



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2011**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

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This memorandum consists of 9 pages.

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**SECTION A****QUESTION 1**

1.1.1	C ✓	LO2 AS2	(1)
1.1.2	D ✓	LO2 AS2	(1)
1.1.3	C ✓	LO2 AS1	(1)
1.1.4	B ✓	LO2 AS2	(1)
1.1.5	C ✓	LO2 AS5	(1)
1.1.6	D ✓	LO2 AS5	(1)
1.1.7	C ✓	LO2 AS5	(1)
1.1.8	C ✓	LO2 AS4	(1)
1.1.9	C ✓	LO2 AS2	(1)
1.1.10	D ✓	LO2 AS5	(1)
✓			
1.2.1	E ✓	LO3 AS5	(1)
1.2.2	D ✓	LO3 AS5	(1)
1.2.3	B ✓	LO3 AS5	(1)
1.2.4	A ✓	LO3 AS5	(1)
1.2.5	C ✓	LO3 AS5	(1)
1.3.1	Entrepreneur ✓	LO1 AS3	(1)
1.3.2	Positive ✓	LO2 AS1	(1)
1.3.3	HIV / Aids ✓	LO2 AS2	(1)
1.3.4	POS (point of sale) ✓	LO3 AS1	(1)
1.3.5	Quotation ✓	LO3 AS3	(1)
1.4.1	Curriculum Vitae ✓	LO1 AS2	(1)
1.4.2	Immune system ✓	LO2 AS2	(1)
1.4.3	Splinting ✓	LO2 AS3	(1)
1.4.4	Inventory sheet ✓	LO3 AS3	(1)
1.4.5	Consumables ✓	LO3 AS3	(1)
1.4.6	Nett profit ✓	LO3 AS3	(1)
1.4.7	Garnishing ✓	LO3 AS3	(1)
1.4.8	Veal ✓	LO3 AS3	(1)
1.4.9	Distilling ✓	LO4 AS5	(1)
1.4.10	Serving gear ✓	LO4 AS5	(1)
1.4.11	Gueridon trolley ✓	LO4 AS5	(1)
1.5.1	F ✓	LO4 AS4	(1)
1.5.2	D ✓	LO4 AS4	(1)
1.5.3	E ✓	LO4 AS4	(1)
1.5.4	C ✓	LO4 AS4	(1)
1.5.5	G ✓	LO4 AS4	(1)

1.6.1	Stewing ✓	LO2 AS3	(1)
1.6.2	Grilling ✓	LO2 AS3	(1)
1.6.3	Braising ✓	LO2 AS3	(1)
1.6.4	Roasting ✓	LO2 AS3	(1)

**TOTAL SECTION A: 40**

## **SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY.**

### **QUESTION 2**

2.1	2.1.1	Example:	<div style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>DOUGHNUTS FOR THE NATION ✓✓</b></p> <p><b>VARIETY OF FLAVOUR TO MATCH YOUR TASTE BUDS! ✓✓</b></p> <p><b>OPENING OFFER: BUY 1 GET 1 FREE !!! ✓</b></p> </div>	✓	
					LO1 AS1

#### Guidelines:

- Keep it simple – avoid cluttering.
- A good design will help promote the business.
- Use logos in a consistent way.
- Focus on what the company can offer.
- Use clear, simple language.
- Interesting pictures or photos.
- Make sure the writing is legible.
- Avoid too much information.
- Make use of colour.
- Use words such as “free; bargain; save; exclusive, etc.” (6)

- 2.1.2
- The plan is realistic. ✓
  - Budget includes the costs. ✓
  - Income received and profit is included. ✓
  - Staff requirements included. ✓
  - Include a mission / vision statement. ✓
  - Include target market. ✓
  - More information on expenditures could be given. ✓
- (Any 6) LO1 AS3 (6)

2.2		<b>Advantage</b>	<b>Disadvantage</b>	<b>Example</b>
2.2.1	Telemarketing:	Approach customers individually ✓	Many people dislike telemarketing ✓	Advertise products over the phone ✓
2.2.2	Electronic marketing	Websites can draw large audiences ✓	Not all customers have access to a computer ✓	Advertising on the internet ✓
2.2.3	Audio-visual tools:	Very large audiences can be reached ✓	It is very expensive ✓	Advertising on the radio or TV ✓

