



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2013
MEMORANDUM**

MARKS: 200

This memorandum consists of 11 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	E
1.2.2	A
1.2.3	F
1.2.4	B
1.2.5	C

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	Dehydration
1.3.2	Recovery
1.3.3	Occupancy
1.3.4	Inventory
1.3.5	Labour cost
1.3.6	First In First Out
1.3.7	Vinegar/ lemon juice
1.3.8	Water
1.3.9	Beignets
1.3.10	Code of conduct

(10)

1.4 CORRECT SEQUENCE

1.4.1

D
B
C
E
A

(5)

1.5 ONE WORD ITEMS

1.5.1	Positive/ Good/professional
1.5.2	Cocktail
1.5.3	Linen/ table linen
1.5.4	Capex
1.5.5	Ramekin
1.5.6	Consumable
1.5.7	Overheads
1.5.8	Banquet
1.5.9	Vintage
1.5.10	Local commodity/ Produce

 (10)**TOTAL SECTION A: 40**

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

- 2.1 2.1.1
- Flyers, magazine advertisements, posters, leaflets
 - Printed media (newspapers, magazines)
 - Radio
 - TV
- (2)
- 2.1.2
- By using bright colours.
By using different font sizes.
Using interesting pictures or photos/ illustrations.
Keeping it simple, short and avoid too much information.
Make use of clear simple language.
Should focus on what they can do for customers/ tourists.
Catch potential customers' attention.
By using and applying art elements and principles of design.
Include contact details- address, telephone, fax.
- (4)
- 2.1.3
- The Binfield business plan has a cover page.
 - They have a business address and the product they intended to offer.
 - The name and telephone number of the owner are missing.
 - There is no logo.
 - Goals are missing.
 - Street map and site plan should be included.
 - There is no operational, staff, financial and marketing plans.
 - The target market is not indicated.
 - Product and service description not included.
 - Sales should be forecasted.
 - There is no description of competitors
- (8)
- 2.1.4
- Stimulate growth in the local economy
Increase in demand for the product
Creates jobs
Community's esteem and standard of living may improve.
- (3)
- 2.1.5
- Vendors can sell refreshments.
They can sell home baked products.
They can sell crafts.
- Any other suitable answer. (3)
- 2.2 2.2.1
- Coughing spreads TB germs into the air.
If a person has TB, it is an infectious disease and can be transferred to others in the workplace.
Food can also be infected by the coughing.
- (2)

- 2.2.2 Doctors prescribe special medication for six to nine months.
Take antibiotics that are appropriate for that specific kind of TB.
The full course of antibiotics must be finished.
Vaccination BCG (2)
- 2.2.3 Food handlers with TB should be on sick leave.
They should be on treatment.
Avoid sneezing and coughing on food.
Use only pasteurized milk. (2)
- 2.3 2.3.1 Make the injured person as comfortable as possible.
Support and elevate the injured part.
Apply cold compress if the strain is recent.
If in doubt treat the injury as a fracture.
Get professional help. (4)
- 2.3.2 Use latex gloves. (1)
- 2.3.3 Roller bandages
Cotton wool swabs
Sterile Gauze
Latex Gloves
Pain tablets Instant cold compress
Scissors
Plaster (3)
- 2.4 Exercise courtesy.
Keeping confidential matters to yourself.
Being fair in all situations.
Dealing with sensitive issues in privacy.
Listening to others.
Keeping your personal opinion to yourself.
Apologizing sincerely (3)
- 2.5 Only giving your best.
Never producing work that you are not proud of.
Going the extra mile.
Being tolerant
Being reliable
Exercising self control
Communicating clearly
Avoiding misunderstanding
Committing yourself fully to your work.
Being cooperative.
Being honest. (3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 3.1.1 Best Food caters can record their sales.
They can do dish analysis and determine which dishes are popular.
They can cost their menus and project the selling price
Developing and changing recipes is made easier.
Standardizing recipes.
Recipes and ingredients can be listed.
The order lists can be compiled easily and accurately.
Metric conversions are made easier.
Serving sizes can be controlled.
Nutritional values can be determined. (4)
- 3.1.2 Less time consuming/recorded instantly.
Easy to determine the amount of stock at any time.
Organized.
More accurate/number of errors are reduced.
Calculations are done automatically. (3)
- 3.1.3 Fresh fruit/fruit sticks
Miniature fruit smoothie
Fruit jellies
Miniature milk tarts with low fat milk/sweetener
Basket with fresh fruit
(any suitable example) (any 2) (2)
- 3.1.4 Chilli bites
Sweet corn fritter
Snoek tarts
Biltong bites
Meat balls/frikkadels
Samoosas
(any suitable example) (any 3) (3)
- 3.2 3.2.1 A – Minted pea soup, stuffed baby-marrows slices
B – Cheese vegetable chowder, vegetable lasagne
C – Herbed cream roulade, mushroom soufflé
D – Devilled eggs, boiled egg chutney
(2 marks each) (8)
- 3.2.2 Rolled sole with leeks – $R25,50 + R12,75\sqrt{} = R38,25\sqrt{}$
Mushroom soufflé - $R17,75 + R8,88\sqrt{} = R26,63\sqrt{}$ (4)
- 3.2.3 Wages and salaries
Staff insurance
Staff accommodation and training (1)

