



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2012**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

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This memorandum consists of 11 pages.

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

1.1.1	C ✓	LO1 AS3	
1.1.2	A ✓	LO2 AS2	
1.1.3	A ✓	LO2 AS3	
1.1.4	B ✓	LO3 AS3	
1.1.5	A ✓	LO3 AS4	
1.1.6	D ✓	LO3 AS5	
1.1.7	A ✓	LO3 AS5	
1.1.8	C ✓	LO3 AS5	
1.1.9	D ✓	LO3 AS5	
1.1.10	D ✓	LO4 AS2	
1.1.11	B ✓	LO4 AS4	
1.1.12	B ✓	LO4 AS4	
1.1.13	A ✓	LO3 AS3	
1.1.14	C ✓	LO2 AS3	
1.1.15	B ✓	LO3 AS2	
		(15 x 1)	(15)

**1.2 MATCHING ITEMS**

1.2.1	C ✓	LO4 AS4	
1.2.2	D ✓	LO4 AS4	
1.2.3	F ✓	LO4 AS4	
1.2.4	A ✓	LO4 AS4	
1.2.5	B ✓	LO4 AS4	
		(5 x 1)	(5)

**1.3 MATCHING ITEMS**

1.3.1	C ✓	LO3 AS5	
1.3.2	F ✓	LO3 AS5	
1.3.3	B ✓	LO3 AS5	
1.3.4	E ✓	LO3 AS5	
1.3.5	A ✓	LO3 AS5	
		(5 x 1)	(5)

**1.4 MISSING WORD ITEMS**

1.4.1	Certified ✓	LO4 AS2	
1.4.2	Dress code ✓	LO2 AS1	
1.4.3	Consumables ✓	LO3 AS2	
1.4.4	Nuts ✓	LO3 AS5	
1.4.5	Egg ✓	LO3 AS5	
		(5 x 1)	(5)

## 1.5 ONE-WORD ITEMS

1.5.1	Liqueur ✓	LO4 AS2	
1.5.2	Learnership ✓	LO4 AS2	
1.5.3	Inflammation ✓	LO2 AS3	
1.5.4	Marinating ✓	LO3 AS5	
1.5.5	Cardio pulmonary resuscitation (CPR) ✓	LO2 AS3	
1.5.6	Decanter ✓	LO4 AS2	
1.5.7	Glazing ✓	LO3 AS5	
1.5.8	Texturized vegetable protein (TVP) ✓	LO3 AS5	
1.5.9	Tofu ✓	LO3 AS5	
1.5.10	Offal ✓	LO3 AS5	
		(10 x 1)	(10)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1
- The ability to identify business opportunities and take calculated risks to achieve success. ✓
  - Commitment and determination. ✓
  - A sense of responsibility and love for achievement. ✓
  - Creativity, self-reliance and adaptability. ✓
  - A perspective that is future orientated. ✓
  - Confidence in her/his success. ✓
  - Good organisational and management skills. ✓
  - High levels of energy and a sense of humour. ✓
  - Any relevant answer. (Any 5) (5 x 1) LO1 AS3 (5)
- 2.1.2
- Overall business goals and strategy. ✓
  - Marketing plan. ✓
  - Operations plan. ✓
  - Staffing plan. ✓
  - Financial plan. ✓
  - Cover page. ✓
  - Business description. ✓ (Any 5) (5 x 1) LO1 AS3 (5)

## 2.1.3 BAD

- A flyer is cluttered with too much information. ✓
- No use of pictures or illustrations to give a visual image of the product. ✓
- No use of colour to draw the immediate attention of customers. ✓
- It does not have a logo. ✓
- Information like price and place not included. ✓

## GOOD

- Readable font size and letter type used. ✓
- Message is centred to one product. ✓
- Use of words like SAVE and BUY ONE GET ONE FREE. ✓  
(Any relevant – Good or Bad) (Any 6)(6 x 1) LO1 AS1 (6)

## 2.1.4

- The message can be conveyed both through writing and illustrations. ✓
- They can be distributed at any time ✓ and place. ✓
- They are cheaper. ✓ LO1 AS1 (4)

## 2.2

## 2.2.1

Tuberculosis (TB) LO2 AS2 (1)

## 2.2.2

- Continuous cough ✓
- Feeling tired all the time ✓
- Loss of appetite and weight loss ✓
- Fever, chills and night sweat ✓
- Chest pains ✓
- Shortness of breath ✓ (Any 4)(4 x 1) LO2 AS2 (4)

