



# basic education

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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES  
FEBRUARY/MARCH 2017  
MEMORANDUM**

**MARKS: 200**

**This memorandum consists of 13 pages.**

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

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	I✓
1.2.2	F✓
1.2.3	A✓
1.2.4	B✓
1.2.5	C✓
1.2.6	G✓

(6)

**1.3 ONE-WORD ITEMS**

1.3.1	De-alcoholised✓
1.3.2	Hanepoot✓/Jeripigo✓/Muscadel✓
1.3.3	Liquor Act✓
1.3.4	Baking blind✓
1.3.5	Tele-marketing✓
1.5.6	Marbling ✓
1.3.7	Horseradish/gravy/jus✓
1.3.8	Sushi✓
1.3.9	Chutney✓
1.3.10	Soya✓

(10)

1.4 **SELECTION**

1.4.1	A ✓	D ✓
1.4.2	B ✓	C ✓

(4)

1.5. **MATCHING ITEMS**

1.5.1	C ✓	(v) ✓
1.5.2	D ✓	(iii) ✓
1.5.3	B ✓	(iv) ✓
1.5.4	F ✓	(i) ✓
1.5.5	G ✓	(ii) ✓

(10)

**TOTAL SECTION A: 40**

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

2.1 2.1.1 24–48 hours✓ (1)

- 2.1.2
- Food handlers with gastroenteritis should inform their employer as soon possible✓
  - Food handlers should not work if they have diarrhoea✓
  - Food handlers should maintain good personal hygiene✓(wash hands after using the toilet, refuse, after touching your body, your hair, nose etc..)✓
  - They should wash and sanitise equipment and surfaces after handling raw meat and poultry✓
  - They need to ensure that food is thoroughly cooked especially chicken, fish and eggs✓
  - Insects and rodents should be eliminated from the kitchen✓ by installing screen on windows✓
  - The kitchen should comply with proper storage regulations✓
  - All food should be covered when stored✓
  - Cooked foods should be separated from raw foods✓
  - Food should not be stored on the floor✓
  - Waste should not be left to accumulate✓; lids must be kept on the bins at all times. ✓

(Any 5) (5)

2.1.3 (a) **GASTROENTERITIS**

- Diarrhoea✓
- Nausea and vomiting✓
- Dehydration✓
- Stomach ache✓
- Headache✓
- Fever✓

(Any 3) (3)

2.1.3 (b) **TUBERCULOSIS**

- Continuous cough✓
- Feeling tired all the time✓
- Weight loss✓
- Loss of appetite✓
- Coughing up blood✓
- Night sweats✓
- Chest pains✓
- Shortness of breath✓

(Any 3) (3)

- 2.2      2.2.1      Good service is meeting customers' needs timely✓, by professional people✓ in a pleasant environment✓/in the way they want and expect them to be met✓ (Any 2)      (2)
- 2.2.2      The management decides on the level of service they would like in their restaurant✓. The level of training differs✓, Service is often linked to the price✓ Example: well-trained waiters work in upmarket restaurants where clients are willing to pay for a high level of service✓  
The more expensive the dish , the better the service is supposed to be✓ (Any 3)      (3)
- 2.3      2.3.1      Point of sale system (POS)✓ (1)
- 2.3.2      The system will assist restaurant employees to complete their daily tasks that include : food and beverage orders,✓ communication of tasks to the kitchen✓, guest bill settlement✓, credit card processing✓, and charges posted to guest accounts in the hotel✓ (Any 2)      (2)
- TOTAL SECTION B:      20**

