



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2013

**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists of 11 pages.

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

1.1.1	B ✓	crown.	LO4 AS2	(1)
1.1.2	A ✓	6 o'clock	LO4 AS4	(1)
1.1.3	A ✓	chafing dish.	LO4 AS3	(1)
1.1.4	D ✓	choking.	LO2 AS3	(1)
1.1.5	B ✓	Bromelin	LO3 AS5	(1)
1.1.6	D ✓	target market.	LO1 AS1	(1)
1.1.7	C ✓	electronic.	LO1 AS1	(1)
1.1.8	A ✓	Grooming	LO2 AS1	(1)
1.1.9	C ✓	veal.	LO3 AS5	(1)
1.1.10	D ✓	insulin.	LO3 AS4	(1)
1.1.11	C ✓	human immune virus.	LO2 AS2	(1)
1.1.12	A ✓	gross profit.	LO3 AS3	(1)
1.1.13	B ✓	legumes.	LO3 AS5	(1)
1.1.14	D ✓	Chocolate	LO3 AS5	(1)
1.1.15	A ✓	distilling.	LO4 AS2	(1)

1.2 MATCHING ITEMS

1.2.1	F ✓	The most commonly used tool that includes corkscrew, blade and bottle opener.	LO4 AS3	(1)
1.2.2	D ✓	Transferring food from a serving dish to a plate on a side table or trolley in the presence of guests.	LO4 AS4	(1)
1.2.3	J ✓	Used for carving joints, poultry or game.	LO4 AS3	(1)
1.2.4	A ✓	Small containers used for keeping pepper, salt, vinegar and oils.	LO4 AS3	(1)
1.2.5	H ✓	Serving spoon and fork, but may consist of knives especially fish knives used during silver service.	LO4 AS3	(1)
1.2.6	B ✓	The process of brushing the crumbs using the folded serviette.	LO4 AS4	(1)
1.2.7	C ✓	The preparation done by the restaurant personnel before and after the function.	LO4 AS3	(1)
1.2.8	K ✓	The type of wine that has extra alcohol added to it.	LO4 AS2	(1)
1.2.9	I ✓	Used to keep plates, serving dishes and food warm.	LO4 AS3	(1)
1.2.10	E ✓	The year in which wine especially wine of high quality was produced.	LO4 AS2	(1)

1.3 ONE WORD ITEMS

1.3.1	Halaal ✓	LO3 AS4	(1)
1.3.2	Bin card ✓	LO3 AS2	(1)
1.3.3	Banquet ✓	LO3 AS4	(1)
1.3.4	Champagne ✓	LO4 AS2	(1)
1.3.5	Promotion ✓	LO1 AS1	(1)
1.3.6	Entrepreneur ✓	LO1 AS3	(1)
1.3.7	Garnish ✓	LO3 AS6	(1)
1.3.8	Tourniquet ✓	LO2 AS3	(1)
1.3.9	Stuffing ✓	LO3 AS5	(1)
1.3.10	Gelatine ✓	LO3 AS5	(1)

1.4 MISSING WORDS OR TERMS

1.4.1	Pax ✓	LO4 AS4	(1)
1.4.2	Issued ✓	LO3 AS2	(1)
1.4.3	Water ✓	LO3 AS4	(1)
1.4.4	Waiter's cloth/service cloth ✓	LO4 AS4	(1)
1.4.5	Cork ✓	LO4 AS2	(1)

TOTAL SECTION A: 40

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

- 2.1 2.1.1
 - Logo is used ✓
 - There is use of pictures to give the visual image of the product. ✓
 - Use of art elements, colour and texture with care to draw immediate attention of the customers. ✓
 - Art principles such as balance, proportion are used in such a way that the poster is pleasing to the eye. ✓
 - It tells the potential customers about special features of the product. ✓
 - The poster is not cluttered with too much information. ✓
 - Use of the word SAVE can catch the potential customers ✓
 - Easily readable font size and letter type used ✓

(Any relevant answer) (Any 5) LO1 AS1 (5)
- 2.1.2
 - Catering ✓
 - Cleaning ✓
 - Floristry ✓
 - Laundry ✓
 - Bookkeeping ✓
 - Payroll administration ✓
 - Security ✓

(Any 4) LO1 AS3 (4)
- 2.1.3
 - By stimulating growth in the local economy ✓
 - An increase in demand for the product will create jobs for the local people ✓
 - The community's esteem and standard of living may improve ✓

(Any 2) LO1 AS1 (2)
- 2.2
 - Cash flow analysis ✓
 - Income statement ✓
 - Profit and loss account ✓
 - Balance sheet ✓
 - Break-even analysis ✓
 - Budget

