stay home✓
Only go back to work seven days/ confirmation from the doctor after the onset of effective treatment✓
Avoid sneezing and coughing onto food cover your mouth ✓
Use only pasteurised milk from a company with a good reputation✓
Keep food on buffet tables/in kitchens covered✓
Maintain good hygienic practices, e.g. washing hands✓ (Any 2) (2)
- 2.1.3 The symptoms of TB may be confused with the symptoms of other diseases. ✓
Although it primarily affects the lungs / the lymph system, nervous system/ blood circulation✓ there are many other symptoms:
Fever✓/chills ✓
Night sweats✓
Chest pains✓
Constant coughing for more than 3 weeks✓
Coughing blood✓
Loss of appetite✓ and weight loss✓
Constant tiredness✓
Dyspnoea – shortness of breath✓ (Any 4) (4)
- 2.2 2.2.1 - Sam/The staff will not have pride in their work/ respect ✓
- They will not enjoy their work✓
- They will not work quickly/hard/decrease speed/be less productive✓
- They will not work efficiently / team work✓
- They will not work neatly✓
- They may work unsafely because they are nervous✓
- It creates an unpleasant atmosphere for staff and guests✓
- It creates unhappy staff members / negative attitude✓ (3)
- Staff will resign / look for jobs elsewhere✓
- Absenteeism increases✓ (Any relevant answer)

- | | | |
|-------|--|-----|
| 2.2.2 | <ul style="list-style-type: none"> - Sam's bad mood will impact negatively on the profitability of the restaurant✓ - Poor service will lead to dissatisfied customers not willing to pay✓ - Loss of business/ customers will not return✓ - No positive word of mouth✓ - Fewer customers decrease income/profit ✓ (Any relevant answer) | (3) |
| 2.3 | <p>2.3.1 Internet shopping/on-line shopping/ e-procurement / telephonic order✓ (Any 1)</p> | (1) |
| 2.3.2 | <p>ONLINE SHOPPING:</p> <ul style="list-style-type: none"> - Ensure that he uses a credit card with a small limit✓ - Use a secure connection, beginning with 'https'✓ - Do business with a reputable organisation✓ - Use a recommended/familiar website/secure web browser ✓ - Do not click on any hyperlink contained within a 'spam' e-mail✓ - He should make sure he is on the website that he thinks he is on ✓ - Set the web browser to the highest level of security/notification/ anti-virus protection✓ - Use the most recent version of your web browser✓ - Look for the closed padlock icon – indicates detail protection ✓ - Read the terms and conditions properly✓ - Make use of computer privacy filters✓ <p>OR</p> <p>TELEPHONIC ORDER:</p> <ul style="list-style-type: none"> - Check the order quantity✓ - Do not give your banking details over the telephone✓ - Request that the receiver repeats the order to you✓ - Check that there is a correct address for delivery✓ - Check for contact details for the person you are dealing with✓ - Phone a reputable company✓ - Confirm method of payment✓ - Confirm the delivery time✓ <p>(Any other relevant answer)</p> | (4) |

TOTAL SECTION B: 20

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

- 3.1 3.1.1 Rissoles are a blend of ground meat/minced meat, fish, poultry, vegetables, lentils, onions, dipped in bread crumbs, egg and seasonings✓
Shaped into small balls ✓
Fried until brown✓ (Any 2) (2)

3.1.2

ADVANTAGES	DISADVANTAGES
<ul style="list-style-type: none"> - A large number of people can be entertained at one time. ✓ - A fairly small space can be used. ✓ - Little cutlery and crockery is required. ✓ - A diverse mix of guests can be accommodated because guests can mingle easily. ✓ - The duration of the function is usually quite short as it only lasts 2 hours/waiters are only required for a short period.✓ - The menus can be relatively cheap, while offering interesting food. ✓ - A variety of snacks is served which gives guests a choice of food items. ✓ - Less tables ✓ - No table plan✓ - Less staff to serve guests✓ - No waiting time for the food ✓ 	<ul style="list-style-type: none"> - Cocktail snacks require a lot of preparation/time-consuming✓ - Guests might be uncomfortable standing for the duration of the cocktail party✓ - Guests will dirty their fingers✓ - Several snacks have to be prepared✓ - Food items can be costly if protein is the main ingredient✓ - People may be hungry at the time of the function and thus may eat more than the number of snacks provided per person✓