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

- 3.1 3.1.1 Make jam√  
It can be glazed√  
It can be canned √  
It can be frozen √ (Any 2) (2)
- 3.1.2 -Wash and remove the pips from the cherries√  
-Prepare a sugar syrup√  
-Boil the food in the syrup until soft√  
-Scoop the cherries into sterilised jars√  
-Fill with syrup and seal√ (Any 4) (4)
- 3.2 3.2.1 Net profit: selling price-total cost (food cost + overhead cost)√  
= R10 000 – (R3500+R2500) √  
= R10 000 – R6000√  
= R4000,00√ (Any 3) (3)
- 3.2.2 Cost per person= Selling price/number of people  
=R10 000/100 people√  
= R100,00 per person√ (Any 3) (3)
- 3.2.3 -Name of the company, address, contact details√  
-Personal information of the client: name, contact number,  
address√  
-Information regarding the function: date, time, dietary requirement,  
type of function√  
-Additional charges√  
-Special requests√  
-Payment terms√ (Any 4) (4)
- 3.3 3.3.1 (a) Step 4: to prevent the eggs from cooking√/curdling√ (Any 1)
- (b) Step 7: to finish the baking process√, to allow for the pastry to  
dry out√, so the cavity is encased in a delicate, crispy shell√  
To prevent burning√ (Any 2) (3)
- 3.3.2 Chocolate√  
Caramel √  
Vanilla/chocolate icing√  
Fondant√  
Spun sugar√  
Sprinkled with icing sugar√ (Any 2) (2)
- 3.3.3 Too much water will evaporate√ resulting in too little steam√ and  
the final product will be reduced in volume√ (Any 2) (2)

- 3.4
- | <b>POLLO VEGETARIAN</b>   | <b>PESCO VEGETARIAN</b>   |
|---|---|
| -Diet includes poultry, milk, dairy products, eggs, vegetables and fruits√<br>-Diet excludes red meat, fish and seafood√<br>(Any 2) | -Diet includes fish, seafood, milk, dairy products, eggs, vegetables and fruits√<br>-Diet excludes red meat and poultry√<br>(Any 2) |
- (4)
- 3.5
- 3.5.1 White beans will take on the colour of the red speckled beans√ (1)
- 3.5.2 It takes longer to cook√, and the beans may break or separate from the skins√ (Any 1) (1)
- 3.6
- 3.6.1 3-5 cocktail snacks√ (1)
- 3.6.2
- The snacks must be bite sized√
  - Include hot and cold savoury snacks√
  - Include two to three sweet snacks√
  - They must be visually attractive and colourful√
  - They must be tasty and well-seasoned√
  - They must include a variety of flavours√
  - Ingredients should be easily recognisable√
  - Personal and kitchen hygiene is essential√
- (Any 4) (4)
- 3.6.3 Unsuitable√  
 The guest will dirty their fingers√, or may need a finger bowl√  
 Need a side plate to serve√ (3)
- 3.6.4
- Fruits dipped in chocolate√
  - Milk tartlets√
  - Chocolate truffles√
  - Scones√
- (Any relevant answer) (3)
- [40]**

**QUESTION 4**

- 4.1 4.1.1
- | <b>BEEF</b> □   | <b>LAMB</b>  |
|---|--|
| Colour: bright red to cherry red ✓<br>Texture: smooth, fine and firm ✓<br>Fat: creamy or yellow colour ✓<br>Bones: Whiter and harder ✓<br>□ □ (Any 2) | Colour: bright light red ✓<br>Texture: smooth, fine grain firm and not dry ✓<br>Fat: white /pinkish ✓<br>Bones: soft red and porous ✓<br>(Any 2) |
- (4)
- 4.1.2 It is a tough cut of meat/contains a lot of connective tissue ✓  
 Stewing is a moist heat cooking method ✓, converting the white connective tissue to gelatine ✓, this slow cooking method makes is tender ✓ (Any 2) (2)
- 4.1.3 Mashed potatoes ✓  
 Cous cous ✓  
 Pap ✓ (Any relevant answer) (1)
- 4.2 4.2.1 A banquet is a formal meal to which a group of guests will be invited to celebrate an event, to honour special guests or any other type of special occasion ✓ (2)
- 4.2.2 Food and Beverage Service ✓  
 Food preparation ✓ (2)
- 4.2.3 Jews only consume food that is kosher/clean ✓  
 They do not eat the hindquarter of an animal ✓  
 They may not mix meat and dairy products during a meal ✓  
 All shellfish, snails and birds of prey are forbidden ✓  
 Pork and pork products are not permitted ✓ (Any 3) (3)
- 4.2.4 8-10 waiters ✓ (1)
- 4.3 4.3.1 Puff pastry ✓ (1)
- 4.3.2 (a) Butter: contributes to the rich flavour ✓, contributes to colour ✓ (2)
- (b) Water: develops the gluten in the flour ✓, transforms into steam ✓ and helps to leaven the pastry ✓. (Any 2) (2)
- 4.3.3 Creamed spinach ✓  
 Chicken and mushroom ✓  
 Steak and kidney ✓  
 Mince ✓  
 Fish ✓ ( Any relevant answer) (2)
- 4.3.4 -Light in texture ✓  
 -Flaky layers ✓  
 -Light golden brown colour ✓  
 -Uneven surface ✓ (Any 3) (3)

