



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2011

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

(10)

1.2 CHOOSE THE CORRECT ANSWERS

1.2.1 B, D

1.2.2 C, D, F

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	Organogram/staff plan/Operational plan/Duty sheet/job description
1.3.2	Non-conductive/wood/plastic/rubber
1.3.3	Cold compress/ ice pack/ cold jell pack
1.3.4	Upright/ recovery position/ Semi fowler position/ comfortable position
1.3.5	Fortified
1.3.6	Sparkling wine/ champagne / suitable example e.g. JC Le Roux
1.3.7	Tot/optic
1.3.8	4–15 °C
1.3.9	Cover
1.3.10	Maitre d'hôtel/head waiter/ reception waiter

(10)

1.4 ONE-WORD ITEMS

1.4.1	Computer, web-site, e-mails, telephone, cellphone, radio/TV
1.4.2	Meals on Wheels/outside caterers
1.4.3	Budget
1.4.4	Code of ethics/conduct/professionalism
1.4.5	Foie gras/ goose liver pâté
1.4.6	Insulin
1.4.7	Requisition
1.4.8	Gueridon
1.4.9	Table d'hôte/ formal dinner/ banquet
1.4.10	Buffet/ cocktail/finger food

(10)

1.5 MATCHING ITEMS

1.5.1	G/D
1.5.2	D
1.5.3	F
1.5.4	C
1.5.5	A

(5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

- 2.1 2.1.1
- Delivered in refrigerated trucks.
 - Locked in freshness.
 - Cold chain not broken.

(Any 2)

(2)

- 2.1.2
- The company spent a year and a half planning.
 - The product was well advertised on the net.
 - Their target market was busy moms and these are the people who were family orientated.
 - They ensured that visitors found the outsourcing proposition too inviting.
 - They provided well balanced meals
 - The delivery charges were reasonable.
 - They ensured that the food was fresh and the cold chain was not broken.
 - Hygiene practices were not compromised during delivery.
 - Special are provided
 - Variety are included
 - Online ordering

(Any 7)

(7)

- 2.1.3
- Venison
 - Ostrich
 - Warthog
 - Springbok
 - Blesbok
 - Kudu
- (Any relevant answer/any three products)
(Any 3)

(3)

- 2.2 2.2.1 • Bad:
- Too little information.
 - Should have had it in point form.
 - Flyer could have been more creative.
 - The delivery cost will appeal to the family person.
 - The font could vary to attract the target market /big lettering
 - Should have some kind of design or pictures of food prepared.
 - Could have added some colour.
 - Use big space.
 - No other contact details except website.
 - Good:
 - Clear to read
 - Bring new product under customer's attention
- (Any relevant good or bad plus motivation) (Any 6) (6)
- 2.2.2 • Competitions
- Give-aways
 - Lucky Draws
 - Buy one get one free
 - Coupons
 - Promotions/specials
 - Samples
 - Discounts
 - Suitable explanations
- (Any 2) (2)
- 2.3 2.3.1 An allergic reaction – swollen lips (2)
- 2.3.2 • Itching and a skin rash.
- Face skin becoming flushed.
 - Swelling of the face, tongue and lips.
 - Area around the mouth may have a bluish tinge.
 - Continuous coughing.
 - Difficulty in breathing.
 - Tightness of the chest.
 - Chest pain
 - Fast pulse or weak pulse.
 - Dizziness, fainting
 - Vomiting
 - Stomach cramps
 - Tingling sensation in your mouth
 - Difficult to swallow (Any 3) (3)
- 2.3.3 • Check all vital signs – breathing, pulse, blood pressure, temperature, skin colour and level of consciousness.
- Calm the patient.
 - Find out if patient is taking any medication –administer/don't give medication.
 - Take patient to hospital/doctor/ ambulance immediately.
 - Check vital signs regularly. (Any 3) (3)

- 2.4 2.4.1
- Plated
 - American
- (1)
- 2.4.2
- Positive/negative plus suitable motivation
 - Neat
 - Professional
 - Hair is covered.
 - Have the proper chefs uniform
 - Clean uniform/white uniform
- (Any other relevant answer) (Any 2) (2)
- 2.4.3
- Tolerant
 - Willing to work with others
 - Be honest and fair with team members
 - Do not be selfish
 - All must work towards the same objective.
 - Support and accept each other.
 - Ask for help when needed. Co-operate with one another.
 - Share successes and failures
 - Have good communication skills.
- (Any other relevant answer) (Any 2) (2)

2.5 2.5.1

	GASTRO ENTERITIS	HIV/AIDS
Spreading Medium	Contaminated food, airborne, contact with people that have gastro-enteritis. Bad hygiene	Body fluids, needles, unprotected sex/sex, mothers milk
Symptoms	<ul style="list-style-type: none"> • Diarrhoea • Fever • Vomiting • Dehydration • Abdominal pains • Headaches 	<ul style="list-style-type: none"> • Rapid weight loss • Dry cough • Fatigue • Swollen lymph gland • Diarrhoea that lasts for a week • Night sweats • White spots on tongue, mouth and throat. • Pneumonia • Purple blotches on the skin, mouth, nose or eye lids