LO1 AS1

(9)

- 2.3 Abdominal thrusts (Heimlich Manoeuvre) ✓  
 Stand or kneel behind the victim. ✓  
 Put your foot between the feet of the victim. ✓  
 Put the flat side of your fist above the victims navel supported with the palm of your other hand. ✓  
 Perform quick, inward and upward abdominal thrusts. ✓

LO2 AS3

(5)

- 2.4 Full thickness burn: Charred black and white skin. ✓  
 Exposed tissue under the skin. ✓  
 Half thickness burn: Affected more than just the outer skin. ✓  
 Signs of blistering. ✓

LO2 AS3

(4)

- 2.5 2.5.1 Human Immune-deficiency Virus ✓✓

LO2 AS2

(2)

- 2.5.2
- Lack of energy ✓
  - Loss of weight ✓
  - Frequent fevers and sweats ✓
  - Yeast infections ✓
  - Persistent rashes and flaky skin. ✓
  - Short term memory loss. ✓
  - Sores on genitals and in mouth. ✓
  - Swelling of glands. ✓

(Any 4) LO2 AS2

(4)

- 2.6 2.6.1
- Uniform must be clean and well ironed ✓
  - Uniform should be kept neat with no missing buttons ✓
  - Hair must be kept out of the face and tied back. ✓
  - Men should be clean shaven. ✓
  - Nails must be kept short and clean ✓
  - Shoes should be polished daily. ✓
  - Wear name badges. ✓
  - Wear uniform with pride. ✓
  - Any relevant answers.

(Any 4) LO2 AS1

(4)

**TOTAL SECTION B:****40**



3.5	3.5.1	Canapés, meatballs, bacon rolls, mini quiches, mini muffins samosas, pies, chicken wings. (Any suitable answers.)	LO3 AS6	(4)
	3.5.2	Biltong, koeksisters, milktart. (Any suitable answer.)	LO3 AS6	(2)
	3.5.3	<ul style="list-style-type: none"> <li>A lot of people can be accommodated in a small venue. ✓</li> <li>Cocktail functions do not last longer than 2 hours. ✓</li> <li>Not a lot of staff required. ✓ (Any 2 suitable answers.)</li> </ul>	LO3 AS4	(2)
	3.6.1	Halaal: Muslims do not eat pork. Muslims does not consume any alcohol. Animals must be slaughtered in a specific way.	LO3 AS4	(2)
	3.6.2	Kosher: Jewish eat “clean birds” such as chickens, ducks, turkeys and pigeons. They do not consume milk and meat together.	LO3 AS4	(2)
	3.6.3	Hindu: Hindus do not kill cows as they are regarded as sacred. Most Hindus are vegetarians.	LO3 AS4	(2)
				<b>[40]</b>

#### QUESTION 4

4.1	4.1.1	(a) Bulbs ✓	LO3 AS5	(1)
		(b) Fruits ✓	LO3 AS5	(1)
		(c) Seeds and pods ✓	LO3 AS5	(1)
	4.1.2	(a) Refrigerator ✓	LO3 AS5	(1)
		(b) Cool, dry and dark place ✓	LO3 AS5	(1)
		(c) Freezer ✓	LO3 AS5	(1)
	4.1.3	No. ✓ They do not kill cows as they are regarded sacred. ✓ Most Hindus are vegetarians. ✓	LO3 AS4	(3)
	4.1.4	Veal ✓	LO3 AS5	(1)
4.2	4.2.1	Eggs and dairy products ✓		
	4.2.2	Meat, fish or poultry ✓		
	4.2.3	Milk and dairy products ✓		
	4.2.4	Eggs and animal products ✓		
	4.2.5	Vegans ✓		
	4.2.6	Fruits, grains and nuts ✓		
	4.2.7	Fruit of plants, raw and dried fruits, grains and nuts. ✓		
	4.2.8	All foods of animal origin. ✓		
	4.2.9	Pesco-vegetarians ✓		
	4.2.10	Meat and poultry ✓	LO3 AS4	(10)