- 3.2.4 Labour
Overheads e.g. tax, water and electricity, cleaning materials, stationary, post and telephone service, advertising
Hiring of staff/equipment
(any suitable example) (any 3) (3)
 - 3.3 3.3.1 Prawn cocktail – prawns are lean, but if served with mayonnaise it has too much fat
Soup is suitable – no fat
Little fat in the main course -filet is a lean meat, very little fat in the potato, vegetables - steamed
Dessert doesn't contain fat and little sugar (4)
 - 3.3.2 Table d'hôte (1)
 - 3.3.3 It has 4 courses
The dishes are more fancy and interesting/speciality items
The dishes are suitable for a sit down meal
It is a table d' hôte menu – guests can be served easily
No choice between dishes (3)
 - 3.3.4. Beef Wellington with red wine sauce – they don't consume alcohol/beef may not be halaal
Mixed berry jelly – no gelatine
Prawn cocktail – no shell fish (4)
- [40]**

QUESTION 4

- 4.1 4.1.1

DISH A	NUMBER OF CUT	NAME OF CUT
Tomato bredie	9	Thin flank
	14	Topside
	15	Silverside
	16	Aitchbone
	17 (any 2)	Thick flank (matching 2)
Grilled T-bone	11	Loin

 (6)
- 4.1.2 Meat is more tender
Improves the flavor
Enzymes break down muscle fibres (2)
- 4.1.3 It is red (1)

- 4.1.4 Heat and moisture breaks down the collagen/connective tissue to gelatin (2)
- 4.1.5 Samp
Pap/porridge/phutu
Umndqusho/samp and bean mixture (any 2) (2)
- 4.1.6 Soya (1)
- 4.1.7 Cheaper than meat
Protein meat replacement/substitute
No fridge required for storage/easy to store
More convenient to use
Can be used to ‘stretch’ meat
Only need to be heated before use
Low in kilojoules/ no fat or cholesterol/health benefit
Can be used in vegetarian cooking
Suitable for people that are lactose intolerant
Decrease the risk of cardiovascular problems
Rich in carbohydrates and fibre – may help to prevent diabetes (any 3) (3)
- 4.1.8 Check for quality
Check the quantity
Look at the shelf life/expiry date
Specifications such as frozen, dried, etc
Make sure packaging isn’t damaged
Make sure it is the correct items (5)
- 4.2
- | | Choux pastry | | Short crust pastry | |
|-------|-------------------------|-----|---------------------------|-----|
| 4.2.1 | Room temperature | (1) | Ice cold | (1) |
| 4.2.2 | 2:1 | (1) | 2:1 | (1) |
| 4.2.3 | Uneven shape | | Not flaky | |
| | Hollow | | Light golden brown | |
| | Light brown | (1) | Short/soft crumbs | (1) |
| 4.2.4 | Cream | | Caramel condensed milk | |
| | Caramel condensed milk | | Custard/crème patissier | |
| | Custard/crème patissier | | Milk tart | |
| | (any suitable) | (1) | (any suitable) | (1) |
- (8)
- 4.3.1 Both contains whipped egg whites (1)
- 4.3.2 B – chocolate mousse
Can be made ahead, will not melt or collapse
Soufflé will collapse before all has been served
Sorbet may melt before everybody has been served (3)

- 4.3.3 Natural product/no preservatives
Professional/high quality chocolate
It is glossy and has a fine flavour (2)
- 4.3.4 Fruit juice/lemon juice
Sugar syrup/ sugar and water (2)
- 4.3.5 Cocktail glass/ Martini glass
Any wine glass can be used. (2)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1 To light alcohol in preparation of dishes (1)
- 5.1.2. Geuridon trolley (1)
- 5.1.3 Yes it is expensive
Requires skills/specialized service equipment (2)
- 5.2. 5.2.1 D (1)
- 5.2.2 B (1)
- 5.2.3 C (1)
- 5.3 5.3.1
- | Wine | Classification | Dish |
|-------------------------|----------------|-------------------------------------|
| A Chardonnay | Natural white | Butternut soup /
Chicken Roulade |
| B Cabernet
Sauvignon | Natural red | Beef skewers |
- (4)
- 5.3.2 Baine Marie/Chafing dish/Hot tray (1)
- 5.3.3 Soup spoon
Table knife/main course knife
Table fork/main course fork
Dessert spoon (4)

- 5.3.4 A Wash in warm soapy water
Rinse in clean warm water
Place upside down to dry
Steam glasses
Polish glasses, using a clean cloth (2)
- B Store upside down
Paper lined shelves
Same glasses together
Carry glasses by their stems (2)
- 5.3.5 A Take order of guest on right hand side of host
Anti-clockwise
Host order last
Take orders for main course
Note special requirements
Repeat order to guests
Transfer order to kitchen docket
Place order at kitchen
(any 4) (4)
- B Arrange drinks on a tray
In sequence which corresponds with order
Carry tray to the table on left hand
Serve drinks anti-clockwise
Women before men
(any 3) (3)
- C Hold plate on left hand
Fold service cloth
Hold in you right hand/between spoon and fork
Brush down from guest's left hand side and then on right from
other guest/stand between two guests
Brush onto plate using service cloth
Move around anti-clockwise
Move dessert spoons and forks
(any 3) (3)
- 5.4.1 Beer/Stout (1)

- 5.4.2 Not suitable
Not beer glasses/too short and fat/it is whiskey glasses (2)
- 5.4.3 If the glass is dirty it will prevent a good crown.
If the beer is too cold it will not foam.
If it is too hot it will foam too much. (2)
- 5.5 Store in a storeroom that can be locked
Store on shelves in piles of 2 dozen
Not too high – prevent toppling over
Store on labeled shelves
Place on convenient height
Keep covered to prevent dust
Store glasses/cups upside down
Store same items together (any 5) (5)
- TOTAL SECTION D: 40**
GRAND TOTAL: 200