education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2009

MEMORANDUM

MARKS: 200

This memorandum consists of 12 pages.

SECTION A

QUESTION 1

1.1   MULTIPLE-CHOICE QUESTIONS

1.1.1	B	LO1AS1	HSP	P1
1.1.2	D	LO1AS1	HSP	P 3
1.1.3	B	LO1AS2	HSP	P 8
1.1.4	C	LO1AS2	F	P13
1.1.5	A	LO2AS2	F	P31
1.1.6	C	LO2AS2	HSP	P17
1.1.7	D	LO3AS4	HSP	P48
1.1.8	A	LO2AS3	HSP	P25
1.1.9	C	LO3AS5	F	P161
1.1.10	A	LO3AS1	HSP	P28
1.1.11	C	LO3AS3	HSP	P35
1.1.12	B	LO3AS5	LHS	P153
1.1.13	D	LO3AS6	LHS	P60
1.1.14	B	LO3AS5	content framework	
1.1.15	C	LO3AS6	F	P202

(15)

1.2   MATCHING ITEMS

1.2.1	C
1.2.2	E
1.2.3	B
1.2.4	G
1.2.5	D
1.2.6	H

LO3AS5   HSP   P85

(6)

1.3   FILL IN THE MISSING WORD/S

1.3.1	Table d'hôte	LO3AS4	HSP P165
1.3.2	Opening mise-en-place	LO4AS3	HSP P163
1.3.3	Chafing dish	LO4AS3	HSP P162
1.3.4	Tip/Gratuity	LO4AS4	HSP P178
1.3.5	Waiter's friend	LO4AS2	F P182

(5)

1.4 ONE-WORD ITEMS

1.4.1	Requisition form	LO3AS2	F	P94
1.4.2	Decant	LO4AS2	F	P180
1.4.3	Bake blind	LO3AS5	F	P 152
1.4.4	Kosher	LO3AS4	HSP	P41
1.4.5	Blini	LO3AS6	HSP	P67
1.4.6	Apple sauce	LO3AS5	HSP	P94
1.4.7	Frikkadel	LO3AS5	HSP	P95
1.4.8	Marbling	LO3AS5	HSP	P85
1.4.9	Glycaemic index/diet	LO 3AS4	HSP	P52
1.4.10	Pate	LO3AS6	HSP	P66

(10)

1.5 MATCHING ITEMS

1.5.1	F	LO1AS1	F	P13
1.5.2	D		F	P13
1.5.3	G		F	P14
1.5.4	B		F	P12

(4)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS, HEALTH AND SAFETY

QUESTION 2

2.1.1 **MARKETING TOOLS**   LO1AS1
- Keep it simple – avoid cluttering   LSH
- Good design to help promote a business   P13
- Logos should be used in a consistent way
- Take the customers' viewpoints into account
- Clear simple language
- Pictures must be taken into account
- Make sure the writing is legible
- It should not have too much information   (Any 6)   (6)

2.1.2   LO1AS1
                                                                               HSP P5
- Yes   (1)
- Stimulate the growth of the local economy – local income will increase
- Creates jobs for the local people
- Community's esteem will be improved
- Standard of living will improve   (2)

2.1.3 **FINANCIAL PLAN**
- Do a cash-flow analysis – show the cash position on a monthly basis   LO1AS3
- Highlight income and expenditure   HSPP11
- Shows total income and total expenses
- Balance sheet should indicate assets minus debts
- A break-even analysis – shows whether a profit was made
- She should draw up a budget of monthly expenses
- She should have credit reports as supportive material   (Any 5)   (5)

2.1.4 **PROFESSIONAL BEHAVIOUR**   LO2AS1
- Exercise courtesy   F P 68
- Be punctual
- Keeping confidential matters to herself
- Being fair in all situations
- Doing her full share of work
- Being alert
- Being a good listener
- Allowing others to air their views
- Being cooperative, tolerant and honest   (Any 7)   (7)

2.2   **FIRST AID**   LO2AS3
- Switch off the electric supply or power immediately   LHSP44
- Free the person from the source of electricity by using a cloth, wood or rubber
- Treat the person for shock
- If the person has burns treat for burns
- Apply CPR if the patient's condition is serious
- If the patient's condition is bad call an ambulance   (Any 5)   (5)

2.3.1   LO2AS3
                                                                               LHSP45
The person is choking.   (1)

2.3.2   - Stand behind the person.   LO2AS3
- Place your fist onto the abdomen below the rib cage standing behind   HSPP25
  the person.
- Place the other hand over the first.
- Execute a fast in and upward movement to expel food from air
  passages.   (3)

2.4.1   **HIV AND AIDS**   LO2AS2
                                                                               LHS
                                                                               P25
Human immunodeficiency virus   (1)

2.4.2   - Through contact with infected blood from her mom.   LO2AS2
- Could have been transferred at birth   (Any 2)   F P 58
                                                                                    (2)

2.4.3   - Wear gloves when treating her mom.   LO2AS2
- Dispose of contaminated material in a proper way – by sealing the   F P58
  blood-contaminated material.
- Wash skin that was accidentally exposed to blood immediately with
  soap and water   (Any 2)   (2)