(Any 3)

(3 x 2)

(6)

- 3.1.3
- Place the non-alcoholic drinks in an accessible spot with someone to serve them./Separate tables for drinks ✓
 - Non-alcoholic cocktails may be served as the guests arrive, while juice, mineral water and non-alcoholic drinks can be served throughout the evening. ✓
 - Bartending with flair can enhance the function and may add to the fun✓.
 - Use different Styles of glasses to serve the different types of drinks✓
 - Must be served cold and chilled✓ / stock up with ice

- Waiters must use a non-slip tray✓/ special trays
- Garnish with appropriate accompaniments when serving✓
- Carry the tray and move amongst the guests✓
- Handle glasses by their bases if serving by hand✓
- Do not overfill glasses to prevent wastage and spillage✓

(Any 4) (4)

- 3.1.4 Slows down preparation✓ / more time is needed✓
Have to make another plan/Other equipment can be used to prepare the pita and the bruschetta e.g. griddle pan, salamander, gas equipment. ✓
The pita and the bruschetta can be bought and used as a replacement✓.
The samoosas and the rissoles are fried and therefore the availability of the oven will not have an impact on these dishes.✓
The snacks will be uncooked✓
They will spoiled which will lead to wastage of ingredients✓
Insufficient snacks✓

(Any 4) (4)

3.1.5		PURR PASTRY	SHORT CRUST PASTRY
(a) Differences		Small amount of oil✓ Ratio of flour to fat: almost no fat ✓ No eggs✓ Does not crumble✓ Not as rich✓ Darker golden brown colour✓ Pliable / flexible✓ Thinner ✓ Fried✓ (any 2)	Contains fat/shortening✓ Ratio of flour to fat 2 : 1✓ / 1: ½ ✓ Crumbles easily✓ May contain eggs✓ Soft short crust pastry✓ Rich pastry✓ Thick pastry ✓ Lighter golden colour✓ Baked✓ (any 2)
(b) Example of pastry product		Samoosas✓ (1)	Quiche✓ (1)

(6)

- 3.1.6 (a) Quiche ✓ (1)
- (b) To ensure that the pastry case is thoroughly cooked ✓
To help the crust to become crisp / prevents it from being soggy✓
To keep the crust from blistering ✓ (Any 2) (2)

- 3.1.7 - Cream puffs✓ – Balls of 2–4 cm/round shapes filled with pastry cream or Chantilly cream. ✓
- Profiteroles✓ – Small, sweet choux puffs filled with pastry cream or Chantilly cream ✓
Éclairs✓ – Log or finger-shaped choux pastry filled with pastry cream or Chantilly cream and topped with chocolate

- Croquembouche✓ – A pyramid of filled cream puffs, covered with spun sugar✓
- Swans✓ - shell shaped puffs filled with Chantilly cream✓
- Beignets✓ – squares baked and dusted with icing sugar✓
- Mini paris brest✓:-choux pastry piped into small rings, topped with slivered almonds✓

(2 marks for names of products and 2 marks for description)

(4)

3.1.8

(a) $\frac{R3\ 000}{0.5} \checkmark = R6000 \checkmark$

(2)

(b) Gross profit = selling price – food cost
 $R6000 - R3\ 000 \checkmark = R3\ 000 \checkmark$

(2)

(c) No / It is not possible to calculate the net profit ✓
 Reason:

Net profit = selling price – total cost✓

The total cost cannot be determined✓/ There is missing information✓

Total cost = food cost + labour cost + overheads✓

Labour cost and overhead costs were not provided✓ (Any 3)

(3)

3.2

3.2.1

High cholesterol can lead to a stroke or heart attack✓

Can contribute to high blood pressure✓

Cholesterol will be left behind in arteries/blocks arteries/cause hardening of arteries✓

Reduces blood flow✓

If blood flow is reduced the organs get damaged✓

(Any 1)

(1)

3.2.2

Eat less fat, Use skim milk instead of full cream✓

Avoid or restrict the intake of processed meat, e.g. salami, Russians ✓

Avoid or restrict refined carbohydrates (starch), e.g. white bread✓

Offer dishes high in complex carbohydrates, e.g. brown rice✓

Limit alcohol intake✓

Incorporate fruits, vegetables✓

Fibre rich foods✓

(Any 3)

