basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2014

MEMORANDUM

MARKS: 200

This memorandum consists of 17 pages.

SECTION A

QUESTION 1

1.1 **MULTIPLE-CHOICE QUESTIONS**

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

(10)

1.2 **MATCHING ITEMS**

1.2.1	E√
1.2.2	K√
1.2.3	A√
1.2.4	I/J√
1.2.5	H√
1.2.6	D√
1.2.7	F√
1.2.8	I/J√
1.2.9	L√
1.2.10	B√

(10)

1.3 **ONE-WORD ITEMS**

1.3.1	point of sale√ /POS√
1.3.2	baked Alaska√
1.3.3	malva pudding√
1.3.4	salmonella√
1.3.5	stewing√
1.3.6	glazing√
1.3.7	Churros/sonhos √
1.3.8	plated/plating/silver/English√
1.3.9	franchise√
1.3.10	baking blind/blind baking/vol au vent/ bouchee/ barquette/short crust shell √

(10)

1.4   **SELECTION ITEMS**

1.4.1	A√	D√	E √ (Any 2)
1.4.2	A√	C√	D√

(5)

1.5

1.5.1	Claret√ / Pinotage√ / Merlot√ (3)
1.5.2	Sauvignon blanc√ / Chardonnay√ / Chenin Blanc√ (Any 2)

(5)

TOTAL SECTION A: 40

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

QUESTION 2

2.1   2.1.1   - Show tolerance by recognising others in the establishment√
- Show support and accept others/ respect√
- Willingness: They must be prepared to work with others/ √
- Display fairness/honesty with the team√
- Co-operating with one other√
- Work toward the same objectives√
- Everyone pulling their weight√
- Sharing successes and failures√
- Clarify the job description of each staff member. √
- The employer to give incentives to improve working relations √
- Talk to each other/communication √
- Objectivity: Do not be biased against other people√
- Ask for help when needed√
- Understanding: have some thought for your fellow workers and do not be selfish. √
- Teamwork: practice to work together/do team building exercises √
- Positive attitude: Enjoy working with each other. √

(Any 5)   (5)

2.1.2   - The maître d' should make a good impression in order attract clients. √
- Ensure that the guest is satisfied and will become a loyal customer for return business√
- A satisfied customer will be willing to pay for the service which will result in boosted profits√
- Good service by the maître d' can lead to positive word of mouth attracting more customers√
- More customers will bring in more money √

(Any 3)   (3)

2.2   - Lower productivity√, work will not be done on time or to the expected standard√.
- Increases absenteeism√, as sick workers are not fit to work√
- Jobs are created√
- Costs incurred in retraining and rehiring workers√
- Low employee morale where other workers have added work because of staff shortages√   (4)
- Workflow disruption √
- Inhibits/ decreases economic growth √

(Any 4)

2.3   - Data from the reception is sent to the housekeeping section. √
- Improves housekeeping coordination, increases efficiency, improving guest service√
- At a glance the housekeeping department is able to determine the number of rooms that need to be prepared for check-in guests/ Saves time/quicker

- The reception is able to see how many rooms are available for
  new bookings.
- Guest requests can be viewed by housekeeping e.g. extra cot
  in room.
- More accurate information
- Assists with stock taking   (Any 4)   (4)

2.4   - Identification numbers√/passport numbers/copies of passports
        - Fill in a registration card√
        - Sign printed copy of registration form√
        - Number of guests in the group√
        - List of guest names and allocation of the rooms
          keys/cards/codes√
        - Contact details: telephone number√ , address, √ email address√
        - Credit card details may be required additional costs
        - Type of room requested by tourists : smoking or non-smoking√,
          single or double√, room views√
        - Updating additional costs/extra services√
        - Confirmation of the group booking √   (Any 4)   (4)

TOTAL SECTION B: 20

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

QUESTION 3

3.1   3.1.1   Puff√

(1)

   3.1.2   - Measure ingredients accurately√
           - Keep work surface, ingredients, utensils and hands ice cold√
           - Handle the dough lightly√
           - Use minimum flour when rolling√
           - Incorporate as much air as possible√, roll and fold√
           - Détrempe should be rolled in a rectangle of even thickness√
           - Place butter in centre of dough√
           - Fold dough around the butter enclosing it completely√
           - Roll the block of dough and butter into an even rectangle√
           - Fold the dough into a business letter√
           - Fold dough into three and pinch the open edges together to trap the air√
           - Don't stretch the pastry√
           - Rotate block of dough 90% on the work surface√
           - Roll out again and fold again. √
           - Rest and chill pastry for 30 minutes after each stage of making and assembling
           - Repeat rolling process 4–5 times√

(Any 5)   (5)