(Any other relevant answer)

(6)

- 2.5.2
- Drink plenty of fluids
 - Anti diarrhoea agent
 - Anti vomiting agent
 - Anti-spasmodic to relieve the pain.
 - Prescribed medication
- (Any 1) (1)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1 3.1.1

INGRE-DIENTS	NO OF UNITS REQUIRED	PURCHASE UNIT	UNIT PRICE	COST
Bread	25	25	7,50/loaf	R187,50
Mutton	8 kg	8 kg	R59,00/kg	R472,00
Oil	100 ml	100m	R10,50/l	R10,50
Spice	100 g	1 kg	R32,00/kg	R3,20
Potatoes	3 kg	3 kg	R5,99/kg	R17,97
TOTAL COST				R691,17

(10)

- 3.1.2 Profit 50% of the cost price $50/100 \times 691,17 = R345,59$ (4)
 Give 1 mark for indicating correct formula, even if total is wrong.
 4 marks is profit only was given and is correct

- 3.2 3.2.1
- Roast leg of lamb-Do not eat the hind quarter
 - Leg of lamb with Mustard crust - Do not eat the hind quarter
 - Pork chops with sour berries – abstain from eating pork
- (4)

3.2.2

MENU
Vegetable Soup ***
Vegetable Lasagne with Cheese Sauce Minted Squash and Apple Salad ***
Baklava

(3 marks for correct dishes, 1 mark correct format + 3 courses) (5)

- 3.3 3.3.1
- Check monthly for faults and defects
 - Faults and defects should be reported immediately and repair
 - Use qualified people to do the repairs
 - Do not use the appliance until it is repaired
 - Always read instructions before using appliance
 - Train staff how to use apparatus correctly/ensure learners exercise care in of handling apparatus (Any 2) (2)

- 3.3.2
- Asset register
 - Stock sheet
 - Electronic records
 - Inventory list
 - Maintenance/repair records (2)
- 3.4 3.4.1 Cocktail function/any suitable function e.g. wedding (1)
- 3.4.2
- Serve both hot and cold Hors d'oeuvres
 - It should be bite size
 - It should look attractive
 - Have a variety of colour, flavour and texture
 - Number of snacks depends on the number of guests invited.
 - Season
- (Any other relevant answer) (Any 3) (3)
- 3.4.3 No/it is not suitable
Too many snacks/should not serve more than 5 snacks before a meal (2)
- 3.4.4 (a) India
(b) Italy (2)
- 3.5 3.5.1 7–10 pieces (1)
- 3.5.2
- Red wine
 - White wine
 - Rose wine
 - Mixers
 - Alcopop, etc.
 - Water
 - Beer
- (Any suitable examples of the above) (4)

[40]**QUESTION 4**

- 4.1 4.1.1
- Barding
 - To cover a piece of meat with thin slices of fat or bacon (2)
- 4.1.2
- Yes
 - Meat will be tender
 - It will be moist/To prevent meat from drying out/improves texture
 - Tasty/enhances the flavour
 - Improves appearance (4)
- 4.1.3 (a) It is a natural process of hanging meat in cold storage 0–5 °C for a few days so that it becomes tasty and juicy. Natural enzymes break down muscle fibres. Makes meat tender. Moist or dry method described. (2)

- (b) A post mortem phenomenon where the carcass undergoes certain chemical changes – muscle fibres contract and stiffen. When the carcass is in this state the meat is very tough. (2)
- 4.2 4.2.1 Puff pastry (feuilletage /pate feuilliere) (1)
- 4.2.2 Baking (1)
- 4.2.3 Fillet (1)
- 4.2.4
- Pies
 - Sausage rolls
 - Bouchées
 - Cream Horns
 - Mille Feuilles
 - Jam Tarts
 - Palmiers
 - Milk Tart
 - (Any suitable relevant 3) (3)
- 4.2.5
- Measure accurately
 - Keep everything ice cold – work surface, ingredients etc
 - Incorporate as much air as possible.
 - Light handling
 - Rest and chill after each stage.
 - Use butter for pastry (Any 3) (3)
- 4.2.6
- Trimming/remove sinew
 - Brush with oil
 - Well seasoned
 - Seared/sealed (2)
- 4.3 4.3.1
- Forms the cell walls/egg coagulates
 - Adds moisture
 - Act as an emulsifying agent
 - Increases the nutritive value (Any 2) (2)
- 4.3.2 Yes. For choux paste the proportion is flour/water to butter 2 : 2 : 1. In the above extract the proportion is the same. (2)
- 4.3.3 Beignets
Churros (1)
- 4.3.4 (a) Bake at a high temperature to set the outside gluten and for the production of steam which is the main raising agent. Formation of a cavity (1)
- (b) To dry out the inside and to make it crispy.
To prevent it from burning (1)