(3)

[40]

QUESTION 4

- 4.1 4.1.1 (a) French meringue✓
(b) Italian meringue✓ (2)
- 4.1.2 A coulis is puréed✓, raw or cooked strawberries/fruits✓
with or without sugar syrup/adjusted in flavour✓ (Any 2) (2)
- 4.1.3 It helps to stabilise the foam✓ (1)
- 4.1.4 Store without the filling✓
Store in an airtight container✓
Store at room temperature/not in the fridge/cool dry place✓
Do not store near onions or strong smelling foods✓
Do not freeze Pavlova✓ (3)
Must be individually stored making a space between them to avoid breaking✓ (Any 3)
- 4.1.5 Brush, pour or drizzle coulis over the fruit ✓
Brush, pour or drizzle gelatin over the fruit ✓
Brush, pour or drizzle thickened fruit juice over the fruit ✓
Brush, pour or drizzle melted jam over the fruit ✓
Brush, pour or drizzle or sugar syrup over the fruit ✓
Fruit is continuously cooked in a high concentrated sugar syrup until it forms a glaze✓ (Any 2) (2)
- 4.1.6 Ovo-vegetarian✓
Lacto-ovo vegetarian/ ovo-lacto vegetarian✓
Pesco-vegetarian/ pescatarian vegetarian✓
Pollo-vegetarian✓
Pollo-pescatarian✓
Semi-vegetarian✓
Flexitarian✓
Reason: May eat eggs and fruits✓
(Any 4 vegetarians and ONE reason) (5)
- 4.1.7 Agar-agar✓
The vegetarians may not eat gelatin because it is made from animal tissue✓
Agar-agar is made from seaweed✓ (Any 2) (2)
- 4.2 4.2.1 Gelatin leaves✓ sheet gelatin✓ (Any 1) (1)
- 4.2.2 Gelatin was hydrated/soaked in cold water✓
Soak till very soft/liquid absorbed ✓
Excess water is squeezed out✓ (Any2) (2)
- 4.2.3 Melt the hydrated gelatin over steam/ hot water bath/ or bain-marie/Melt gelatin in the microwave for a few seconds✓
Then stir into the strawberry purée /OR heated puree✓ (2)
- Reason:
The strawberry purée is cold/not hot enough to melt the hydrated gelatin, therefore the gelatin should be melted first✓
The gelatin must be slightly cooled/not too hot when adding it to the strawberry purée✓ (Any 1 reason) (3)

- 4.2.4 The gelatin in the strawberry purée was not thick enough or
The strawberry purée did not have the consistency of thick egg
white or strawberry purée was still too runny✓
when adding the foam/beaten cream and egg white✓
Not folded in correctly✓ (Any 2) (2)
- 4.3 4.3.1 Tongue✓
Kidney✓
Oxtail✓ (Any 2) (2)
- 4.3.2 To brown the surface✓
To create a desirable flavour/to add flavour✓
Prevents loss of moisture✓ (Any 2) (2)
- 4.3.3 After searing✓ flat rib is cooked in liquid✓ in a covered pan ✓
Placed on a bed of root vegetables/mirepoix✓
Add enough liquid/stock to cover a quarter of the flat rib✓
Put in the oven at 180 °C / on the stove top✓ (Any 3) (3)
- 4.3.4 The white connective tissue/collagen bonds with water✓
Changing the connective tissue/collagen to gelatin✓
It makes the collagen more edible✓
Yellow connective tissue/elastin is not affected by moist heat and it
remains chewy✓ (Any 2) (2)
- 4.4 4.4.1 Rabbit✓✓ OR
Kudu✓, springbok✓, blesbok✓, impala✓, cane rats✓, porcupine✓
(Any 2) (2)
- 4.4.2 Wood smoke contains compounds✓
that slow down/inhibit the growth of microbes✓
Slow down fat going off/It slows down the animal fat from going
rancid✓
Preserves by drying/removing moisture ✓
Meat does not become contaminated easily✓
Prevents enzymes from reacting with oxygen/prevents browning✓
Increases shelf life✓ (Any 2) (2)
- 4.4.3 Drying✓
Salting✓ / Curing
Vacuum packing✓ (Any 2) (2)
- [40]