2.4.4   - TB   LO2AS2
- Pneumonia   HSPP18
- Herpes   (3)

2.4.5   - The family should arrange a visit, care, food and clinic.   LO2AS2
- Community should assist with information on good nutrition and   LHSP26
  training, diet and exercise.
- Counselling.   (Any 2)   (2)

                                        TOTAL SECTION B: [40]

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1   **COMPUTERISED MENU PLANNING**   LO3AS1
                                                                                HSPP29
•   Yes   (1)

•   It makes his work easier as the computer can calculate the cost of menu items accurately.
•   Nutritional value can be determined.
•   Dish sales can be recorded and dish analysis can be done.
•   The menu, ingredient cost, production cost and projected selling prices can be calculated.
•   Developing and changes of recipes can be simplified.
•   Ingredients and recipes can be listed.
•   Order lists can be compiled easily and accurately.
•   Matrix conversions can be done accurately.
•   Used to keep stock records.
•   Eliminate the amount of time it takes to do menu planning manually.
                                                                   (Any 7)   (7)

3.2   **BIN CARD**   LO3AS2
                                                                                F P90
ADVANTAGES		P75
:---:	:---:	
BIN CARD	**COMPUTER**	
• At a glance it is easy to be aware of purchasing needs. • You are able to determine what is received, what is issued and what the balance is at any time. • Every item of stock has its own bin card.	• Helps to manage and control the flow of stock. • At a glance one is able to see if stock is missing. • All calculations are carried out automatically. • Eliminates errors as stock control can be carried out often. • Each product has a unique code and details of the product can be seen at any time.	
(2 x 2)	(2 x2)	(8)

3.3.1	**MENU PLANNING**	LO3AS4
	• Cold meat assortment	HSPP52
	• Fried potato chips	
	• Reason: they have to limit their salt intake and these foods contain high salt levels.	(3)

3.3.2

(a) **SUITABLE FOODS**	(b) **UNSUITABLE FOODS**	LO3AS4
Wholewheat rolls	Honey-glazed ribs	HSPP48/49
Steamed vegetables	Cold meat assortment	
	Fried potato chips	
	Creamy carrots	
	Coconut meringues	
(2)	(2)	(4)

3.4.1

(a) **Vegans**	(b) **Pesco-Vegetarians**	LO3AS4
• Exclude eggs, grilled fish, milk tart	• No exclusions on the menu	HSPP98 (2)
• Include only vegetables	• Can include milk, dairy products and fish	(2)

3.4.2	• Determine the number of courses	LO3AS4
	• Take the budget into account	HSPP61
	• The group of people that the meal is being planned for	
	• Balance in food items chosen	
	• Time of the day	
	• Choose food that is in season	
	• Consider the colour combinations of the food	
	• Variety of textures	
	• Variety of flavours	
	• Variety of shapes (Any 4) (4)	

3.5	• Replace fish with game meat or ostrich meat.	LO3AS4
	• Instead of glazed vegetables one can use roasted butternut or spinach.	LHSP71
	• Use mixed bean salad instead of tossed green salad.	
	• Potatoes can be replaced by sweet potatoes.	(4)

3.6.1	**COSTING**	
	Cost of food + overheads	LO3AS3
	R4 700 + R1 900	HSPP35/36
	= R6 600	(2)

3.6.2	R11 000 - R6 600 √√	LO3AS3
	R5 500 (Net profit) √	HSPP35/36
		(3)
		[40]

QUESTION 4

MEAT

LO3AS5
F P134

4.1.1   Forequarter   (1)

4.1.2   1.   Hump
          2.   Neck
          3.   Shin
          4.   Bolo

LO3AS5
FP135

(4)

4.1.3   1.   Pot roast/corned
          2.   Casserole cooking/braising/stewing
          3.   Braising/ stewing/soups/stock
          4.   Pot roasting/stewing/frying/braising

LO3AS5
F P134

(4)

PASTRY

LO3AS5
HSPP118

4.2.1   3, 4, 1, 2   (4)

4.2.2   (a)   Flour - Contains gluten which forms the cell walls and ensures a fine texture   (1)
          (b)   Liquid - Water is necessary for the production of steam which is the main raising agent.   (1)

4.2.3
- Crisp
- Light in weight
- Hollow and dry inside
- Light brown in colour
- Evenly coloured
- Evenly cooked   (Any 4)

LO3AS5
HSPP121

(4)

LO3AS5
F P149

4.3.1   Vol-au-vents   (1)

4.3.2   Puff pastry   (1)

4.3.3
- Work on a cold surface
- Rub fat into flour with fingertips
- Put dough into refrigerator after each rolling and folding
- Roll and fold as many times as possible   (Any 3)

LO3AS5
HSPP107

(3)

4.3.4

      200 - 230 degrees C

LO3AS5
HSPP112

(1)

4.4 **DESSERTS**

			LO3AS5 HSPP123
4.4.1	(a)	To absorb water and swell.	(1)
	(b)	Egg proteins coagulate when heated, they become firmer. Overheating can cause curdling or syneresis.	(1)