## 2.2.3

- When people cough, laugh, sneeze, sing or even talk. ✓
- Being physically close to person with TB for a very long period. ✓
- Staying in spaces that are closed over a long period with an infected person. ✓
- Drinking unpasteurised milk from an infected cow. ✓ LO2 AS2 (4)

## 2.2.4

- Food handlers with TB should be on sick leave and receive treatment. ✓
- Avoid sneezing and coughing on food. ✓
- Use only pasteurised milk from a company with a good reputation. ✓ (Any 2)(2 x 1) LO2 AS2 (2)

- 2.3
- Tolerance ✓
  - Co-operative ✓
  - Working towards the same objectives ✓
  - Share successes and failures. ✓
  - Enjoy working with each other ✓
  - Talk and listen to each other ✓
  - Ask help when needed ✓
  - Respect ✓
  - Doing your full share of the work ✓
  - Being alert at all times ✓
  - Apologising sincerely for errors and misunderstanding ✓
  - Committing yourself fully to your work ✓
  - Communicating clearly ✓
  - Avoiding conflict of interests
  - Always exercise self-control ✓
  - Being reliable and dependable ✓
  - Be punctual ✓
  - Keeping confidential matters to yourself ✓
  - Objectivity ✓
- (Any 6)(6 x 1) LO2 AS1 (6)
- 2.4 2.4.1
- Wear protective latex gloves when handling blood or body fluids. ✓
  - Clean the bleeding wound with running water, treat with antiseptic, and cover it with a waterproof dressing. ✓
- LO2 AS3 (2)
- 2.4.2
- Seal the blood contaminated material in a plastic bag and burn it. ✓
  - Tissues and toilet papers can be flushed down a toilet. ✓
- LO2 AS3 (2)
- TOTAL SECTION B: 40**

## SECTION C: FOOD PRODUCTION

## QUESTION 3

- 3.1 3.1.1
- It saves time and costs. ✓
  - An online dictionary can translate the names of ingredients from e.g. Greek to English. ✓
  - It is a source of information. ✓
  - It enables the establishment to provide better service to customers. ✓
  - It gives more accurate and more reliable information in less time. ✓
  - Prices of recipes are always up to date, pricing is accurate and profit margins are guaranteed. ✓
  - Any relevant answer. (Any 4) LO3 AS1 (4)
- 3.2 3.2.1
- Description of the goods. ✓
  - The price per unit. ✓
  - The quantity that was received and issued as well as the new balance in store. ✓
  - A cash column ✓ LO3 AS2 (4)
- 3.2.2 (a) E-business – is a business that is done via the internet or electronically by means of a computer. ✓ LO3 AS3 (1)
- (b) Requisition – is a written request or order for the required goods. ✓ LO3 AS3 (1)
- 3.3 3.3.1
- Gelatine  $\frac{15\text{ g}}{50\text{ g}} \times \text{R}15,00$   
= R4,50 ✓
- Eggs  $\frac{1}{12} \times \text{R}16,00$   
= R1,33 ✓
- Castor sugar  $\frac{25\text{ g}}{1\,000\text{ g}} \times \text{R}21,00$   
= R0,53 ✓
- Milk  $\frac{125\text{ ml}}{1\,000\text{ ml}} \times \text{R}11,50$   
= R1,44 ✓
- Cream  $\frac{60\text{ ml}}{250\text{ ml}} \times \text{R}10,99$   
= R2,64 ✓
- Vanilla Essence  $\frac{2\text{ ml}}{50\text{ ml}} \times \text{R}12,99$   
= R0,52 ✓
- Total Cost = R10,96 ✓✓ LO3 AS3 (8)