- 4.4 4.4.1 Flavoured and unflavoured✓  
Powdered/Granulated✓  
Leaf/sheet✓ (Any 2) (2)
- 4.4.2 (a) Too much sugar will weaken the gel✓, retards the setting process✓ (Any 1) (1)
- (b) Weakens the jelly✓, retards the setting process✓, will melt more easily✓ (Any 1) (1)
- (c) Dish will start to melt✓ (Any 1) (1)
- 4.5 4.5.1 The batter is steamed in moulds in a steamer or a big pot with water and then turned out for service. ✓  
Make sure that no water splashes into the bowl when steaming as this will cause the pudding to be soggy. ✓ (2)
- 4.5.2 Choose the right size and shape of the plate✓  
Pudding must be turned out on the middle of the plate✓  
Arrange, decorate and garnish the pudding on the plate✓  
The dessert can be flambéed✓ – pour brandy over and set it alight✓ (Any 2) (2)
- 4.5.3 Custard✓  
Cream✓  
Ice Cream✓  
Brandy sauce✓ (Any 2) (2)
- 4.6 4.6.1 People with HIV have greater nutritional needs and adequate diet is essential to promote a strong immune response to help HIV people to manage the symptoms✓.  
Good nutrition slows down the progression from HIV to Aids✓, and is required to optimise the benefits of Anti retro viral drugs✓.  
A healthy diet can prevent and cure malnutrition, but it cannot cure HIV and Aids✓  
People with Aids need to maintain a healthy body weight and take in enough protein so that they can maintain their muscle mass✓  
The diet should consist of fresh fruits and vegetables in order to boost the immune system✓ (Any 4) (4)

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

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

- 5.1 5.1.1. The target market will be determined by:  
Demographic factors✓ e.g. marital status, age, family size i.e. Pay a single midweek rate and your friend/partner stays free when sharing with you, Needs and income✓  
Psychographic factors: activities✓ i.e. Daily game drives, tennis and sauna✓  
Product related factors✓, which describe which products or services the customers prefer i.e. Luxurious accommodation on a game farm midway between Cathcart and Queenstown, in the heart of Eastern Cape. ✓ (Any 3) (3)
- 5.1.2 Yes promotion has been used✓  
Give away 2 for 1: pay the single midweek rate of R600 and your friend/partner stays free when sharing with you. ✓ (2)
- 5.1.3 It is expensive✓ because you are getting only one amount for two people✓. (1)
- 5.1.4. The size of the container should not mislead the customer as to the size of the actual contents✓  
Packaging should be easy to handle✓  
Information on packaging should be clear✓  
Packaging should be suitable for the contents✓  
It should be strong, hygienic and clean✓  
If possible, it should be recyclable and reusable✓ (Any 2) (2)
- 5.1.5 Business address✓  
Form of business✓  
Branding✓  
Short, medium and long term goals✓  
Street map✓  
Site plan showing the layout of the business✓ (Any 4) (4)
- 5.1.6 Springbok Game lodge contributes to job creation by:  
Direct job creation: positions in the hospitality industry✓ examples: Lodge receptionist✓, Room attendant✓, Tour guide✓, Masseurs✓, chef✓, waiters✓, doorman✓ (Any 2)
- Indirect job creation: positions that does not form part of the hospitality industry✓ examples: Manufacturers of the linen used in the lodge✓, suppliers of food, drinks✓, producers of furniture✓ (Any 2) (4)