4.4.2   LO3AS5
HSPP123
- To keep the foam at a high volume.   (1)
- Heat will make the foam collapse.

4.4.3   LO3AS5
FP159
- The mould should be brushed lightly with oil or
- rinsed with cold water.   (2)

4.4.4   LO3AS5
HSPP123
(a) hydration   (1)
(b) dispersion   (1)

4.4.5 • To prevent the exposure of the custard mixture to direct heat.   LO3AS5
- High direct heat will cause the eggs to become unstable and cause   HSPP123
  curdling or a layer of burnt custard sauce at the bottom of the pot. (2)

4.4.6 • The addition of raw figs will prevent the gel from forming or setting, LO3AS5
  therefore the end product will not be set and the Bavarian cream   HSPP123
  will break down.   (2)

4.5   • Egg whites   LO3AS5
- Sugar   FPg 159
                                                                                  (2)

4.6   • French meringue/common meringue

- Swiss meringue

- Italian meringue   (Any 2)   (2)
                                                                      [40]

                                            TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1.1 **DRESS CODE**
- The staff at the new hotel should be dressed in accordance with the company image e.g. ethnic dress.
- The staff should be immaculately dressed and their personal hygiene must be excellent in keeping with the up-market status of the hotel.
- Uniform should be clean and well ironed.
- Hair should be neat and tied back.
- Males should be clean shaven.
- No excessive jewellery.
- Fingernails short.
- Footwear clean and safe.
- Staff should wear name badges for easy identification.

LO4AS4
HSP
P14

(6)

5.1.2 **THE VENUE**
- The set-up of the venue depends on the guests' requirements.
- You may offer suggestions to the client.
- The room must be thoroughly clean, well lit and ventilated.
- Tables and chairs must be placed with enough space for guests to move around.
- Once tables have been placed with appropriate spacing between them, they must be then covered with table cloths.

LO4AS3
LHSP214

(4)

5.1.3
- Use colours with an ethnic theme – black, beige, gold, white
- Table décor should follow the theme e.g. table cloths, crockery and cutlery – animal print, flora
- Serving dishes can be basket ware, wooden serving platters and bowls

LO4AS3
LHSP214

(5)

5.1.4 **CLOSING MISE-EN-PLACE**
- All items are removed from the table and reset for the next meal.
- Floors are vacuumed, correct cleaning and polishing is done.
- Clear all equipment.
- Collect all linen; check that correct quantities issued are returned.
- Send soiled linen for washing.
- Switch off all service equipment.
- Return all consumables to the kitchen.
- Clear the bar.
- Switch off all lights, music and air conditioning.
- Lock and activate alarm.

LO4AS3
HSPP167

(Any 6) (6)

5.1.5   **COCKTAIL FUNCTIONS**   LO4AS3
            • A large number of people can be accommodated.   LHSP216
            • A small space is required.
            • Minimal crockery and cutlery is needed.
            • Guests can move around and socialise more easily.
            • Party does not go on for more than a few hours.   (4)

5.1.6   **COCKTAIL SNACKS**   LO3AS4
            • Small easy-to-eat pieces   HSPP64
            • Include both cold and hot snacks
            • For a cocktail party of 2 - 3 hours include 3 - 5 pieces of food per
              hour per person
            • For a full-length party of 4 hours 12 - 15 pieces of fingers
            • If you are entertaining 10 - 20 guests allow six different snacks
            • More than 20 guests 8 - 10 types
            • Try not to repeat the main ingredient in your snacks
                                                      (Any 3)   (3)

5.2   **SAVING ELECTRICITY**   Lo3AS4
            • Using gas stoves
            • Can have braai and potjies
            • Use candles on the tables
            • Use canned or dried foods
            • Prepare food in bulk before the function if possible and store in gas
              freezers.
            • Switch off all electricity and lights not in use.
            • Turn off geysers when not in use.
            • Do not leave refrigerators open.
            • Reschedule non critical operations to off peak times.
                                                      (Any 4)   (4)

5.3.1   **SERVICE AND CLEARING TECHNIQUES**
            • Clearing   LO4AS4
                                                                                               HSPP175
                                                                                       (1)

5.3.2   • Clearing should commence when the guests finished eating.   LO4AS4
            • Never scrape or stack dishes on the table.   LHSP228
            • Remove everything from the table before dessert is served, except
              the water glasses and the coffee cups. (Crumbing down)
            • Clear dishes from the right of the guests using the right hand.
            • Pick up all soiled silver and other items that will not be needed for
              the next course.
                                                      (Any 3)   (3)

5.4   • Ensure that you have enough clean menus for everyone at the   LO4AS4
          table. (Only if they order)   LHSP225
        • Start with the ladies first, present an open menu to each guest.
        • Inform guests about specials.
        • Inform them if any items are not available.
        • Inform them if any items or specials are not listed on the menu.
                                                          (Any 4)   (4)

                                              TOTAL SECTION D: 40

                                              GRAND TOTAL: 200