TOTAL SECTION C: 80

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

- 5.1 5.1.1 - The hospitality sector makes a contribution to the gross domestic product (GDP) of the economy of SA / income tax paid to government✓
 - An increase in demand for the products will create jobs✓
 - Secondary jobs in the companies that supply products to the manufacturers, such as food outlets✓
 - Local income will increase✓
 - Multiplier effect / Income generated contributes to development and improvement of the country's infrastructure✓
 - Funds are provided for maintenance and responsible utilization of natural resources✓
 - Tourists bring valuable foreign currency into the country✓
 - The esteem and living standard of the community will improve✓ (4)
 (Any 4)
- 5.1.2 - Baking✓
 - Home industries✓
 - Function catering / Birthday party catering✓
 - Vendors✓
 - Meals on wheels✓
 - Restaurant /coffee shop✓
 - Tuck-shops✓ (Any relevant food preparation opportunities) (3)
- 5.1.3 In designing the operational plan the following must be included:
 - Costs for manufacturing/running the business✓
 - Purchasing and suppliers/merchandising✓
 - Who will supply their raw materials and equipment, where they are located, what their credit terms are✓
 - Delivery: whether they deliver or you will have to pick up your order✓
 - Personnel plan / staff plan ✓
 - Stock control and storage✓
 - An organogram: who will be responsible for which task within your business✓
 - Job descriptions: a written list of tasks for every job in your company✓
 - Individual responsibilities: which employees will need to take responsibility for each task✓ (Any 4) (4)
- 5.1.4 - Cover page: name of the business / name of the owner✓
 - Business description: objectives /goals / address / map layout/ type of business / layout of business✓
 - Product/service description✓
 - Marketing plan / strategy✓
 - Financial plan / budget / cash flow analysis / income statement / balance sheet / break-even analysis ✓
 (Any 2) (2)

- 5.2 5.2.1 - Guest rooms / Accommodation✓
 - Food and beverage/restaurant✓
 - Bar✓
 - Spa treatments✓ (Any 3) (3)
- 5.2.2 - Human resource / manager✓
 - Trainers✓
 - Recruitment officers✓
 - Administrative posts/clerk/secretary ✓ (Any 2) (2)
- 5.2.3 - Product is indicated in the advert✓: accommodation, meals, spa ✓
 - Promotion is indicated✓: special packages: stay 2 nights, 3rd night free✓
 - Price is indicated✓: R2 999, it seems more affordable than R3 000✓
 - Place/address of business is indicated✓: 22 Avondale Road✓
 - People/Target market is indicated✓: Parents and children✓
 - Packaging is not indicated✓ :no brand awareness/logo✓
 - Presentation not indicated ✓– no pictures of products✓ (Any 6) (6)
- 5.2.4 - Promotional videos ✓
 - TV ✓
 - Advertisements (shown in movie theatres or on video walls) ✓
 - Digital shows✓
 - YouTube / video clips✓ (Any 2) (2)
- 5.2.5 The security team protects guests, staff and property so that claims which may lead to huge financial losses are prevented. ✓
 Human resource officers oversee security staff affairs: such as employment, training, leave, salaries, bonuses, medical aid and problems experienced/counselling. ✓
 Draws up employment contracts for security staff, work schedules and rosters, codes of conduct, procedures/disciplinary actions/ settling of disputes. ✓
 Security people make sure that the human resource staff are secure/safe✓
 Therefore these two departments work closely with one another to ensure the success of the establishment. ✓ (Any 4) (4)
- [30]**