- 3.3.2  $R10,96 \div 3 \checkmark$   
 $= R3,65 \checkmark\checkmark$  LO3 AS3 (3)
- 3.3.3 Profit at 45% =  $R10,96 \times \frac{45}{100} \checkmark = R4,93 \checkmark\checkmark$  LO3 AS3 (3)
- 3.4 3.4.1
- The time of the day.  $\checkmark$
  - Number of guests.  $\checkmark$
  - How hungry the guests will be.  $\checkmark$
  - Whether there will be a meal after the cocktail.  $\checkmark$
  - Duration of the party.  $\checkmark$
  - Whether there will be speeches and items during the function.  $\checkmark$
  - Skills of the chefs.  $\checkmark$
  - Serve both hot and cold snacks.  $\checkmark$
  - Snacks should be bite size.  $\checkmark$  (Any 4) LO3 AS4 (4)
- 3.4.2
- Large number of people can be accommodated in a relatively small space.  $\checkmark$
  - Minimal cutlery and crockery is required.  $\checkmark$
  - Guests can move around and mix easily.  $\checkmark$
  - The function only last for few hours.  $\checkmark$
  - It is cheaper.  $\checkmark$  (Any 4) LO3 AS6 (4)
- 3.4.3
- Remove all unnecessary furniture and ornaments.  $\checkmark$
  - Supply plenty of extra glasses and coasters.  $\checkmark$
  - Have more than one serving point for both food and drinks.  $\checkmark$   
LO4 AS3 (3)
- 3.4.4
- Beer  $\checkmark$
  - Wine  $\checkmark$
  - Soft drinks  $\checkmark$  (Any 2) LO4 AS3 (2)
- 3.5
- Eat plenty of fruits and vegetables.  $\checkmark$
  - Increase the intake of fibre.  $\checkmark$
  - Eat less fat, especially saturated fats found in fatty meat, poultry skins, butter etc.  $\checkmark$
  - Moderate the sugar intake.  $\checkmark$
  - Use skimmed milk and milk products.  $\checkmark$
  - Choose lean meat and avoid processed meat.  $\checkmark$
  - Avoid refined carbohydrates.  $\checkmark$  (Any 3) LO3 AS4 (3)

## QUESTION 4

4.1	4.1.1	Croquembouche ✓	LO3 AS5	(1)
	4.1.2	Choux pastry. ✓	LO3 AS5	(1)
	4.1.3	Small choux buns filled with cream are stuck together with caramel which is cooked to the cracking stage to a cone shaped product. ✓	LO3 AS5	(2)
	4.1.4	<ul style="list-style-type: none"> <li>• Choux pastry product should be light in weight. ✓</li> <li>• It should have a clear hollow on the inside. ✓</li> <li>• The crust should be uneven and crispy. ✓</li> <li>• The colour should be light golden brown. ✓</li> <li>• The product should be firm and dry. ✓</li> </ul>	LO3 AS5	(5)
	4.1.5	(a) To develop steam. ✓	LO3 AS5	(1)
		(b) To finish the cooking process/To dry the cavities. ✓	LO3 AS5	(1)
4.2	4.2.1	<ul style="list-style-type: none"> <li>• Rump ✓</li> <li>• Wing rib ✓</li> <li>• Prime rib ✓</li> <li>• Topside ✓</li> <li>• Loin/Sirloin ✓</li> </ul>		(1) (1) (1) (1) (1)
	4.2.2	(a) • The salt will draw the moisture out; making it difficult to brown the meat/It will also make the meat dry. ✓		(1)
		(b) • Fat add flavour to meat. / Prevent meat from sticking ✓		(1)
		(c) • A fork will prick the meat thus causing it to lose nutrition, flavour and some meat juices. ✓		(1)
	4.2.3	• The ripening process will help meat to develop flavours and to be tenderer. ✓		(1)
4.3	4.3.1	<ul style="list-style-type: none"> <li>• Moral grounds in objecting to the killing of animals. ✓</li> <li>• Health reasons. ✓</li> <li>• Religious beliefs. ✓</li> <li>• Ethical beliefs. ✓</li> <li>• Some people do not like the taste of meat. ✓</li> </ul>	(Any 4)	(4)
	4.3.2	<ul style="list-style-type: none"> <li>• Nuts should be stored in a non-metal, airtight container. ✓</li> <li>• Store them in a cool dark place. ✓</li> <li>• They can be frozen for up to a year. ✓</li> </ul>		(3)



- 4.4 4.4.1
    - Springbok ✓
    - Rabbit ✓
    - Quail ✓
    - Guinea fowl ✓
    - Pheasant ✓
    - Pigeon ✓
    - Ostrich ✓
    - Kudu ✓
    - Blesbok ✓
    - Crocodile ✓

(Any 4) (4)
  
  - 4.5 4.5.1 Acids retard the formation of a gel/A weaker gel will be produced. ✓ (1)
  - 4.5.2 Too much sugar will produce a weaker gel. ✓ (1)
  - 4.5.3 Proteins will produce a firmer gel. ✓ (1)
  
  - 4.6 French meringue is prepared by beating egg whites into soft peaks and the sugar is beaten gradually into the egg whites ✓✓ and Swiss meringue is prepared by beating egg whites with sugar over a bain-marie until ±38 °C. ✓✓ (4)
  