   3.1.3   Apple √
           Gravy √
           Raisin √
           Mustard √
           Cranberry √
           Sauce Robert √   (Any 1)   (1)

   3.1.4   - almonds√
           - brazil √
           - cashews√
           - hazelnuts√
           - macadamia√
           - pecan√
           - pistachio√
           - walnuts√
           - peanuts √   (Any 2)   (2)

3.1.5   - pigeon√
           - quail√
           - wild goose√
           - ostrich√
           - pheasant √
           - guinea fowl √
           - wild duck √
           - partridge √
           - emu √   (Any 3)   (3)

3.1.6   - Roast beef is not suitable√ because pollo-vegetarians exclude
             red meat√.
           - Chutney chicken is suitable√, pollo-vegetarians include poultry,
             milk products, eggs and vegetables√.
           - Grilled pork not suitable√ because they do not eat pork√.
           - Peach and coconut trifle is suitable, allowed to eat dairy and
             fruit √.   (Any 3 of the above statements) (3x2)   (6)

3.1.7   Roast Beef Boucheés, Glazed Pork, Chutney chicken, Peach and
           Coconut Trifle   (Any 1)   (1)

3.1.8   - Vegetable lasagne √
           - Vegetable breyani √
           - Grilled tofu√
           - variety of vegetable soups√
           - vegetable patties√
           - salad/ vegetarian starter√
           - dessert √

                                   (Any dish that excludes beef or pork)   (3)

3.2   3.2.1   - Protein√
                - Carbohydrates √
                - Fibre √   (Any 1)   (1)

       3.2.2   - Sort the beans to remove impurities, broken pieces, stones √
                - Wash to remove dirt / Place the beans in a bowl, cover with
                  water and remove any skin or items that might float to the
                  surface √
                - Boil the beans rapidly for 3 minutes, remove from the heat, set
                  aside for 1 hour √ OR Place the beans in a bowl and cover with
                  cold water and soak overnight√
                - Drain the beans and discard the soaking liquid √
                - Rinse under running water√

                                                            (Any 3)   (3)

       3.2.3   - Salt will react with the starch in the beans causing them to
                  harden√
                - Salt will slow the cooking process√   (Any 1)   (1)

3.3   3.3.1   - Leaf/Sheet√
              - Powdered/Granulated√

                                                                    (Any 2)   (2)

       3.3.2   - Gelatine must be measured correctly/correct proportion√
              - Gelatine should be hydrated, dispersed properly √
              - Chef must ensure that the cheesecake is first properly set√
              - Put gelatine mixture to partially set in the fridge√

                                                                    (Any 3)   (3)

       3.3.3   - To prevent the fruits from sinking to the bottom/or going to the
                top√
              - Ensures uniform distribution of fruit√
              - Enhance the appearance/garnish √

                                                                    (Any 2)   (2)

3.4   Example:

Mike's Homemade Products **(brand name)** √	
Fig Jam **(name of food product/product name)**√	
Description of the product e.g. whole, smooth √	
44 Sandton Drive, Johannesburg, South Africa **(name and address of supplier)** √	410 g **(weight)** √
Figs, sugar, water **(ingredient list)**√	**(Bar code)** 6 004791 001 1378√
Refrigerate after opening **(instructions for use)** √	02/04/15 **(use by, best before)** √
Produced in an area which uses peanuts. **(allergens)** √	www.mikesjam.co.za **(consumer feedback)** √
Manufacture date√	

(only one mark per heading)

(1 mark for design and Any 5 marks for information)
☐

                                                                               (6)
                                                                               [40]

QUESTION 4

4.1   4.1.1   (a) A: Paris Brest: Choux√
                                 B: Pastry case: Puff√   (2)

                            (b) A: Paris Brest: initial 200 °C/220°C reduced to 180 °C√
                                 B: Pastry case: 220°C /230 °C√   (2)

                            (c) A. Paris Brest
                                     - crisp√
                                     - hollow and dry inside√
                                     - light in weight√
                                     - light brown in colour√
                                     - well puffed√
                                     - even sized √   (Any 2)

                                 B. Pastry case
                                     - light√
                                     - flaky layers√
                                     - light golden brown in colour√
                                     - uneven surface√
                                     - rich, delicate taste√   (Any 2)   (4)

             4.1.2   - cream puffs√
                            - croquembouche√
                            - gateau St Honore√
                            - beignets√
                            - churros/sonhos√
                            - éclairs√
                            - profiteroles√
                            - swans√
                            - gougere√
                            - gnocchi √   (Any 2)   (2)

4.2   4.2.1   Crown roast√   (1)

             4.2.2   - Mint sauce√
                            - Brown gravy/Jus lie√
                            - Apple jelly√   (Any 1)   (1)

             4.2.3   150-200g/ 200g - 250g / 1 to 2 chops per person√   (1)