- 5.2 5.2.1
- | REVENUE GENERATING AREAS                    | NON-REVENUE GENERATING AREAS          |
|---|---------------------------------------|
| Bars✓<br>Food and beverage✓<br>Guest rooms✓ | Finance✓<br>Security✓<br>Maintenance✓ |
- (6)
- 5.2.2 These two departments depend on each other because sales and marketing is responsible for making potential customers aware of the products and services that the establishment offers✓. They ensure that customers make use of the products and services which provides an income for the business✓. The financial department ensures that the income is spent according to the budget and needs of the establishment✓. (Any 2) (2)
- 5.2.3 --Supervises personnel✓, property✓ and key control✓  
 -They must protect the establishment, staff and the guests from the following criminal activities:  
 -credit card skimming✓  
 -liability or insurance fraud  
 -terrorism✓  
 -information technology✓  
 -gambling fraud✓ (Any 3) (3)
- 5.2.4 -Movable cocktail bar✓/Liquid chefs✓  
 -Drinks on wheels✓  
 -Vendor✓  
 -children birthday party drinks✓ (Any 3) (3)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 Refers to getting equipment (cutlery, crockery) and tablecloths ready before meal is served✓./ to put in place✓/pre-preparation✓ (2)
- 6.1.2 Check to see if the table cloth is:  
Clean ✓and has no food stains✓/ or wax stains from candles✓.  
not burnt, shabby or worn out✓  
ironed✓  
hanging evenly from each side of the table✓  
not upside down✓ (Any 3) (3)
- 6.1.3 The glass should be washed in warm water with dishwashing liquid✓  
Rinse in clean warm water✓  
Airdry✓  
Steam the glass over a bowl of boiling water✓  
Polish using a clean, dry cloth✓ (3)
- 6.1.4 Chardonnay is suitable✓ because white meat (fish) goes well with white wine✓ M159  
F 52  
(2)
- 6.1.5 The red wine glass must be positioned 2.5cm✓ from the tip of the main course knife✓ and at 45° angle to the left of the white wine glass✓ White wine glass first and red wine glass second✓ (Any 3) (3)
- 6.1.6 The red wine needs to be stored in the dark✓ to avoid damage from ultra violet light✓  
Place red wine bottles on their side so that the corks stay moist and swollen✓ providing an airtight seal.  
Store red wine bottles upside down in a box✓  
Store similar wines together✓  
Pack and store wine bottles with the label to the top or to the front✓  
Wine prefers a slightly damp location free from vibration✓ (Any 4) (4)
- 6.2 6.2.1
- | <b>ON-CONSUMPTION</b>   | <b>OFF-CONSUMPTION</b>  |
|---|---|
| Allows the liquor to be consumed where it is bought✓, liquor not taken off the premises✓<br>Examples: hotels, restaurants, clubs✓ (Any 2) | Allows liquor to be bought but consumed elsewhere✓/<br>removed from premises✓<br>Examples: liquor stores, wholesale liquor outlets✓ (Any 2) |
- (4)
- 6.2.2 In plated service food is plated directly onto individual plates✓ in the kitchen or at a service point✓ and then served to customers✓ on the right hand side✓ (3)

- 6.2.3 Better portion control✓  
Less wastage✓  
More creativity from the chef who plates the food✓  
Specialised training in terms of serving food from the platter is not required✓  
Skilled waiters for carrying plates without disturbing food arrangement on the plates✓ (Any 3) (3)
- 6.3 Food will be spoiled✓  
Food wastage will cost the lodge✓  
The menu may need to be adapted and therefore the guests may not receive their preferred orders ✓failure e.g. a gelatine dish wont set✓  
Unexpected cost will be incurred in order to fix the fridge.✓ (Any 3) (3)
- TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**