QUESTION 6

- 6.1 6.1.1 On-consumption / on-site license✓ (1)
- 6.1.2 - The applicant / their spouse should have a clean record / not imprisoned for more than 10 years✓
 - The applicant should not be insolvent✓
 - The applicant should be over the age of 18 / under age✓
 - Adequate guest toilet facilities for males and females must be provided on or near the premises. ✓
 - Ordinary meals must be available on the premises during the hours that liquor is sold. ✓
 - Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking a meal on the licensed premises. ✓
 - May only sell liquor to be consumed on the premises✓.
 - May not sell liquor to people under the age of 18✓
 - People that are already intoxicated✓
 - It is illegal to add any liquids, such as water, to the liquor in a bottle✓ (Any 3) (3)
- 6.2 6.2.1 Suitable✓ – it is a champagne✓ , flute glass✓, used for sparkling wine✓
 Not suitable✓- the glass is shorter and is suitable for white wine✓ (Any 2) (2)
- 6.2.2 Unique name ✓: PeZulu Restaurant or any other suitable name✓
 Name of wine ✓: Sparkling wine✓
 Harvest year/Vintage✓: 2015✓
 Origin✓: e.g. Paarl, Country: South Africa✓
 Producer: Estate/Manufacturer✓
 Alcohol✓: e.g. 13%✓
 Bottle content✓: 750 ml✓
 Logo✓
 (Any 4 for the items on the label, 1 mark for the design of the label) (5)
- 6.3 6.3.1 Non-alcoholic cocktail / virgin drink✓ (1)
- 6.3.2 Made from fruit juice or syrups / concentrate (prepared from sugar and water) ✓ and other flavourings, ✓
 usually diluted with water, sodas or lemonade (Any 2) (2)
- 6.3.3 Very dry wine✓ (1)
- 6.3.4 Dry wine✓ (1)
- 6.4 6.4.1 Cloche / plate cover / butter dish✓ (Any 1) (1)

- 6.4.2 Wash in clean, hot, soapy water✓
 Rinse in clean, hot water ($\pm 60^{\circ}\text{C}$ – dries faster) ✓
 Air dry and polish using a clean cloth / metal cleaner✓
 If water stains remain after washing, dip equipment in very hot water / steam ✓ for a few moments, and then polish with a clean, dry cloth✓
 Use a dishcloth or a service cloth to handle the equipment/cloche after polishing to prevent fingerprints✓ (Any 2) (2)

- 6.5
- Place similar items together on the waiter's station:
 Table numbers, menus, sugar pots, salt and pepper pots, condiments✓
 - Collect all linen, both clean and dirty; return the same quantities that were issued. Place soiled linen in different piles, e.g. tablecloths, serviettes, service cloths; return to the linen room. ✓
 - Empty ashtrays into a fireproof container, and place apart from other dishes. ✓
 - Empty coffee pots and milk jugs, wash and pack away. ✓
 - Scrape off food debris, sort and throw away other rubbish before leaving items at the dishwashing area. ✓
 - Place saucers and plates in neat piles, cups together, cutlery soaking in a bowl or sorted into the basket for the dishwasher✓.
 - Wipe clean bottles, jars and other containers used for accompaniments, check that they are closed properly and place those that must be kept chilled in the refrigerator. ✓
 - Return all the equipment to their various storerooms. Pack away neatly according to shelf labels. ✓
 - Bundle cutlery in groups of ten✓
 - Switch off electrical equipment: bain-marie, plate warmers, hot plates, refrigerated units, and urns when not in use✓.
 - Wipe down surfaces and wash out food containers. ✓
 - Check that all the sideboards are completely empty✓. (Any 5) (5)

- 6.6 6.6.1
- He should have apologised sincerely. ✓
 - The manager should have handled the situation positively and professionally. ✓
 - He should have been calm✓, helpful✓ and friendly as much possible – and try to put aside any feelings of anger, hurt or embarrassment. ✓
 - The manager should have communicated tactfully and sensitively. ✓
 - He should have shown understanding and willingness to resolve the matter. ✓
 - He should not have argued with the guest, ✓ instead listened and paid attention. ✓
 - The manager should have acknowledged the complaint and moved the guests to his sister B&B. ✓
 - The manager should have had alternative measures in place, e.g. buying water for drinking and a water tank / jojo for washing. ✓
- (Any 4) (4)

- 6.6.2
- The kitchen would have been closed during water cuts for the sake of hygiene. ✓
 - Only beverages would be served as long as clean glassware and crockery were available. ✓
 - Productivity of staff would have decreased. ✓
 - Profits would have decreased. ✓
 - Will lose customers ✓
 - Bad word of mouth ✓

(Any 2) (2)

TOTAL SECTION D: 60
GRAND TOTAL: 200