             4.2.4   A   Trimming
                            - neatens the meat and clean the bones √
                            - a sharp knife is used to remove excess fat and sinew√

                            B   Searing
                            - Browning the meat at high temperatures√ surface is
                               browned creating a desirable flavour / and colour√   (4)

4.3   4.3.1   - Process of covering the surface of meat with thin slices of bacon
                or fat√.   (1)

       4.3.2   - Game meat is lean therefore it is very dry√
                - Barding prevents the meat from drying out√
                - Moistens the meat√
                - Adds flavour to the meat √
                - Improves the appearance √   (Any 2)   (2)

4.4   4.4.1   Cocktail function, finger lunches
                                                                     (Any 1)   (1)

       4.4.2   - Little or no utensils are required√
                - Inexpensive√
                - Large number of people can be entertained at one time√
                - A small space can be used√
                - Duration of the function is short√
                - Variety of snacks is served√
                - Finger foods allow more creativity√
                - Few serving staff√
                                                                     (Any 3)   (3)

       4.4.3   (a) Total price of function = Profit + Total cost√
                                           = R4 800√ + (R7 500 + R2 200 + R1 500)
                                             or
                                           = R4 800 + R11 200√
                                           = R16 000√   (Any 3)   (3)

                (b) Gross profit = Selling price – Food cost √
                                 = R16 000√ – R7 500√
                                 = R8 500√   (Any 3)   (3)

                (c) Cost per person = Selling price/number of guests√
                                    = R16 000/100√ or R160 √   (Any 2)   (2)

       4.4.4   - Beverages/ Juice on the table√
                - Hiring of special equipment√
                - Hiring of furniture e.g tables, chairs√
                - Music/entertainment √
                - Chair covers√
                - Centre pieces√
                - Flower decoration√
                - Decorating the venue, e.g. Christmas eve, lighting√
                - Cost of waiters/staff/barman √
                - Special requests √
                - Service charge √   (Any 4)   (4)

       4.4.5   - Creates job opportunities when more hotels are built e.g. chefs,
                  waiters√
                - Builds infrastructure, e.g. roads, hotels√
                - Brings valuable foreign currency into a country if guests are
                  from abroad√

- Standard of living of community improves √
- When the hotel is fully booked they outsource casual staff to meet with the demand √.
- Increases the GDP (Gross Domestic Product) √
- Improves the local economy

(Any 4)   (4)
[40]

TOTAL SECTION C: 80

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

QUESTION 5

5.1   5.1.1   - Attract the attention of the desired target market√
                     - Bring new services or products to the attention of customers√
                     - Supply correct, reliable and honest information√
                     - Comply with standards recommended by publication board. √

                                                                              (Any 3)   (3)

         5.1.2.   Elaine's Bakery uses packaging to:
                     - Protects the product√
                     - Makes displaying the product easier√
                     - Makes storage, handling and transportation of product easier√
                     - Supplies information about the product√
                     - Makes it easier to recognise what is inside the product√   (4)
                     - The packaging can be used to market the product. √
                     - Make the product attractive to catch the eye of the consumer √
                                                                              (Any 4)

         5.1.3   - The budget is not included in the financial plan which details
                       how money will be utilised in the next financial year√
                     - In the income statement the losses are not included√
                     - Break-even analysis has been omitted√, it explains how much of
                       an item you need to sell before you have covered your fixed
                       costs and start making a profit on that product√
                     - With overheads they only included rent√ and excluded hiring of
                       equipment√, water and electricity√, maintenance of the
                       equipment√
                     - An exclusion of assets, liabilities and owner's equity of the
                       business at the end of the financial year√
                     - Budget/Providing for unforeseen circumstances√
                     - A profit of R27000 is included. √
                     - Cash flow analysis included / shows income and expenditure √
                                                                              (Any 8)   (8)

5.2   5.2.1   Marketing manager
                     - Organizes all marketing activities/ such as promotions or special
                       events at Elaine's Bakery. √   (1)

         5.2.2   Finance manager
                     - Oversees all financial procedures of Elaine's Bakery or
                       Signs contracts with reliable service providers√.   (Any 1)   (1)

5.3 - Marketing department is responsible for making potential customers aware of the products and services that Elaine's Bakery offers√.
- Good marketing will ensure that customers make use of their products and services which provides an income for Elaine's bakery√.
- The financial department ensures that the income is spent according to the budget√.
- Both departments work closely with one another to ensure the success of the establishment√.