  - 4.7
    - Meringues without fillings should be stored in an airtight container. ✓
    - Filled meringues should be used immediately because they will start to soften immediately. ✓
    - Store them in the refrigerator. ✓

(Any 2) (2)
- [40]**

**TOTAL SECTION C: 80**

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

- 5.1 A *guéridon* is a trolley or side-table used for service, preparation or finishing food in the presence of guests. ✓ LO4 AS4 (2)
- 5.2 5.2.1 Formal function. ✓ (1)
- 5.2.2 (a) Crumbing down:
- Is done after the main course and the side plates have been cleared away. ✓
  - Hold the plate just under the edge of the table with your left hand side. ✓
  - Brush the crumbs down using a folded serviette. ✓
  - Brush down from the left of the guest. ✓
  - Finish with the host. ✓ (Any 4) LO4 AS4 (4)
- (b) Presenting the bill:
- The bill should be presented when the guests request it. ✓ ✓
  - Present the bill from the right hand side of the guest. ✓
  - Present it folded or in a bill-fold to conceal the figures. ✓
  - Present it on a side plate. ✓
  - Present it to the host, if you do not know who the host is, present it at the centre of the table. ✓ (Any 4) LO4 AS4 (4)
- 5.3 5.3.1
- Clear the tables by removing all dirty dishes and cutlery. ✓
  - Empty ashtrays into fireproof containers and place them separately for washing up. ✓
  - Scrape off food debris and place items for washing up. ✓
  - Empty all coffee pots and milk jugs and pack away. ✓
  - Return all silver to the silver store. ✓
  - Turn off lightening, music and air conditioner. ✓
  - Prepare the restaurant for the next service. ✓
  - Any relevant answer. (Any 6) LO4 AS3 (6)
- 5.3.2
- Check all cupboards and refrigerators to ensure that all like items are together. ✓
  - Items should be stored in a tidy and orderly fashion. ✓
  - Arrange all spirit and liqueur bottles according to the stock sheet to make counting easier. ✓
  - Place all opened bottles at the front of the groups of bottles. ✓
  - Ensure that all beer and soft drinks bottles are full. ✓
  - Count the items according to the stock sheet and record neatly and accurately. ✓
  - A person in a management position, such as the manager or the food and beverage controller, should sign the sheet. ✓
  - It is better that two persons do this task; one to count and another to record. ✓ (Any 6) LO4 AS2 (6)

	5.3.3	<ul style="list-style-type: none"> <li>• Suitable. ✓</li> <li>• They wear their uniforms with pride and dignity. ✓</li> <li>• It is clean and in good repair – no missing buttons, zips or frayed cuffs. ✓</li> <li>• They are wearing comfortable shoes. ✓</li> <li>• They are not wearing jewellery. ✓</li> </ul>	(Any 5) LO4 AS4	(5)
5.4	5.4.1	White wine ✓	LO4 AS2	(1)
	5.4.2	Anything from 7 °C – 12 °C. ✓	LO4 AS2	(1)
	5.4.3	<ul style="list-style-type: none"> <li>• 2009</li> </ul>		(1)
	5.4.4	<ul style="list-style-type: none"> <li>• Poultry ✓</li> <li>• Fish ✓</li> <li>• Shell fish ✓</li> <li>• White meat e.g. pork, veal etc. ✓</li> </ul>	(Any 2) LO4 AS2	(2)
	5.4.5	<ul style="list-style-type: none"> <li>• Serve from the right-hand side of the guest. ✓</li> <li>• Ask the host if he would like to taste the wine. ✓</li> <li>• Pour a small amount into the host's glass. ✓</li> <li>• The bottle must never touch the glass. ✓</li> <li>• The label should always face the guest. ✓</li> <li>• After the host has approved the wine, fill the glasses of the other guests: ladies first, then men and lastly the host. ✓</li> <li>• Move around the table in an anti-clockwise direction. ✓</li> <li>• The glasses should be filled two-thirds for white wine and half-way of red wine. ✓</li> <li>• Ensure that you have enough wine for all the guests. ✓</li> </ul>	(Any 4) LO4 AS2	(4)
5.5		<ul style="list-style-type: none"> <li>• Most beers are brewed with hops which is sensitive to light. ✓</li> <li>• Too much sunlight or artificial light can make beer smell unpleasant. ✓</li> <li>• Sunlight may affect the taste of the beer. ✓</li> </ul>	LO4 AS2	(3)
				<b>[40]</b>

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**