



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

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**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists of 11 pages.

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"> • Choux pastry product should be light in weight. ✓ • It should have a clear hollow on the inside. ✓ • The crust should be uneven and crispy. ✓ • The colour should be light golden brown. ✓ • The product should be firm and dry. ✓ 	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"> • Rump ✓ • Wing rib ✓ • Prime rib ✓ • Topside ✓ • Loin/Sirloin ✓ 		(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"> • Moral grounds in objecting to the killing of animals. ✓ • Health reasons. ✓ • Religious beliefs. ✓ • Ethical beliefs. ✓ • Some people do not like the taste of meat. ✓ 	(Any 4)	(4)
	4.3.2	<ul style="list-style-type: none"> • Nuts should be stored in a non-metal, airtight container. ✓ • Store them in a cool dark place. ✓ • They can be frozen for up to a year. ✓ 		(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"> • Suitable. ✓ • They wear their uniforms with pride and dignity. ✓ • It is clean and in good repair – no missing buttons, zips or frayed cuffs. ✓ • They are wearing comfortable shoes. ✓ • They are not wearing jewellery. ✓ 	(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"> • 2009 		(1)
	5.4.4	<ul style="list-style-type: none"> • Poultry ✓ • Fish ✓ • Shell fish ✓ • White meat e.g. pork, veal etc. ✓ 	(Any 2) LO4 AS2	(2)
	5.4.5	<ul style="list-style-type: none"> • Serve from the right-hand side of the guest. ✓ • Ask the host if he would like to taste the wine. ✓ • Pour a small amount into the host's glass. ✓ • The bottle must never touch the glass. ✓ • The label should always face the guest. ✓ • After the host has approved the wine, fill the glasses of the other guests: ladies first, then men and lastly the host. ✓ • Move around the table in an anti-clockwise direction. ✓ • The glasses should be filled two-thirds for white wine and half-way of red wine. ✓ • Ensure that you have enough wine for all the guests. ✓ 	(Any 4) LO4 AS2	(4)
5.5		<ul style="list-style-type: none"> • Most beers are brewed with hops which is sensitive to light. ✓ • Too much sunlight or artificial light can make beer smell unpleasant. ✓ • Sunlight may affect the taste of the beer. ✓ 	LO4 AS2	(3)
				[40]

TOTAL SECTION D: 40

GRAND TOTAL: 200