(4)

5.4 Security staff should be:
- Vigilant and watch out for suspicious vehicles or activities in the car park of Elaine's Bakery√.
- Respond to customers' complaints and concerns about noise or security issues√
- Able to respond swiftly and appropriately to emergency situation√
- Able to protect people and workers from Elaine's Bakery√, customers' vehicles√, personal belongings, and the assets inside Elaine's Bakery√.
- Vigilant for stealing by staff and customers √
- Visible security at the door and inside so that customers will feel safe and the property protected. √ (Any 4) (4)

5.5 5.5.1 Rack rate
- The price the room is available for/ the highest rate offered at the particular time the client arrives at the hotel√. (1)

5.5.2 Revenue-generating area
- Areas in any establishment that generate income from services and products. √√
or
- Industry sells goods and services such as accommodation, food and beverages which generate income√√ (2)

5.5.3 Entrepreneurship
- is a process of starting your own business√√
or
- Someone who identifies a business opportunity and takes calculated risks to achieve success√√ (2)
[30]

QUESTION 6

6.1   6.1.1
- The cup, saucer and teaspoon must be placed in front of the customer√
- Tea is served in a pot so that guests can pour for themselves√
- The waiter must supply a strainer√
- The waiter must provide milk, lemon, and the appropriate sugars√
- The teapot accompanying the hot-water pot are not presented on an under plate√
- Items not needed must be removed from the table, e.g. magazines√
- The waiter is pouring the tea from the right hand side √
- The cups ear is facing the wrong way √
- The teaspoon is not correctly placed i.e. not parallel to the ear √

                                                                                         (Any 3)   (3)

6.1.2   The waiter:
- Should apologise√ , sound sincere and convincing√
- Needs to be polite√
- Must deal with the situation calmly and professionally√
- Should offer the guest a complementary meal voucher or other compensation√
- Supply what is needed for cleaning the dress/service cloth
- Offer to take to the dry cleaners √
- Inform the manager/maître d/supervisor √
- Never offer anything you cannot provide √

                                                                                           (Any 4)   (4)

6.1.3
- cake fork√
- cake lifter√
- serving tong√
- side plate √
- cake stand/serving platter
- cloche/dome/net√   (Any 2)   (2)

6.1.4   The restaurant should:
- Apologise to the guest √
- Turn off switch√
- Make alternative arrangements to boil the water/alternative urn/Use a kettle√
- Put pots of water on the stove√
- Boil water on a gas stove√
- Keep the guest informed of the attention the problem receiving√
- Offer an alternative drink √

                                                                                 (Any 3)   (3)

6.1.5   -   Collect clean and dirty linen
              -   Wipe the tables
              -   Empty tea, coffee pots and milk jugs, wash and pack away
              -   Scrape the plates
              -   Place saucers, plates, cutlery into neat piles
              -   Wipe bottles, jars and other containers and close properly
              -   Return all equipment to their various store rooms

                                            (Any 3)   (3)

6.2   6.2.1   -   Acid flavours such as vinegar or lemon need to be matched with acidity√
- Wines should be sweeter than food or else it will taste flat or thin√
- Desserts require a more intense sweetness√
- Rich red wines go well with red meat dishes but will overpower lighter flavoured foods√
- Simpler foods (grills and roasts) work better with older wines√
- Drink white wine before red wine√
- Drink dry wine before a sweet wine√
- Serve the best wine last√   (Any 3)   (3)

        6.2.2   -   No person under the age of 18 may be served alcohol√
- Adequate guest toilets facilities for males and females must be provided on or near the licensed premises√
- Ordinary meals shall be available on the premises during the hours that liquor is sold√
- Liquor is sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may be sold to a person taking an ordinary meal on the licensed premises√.
- No liquor may be supplied or sold to a person who is drunk√
- All liquor bought on premises must be consumed on the premises√
- A person may bring his own liquor and pays a corkage fee√
- The premises must be licenced √

                                              (Any 3)   (3)

6.3   6.3.1   A - Stirred√
                 B - Blended√   (2)

        6.3.2   -   blenders√
- knife√
- chopping board√
- glass√
- ice scoops√
- shaker √
- smoothie maker √
- tot measure √
- ice crusher √   (Any 2)   (2)

        6.3.3   -   umbrellas√
- swizzle sticks√
- straws√
- frosting √
- fruit slice √
- mint √
- fresh edible flowers √

                                                 (Any 1)   (1)

6.3.4   -   Measure the ingredients accurately / use a tot measure for measuring √
- Use good quality ingredients √
- Mix the cocktails last when preparing a drinks order for particular table√
- Prepare the garnishes and cover with cling film√
- Don't overfill glasses, to prevent spillage √
- Stir the mixture with ice in a mixing glass√
- Strain into a highball glass√
- Garnish with mint leaves and lemon√
- Serve in chilled glasses   √
- Add the garnish last √
- Use clean and clear ice √
- First the ice then the non-alcoholic drink then the alcohol

                 (Any 4)   (4)

TOTAL SECTION D: 60
GRAND TOTAL: 200