4.3	4.3.1	Forequarter ✓	LO3AS5	(1)
	4.3.2	1 – Hump ✓ 2 – Neck ✓ 3 – Shin / shank ✓ 4 – Bolo ✓	LO3 AS5	(4)
	4.3.3	1 – Pot roasts ✓ 2 – Moist cooking methods ✓ 3 – Moist cooking methods ✓ 4 – Pot roasts and stews ✓	LO3 AS5	(4)
	4.3.4	Pork ✓	LO3 AS5	(1)
4.4	4.4.1	Puff pastry ✓	LO3 AS5	(1)
	4.4.2	Puff pastry must be chilled before use. ✓ Puff pastry must not be worked with in warm conditions. ✓ Keep pastry covered at all times. ✓ Puff pastry bake at very high temperatures. ✓	LO3 AS5	(4)
	4.4.3	220 °C	LO3 AS5	(1)
	4.4.4	(a) Contributes to the flavour. ✓ (b) Develops the gluten in flour. ✓ (c) Bring sweetness to pastry. ✓ (d) Used for binding ingredients. ✓	LO3 AS5	(1) (1) (1) (1)
				<b>[40]</b>

**TOTAL SECTION C: 80**

## SECTION D: FOOD AND BEVERAGE SERVICE

### QUESTION 5

5.1	5.1.1	A – Name of the wine. ✓ B – Growing region. ✓ C – Vintage ✓	LO4 AS2	(3)
	5.1.2	Red ✓	LO4 AS2	(1)
	5.1.3	18 °C ✓	LO4 AS2	(1)
	5.1.4	Any red meat e.g. steak, lamb or venison. ✓	LO4 AS2	(1)
	5.1.5	Present the cork to the customer. ✓ The customer will have a good smell of the wine. ✓	LO4 AS2	(2)

- 5.2 Wine are aged over a long period of time to gain a higher alcohol and sugar content e.g. sherry and port. ✓✓ LO4 AS2 (2)
- 5.3 5.3.1 (a) Transferring food from a service dish to the guest's plate from the left with the use of service gear. ✓✓ LO4 AS4 (2)
- (b) Guests are served with plated food by the waitrons, making use of a service cloth. ✓✓ LO4 AS4 (2)
- (c) The preparation or finishing of food on a trolley at the table in front of the guest. ✓✓ LO4 AS4 (2)
- 5.3.2
- Greet and seat the guests according to their booking. ✓
  - Present the guests with a drinks menu and the order for drinks must be taken by the wine steward. ✓
  - The waitron will serve the drinks and present the menu. ✓
  - The food order will be taken and served according to the guests' requirements. ✓
  - Once the order has been taken the waitron must correct the table set-up and ensure that all guests have the correct cutlery. ✓
  - At large functions there are normally a main table where guests of honour will be seated. ✓
  - Waitrons need to serve food to all guests simultaneously. ✓
  - Clear the table only once all guests at the table have finished eating. ✓
  - Prior to serving the dessert a waitron will crumb down the table. ✓
- (Any 8) LO4 AS4 (8)
- 5.3.3
- Family service ✓
  - Buffet service ✓
  - Cafeteria service ✓
  - Smorgasbord service ✓
- (Any 3) LO4 AS4 (3)
- 5.3.4
- All items are removed from table and reset for next meal. ✓
  - Floors are vacuumed or polished. ✓
  - Clear all equipment. ✓
  - Collect all linen; check that 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. ✓
- (Any 6) LO4 AS3 (6)



- 5.3.5
- The people to be served. ✓
  - The number of people to be served. ✓
  - The nutritional needs based on age, gender and activity levels. ✓
  - The food habits of different religious and other social groups. ✓
  - The season and availability of food to be served. ✓
  - Pleasing combinations such as a variety of texture, colour and flavour. ✓
- LO3 AS4 (6)

- 5.3.6 Bishop's hat, Fantail. ✓
- LO4 AS3 (1)
- [40]**

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**