- 4.4 4.4.1 Charlotte Muscovite (1)
- 4.4.2 (a) Folding-in: Combine ingredients gently, using an oval shape motion to keep air from escaping/incorporating air. (2)
- (b) Hydrating and soaking-The gelatin is first soaked in cold liquid for 10 minutes so that it can absorb the liquid and swell. (2)
- (c) Unmoulding: Turning set mixtures out of a mould. Use a warm cloth over the mould for a short while before unmoulding. Do not use a knife.
Use blow torch
Fingertips pull away carefully
Dip in hot water
Put plate on top and turn
Wet plate (2)
- 4.4.3
- Cutting into shapes
 - Adding fillings, glazes and sauces
 - Using different sizes and shapes of plate/attractive
 - Decorating them with chocolate
 - Tuilles, edible flowers, fresh fruit or dry fruit
 - Sugar work – spun sugar
 - Candied flowers
- (Any other relevant answer) (Any 3) (3)
- 4.4.4
- Finger biscuits must be whole and same shape
 - Good flavour/vanilla Bavaois
 - It should have a good combination of colour
 - Have variety of texture –and crisp (base) and soft (filling).
 - Well-set Bavaois (2)
 - Smooth texture/no curdling
- (Any 2)

[40]**TOTAL SECTION C: 80**

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

- 5.1 5.1.1
- Taken as soon as the guests arrive.
 - Take orders on the right of the host
 - Take special note of special requests.
 - Specials of the day.
 - Take orders anti clockwise.
 - Take the host's last.
 - Take the order from the starter to the main meal.
 - Repeat order to the guest.
 - Transfer to the kitchen.
 - Record for sale. (Any 3) (3)
- 5.1.2
- The first impression sets the tone for how a customer thinks he/she will be served.
 - Guests feel confident/in reliable hands.
 - Feel welcomed.
 - May visit establishment again.
 - May get positive feedback.
 - Accept examples e.g. language of preference
(Any other relevant answer) (Any 2) (2)
- 5.2 5.2.1 Correct/Good choice – red wine matches red meat (2)
- 5.2.2
- Stand on the right of the guest
 - Hold wine with the service cloth
 - The label facing the guest/show wine to guest
 - Say the name of the wine and the vintage to the guest
 - Allow the guest to check the temperature of the wine
 - Open the bottle only if the host is satisfied. (Any 4) (4)
- 5.2.3
- Suitable
 - Long stem
 - Made of glass/clean glass
 - Large enough
 - Tulip shape
(Any relevant answer) (Any 2) (2)
- 5.3 5.3.1
- They should look shiny and bright
 - Should be clean and polished before being placed on the table.
 - Wash in clean, hot, soapy water.
 - Rinse in clean, warm water.
 - Add vinegar/lemon juice to rinsing water
 - Wipe dry and polish using a clean cloth.
 - If there are water stains, dip in hot water and wipe with a dry cloth

NSC – Memorandum

- Use a dry dish cloth to handle cutlery to prevent finger marks
(Any 5) (5)
- 5.3.2
- Cash
 - Credit cards
 - Debit cards
 - Cheques
 - Internet transfers
 - Vouchers
 - Charge accounts
 - Travellers cheques
 - Coupons (4)
- 5.3.3
- Have African music
 - Dark coloured furniture that are comfortable and durable
 - Have colours like brown, orange or beige for the walls and curtains
 - Use candles, low lighting or natural lighting
 - Interior design and décor should blend with the ethnic theme
 - Vases with animal print on corner tables and strategic points
 - Tablecloths, serviettes and tie backs should be in African print
 - Should have wall hangings with the African theme.
 - Serving plates can have ethnic theme
 - Menu cards should have pictures of ethnic theme
 - Table decorations with an African theme.
- (Any relevant answer) (Any 5) (5)
- 5.3.4
- Bain-marie
 - Chafing dish
 - Hot tray
 - Serving tong
- (Any relevant answer) (Any 3) (3)
- 5.3.5
- Table d'hôte/set menu
 - All cutlery and glassware are placed on the table according to the set menu. (2)
- 5.4
- 5.4.1
- Guests pay a fee for bringing their own wine.
 - They pay to use glasses.
 - To open the wine bottle. (Any 2) (2)
- 5.4.2
- To prevent stealing
 - Safeguard the profit of the business
 - Wastage
 - Forecast buying of new stock
 - Identify popular drinks
 - Rotation of stock (2)
- (Any 2)

- 5.4.3
- Always have a requisition book and make sure you sign for it
 - Always take stock before and after the shift
 - Should make a record of what is left in the bar at the end of the shift
 - Must only collect requisition from authorized personnel.
 - Should collect stock at set times during the day
 - Direct counting method
 - Estimated method
 - Bin-card
 - FIFO
 - Lock storeroom/stringent security
- Any relevant answer (Any 4) (4)

TOTAL SECTION D: 40
GRAND TOTAL: 200