(Any 5) LO1 AS3 (5)
- 2.3
 - Exercising courtesy under all circumstances. ✓
 - Being punctual. ✓
 - Keeping confidential matters to yourself. ✓
 - Being fair in all situations and keeping your personal opinion to yourself. ✓
 - Doing your full share of work and not leaving it for others ✓
 - Being alert at all times ✓
 - Listening to others. ✓
 - Apologising sincerely for errors and misunderstandings ✓
 - Being cooperative. ✓

- Being honest ✓
- Communicating clearly to avoid misunderstanding ✓
- Avoiding conflicts of interests ✓
- Being tolerant ✓
- Being reliable and dependable ✓
- Always exercise self-control ✓
- Ask for help when needed ✓
- Share successes and failures ✓
- Working towards the same objective ✓
- Being objective ✓

(Any relevant answer) (Any 6)

LO2 AS1 (6)

2.4 2.4.1 Gastro-enteritis ✓

Reason: Gastro-enteritis was caused by the drinking of water which was infected with bacteria. ✓

LO2 AS2 (2)

- 2.4.2
- Diarrhoea ✓
 - Vomiting ✓
 - Headache ✓
 - Fever ✓
 - Dehydration ✓
 - Abdominal pains ✓
- (Any 4)

LO2 AS2 (4)

- 2.4.3
- Always wash your hands after visiting toilet, handling refuse and handling your body, hair, nose, etc. ✓
 - Wash your hands before handling food ✓
 - Keep rubbish in a closed dustbin to keep it away from flies ✓
 - Cover food to prevent flies settling on it ✓
 - Eliminate insects and rodents from the kitchen ✓
 - Do not allow waste to accumulate ✓
 - Food should be thoroughly cooked especially chicken, fish and eggs. ✓
 - Food handlers should not go to work if they have diarrhoea ✓
- (Any relevant answer) (Any 4)

LO2 AS2 (4)

- 2.5
- Cool the burned area with cool running water ✓
 - Do not use ice or ice water ✓
 - Cover the burned area with a sterile dressing ✓
 - Do not use household ointments such as butter and oil ✓
 - Keep the area lifted above the heart level if possible ✓
 - Treat for shock ✓
 - Do not give the patient anything to eat or drink ✓
- (Any 4) LO2 AS3 (4)
- 2.6
- Itching and skin rashes ✓
 - Swelling of the face, tongue and lips ✓
 - Bluish tinge around the mouth ✓
 - Continuous coughing and difficulty in breathing ✓
 - Tightness in the chest and chest pains ✓
 - Fast and weak pulse ✓
 - Dizziness and fainting ✓
- (Any 4) LO2 AS3 (4)
- TOTAL SECTION B: 40**

SECTION C: FOOD PRODUCTION

QUESTION 3

- 3.1 3.1.1
- Dish sales can be recorded and dish analysis can be done ✓
 - The menu and ingredient costs as well as production costs and projected selling price can be calculated ✓
 - Developing and changing recipes is simplified ✓
 - Recipe and ingredients can be listed ✓
 - Order list can be compiled easily and accurately ✓
 - Metric conversions can be done automatically ✓
 - Serving sizes can be controlled ✓
 - Nutritional values can be determined ✓
- (Any 5) LO3 AS1 (5)
- 3.1.2
- Internet purchases should be made by credit cards ✓
 - Make sure you use a secure connection that begins with “https” ✓
 - Do business with a reputable organisation ✓
 - Use a recommended website or one you are familiar with ✓
 - Do not click on any hyperlink contained within a “spam” e-mail ✓
 - Make sure that you are on the website you think you are on ✓
 - Always use a secure web browser ✓
 - Set your web browser to the highest level of security notification and monitoring ✓
 - Use the most recent version of your web browser ✓
 - Look out for the closed padlock icon at the bottom of the screen ✓

- Read the terms and conditions on the supplier's website to find out what protection is offered if problems should arise ✓
 - You can make use of a computer privacy filter that limits the reading radius of your screen to front view ✓
- (Any 4) LO3 AS1 (4)

3.2	3.2.1	Dark chocolate	- $\frac{120g}{250g} \times R24,50$ ✓		
			= R11,76 ✓		
		Coffee	- $\frac{20g}{100g} \times R12,99$ ✓		
			= R2,60 ✓		
		Eggs	- $\frac{4}{12} \times R14,45$ ✓		
			= R4,82 ✓		
		Cream	- $\frac{125 ml}{250 ml} \times R11,99$ ✓		
			= R6,00 ✓		
		Gelatine	- $\frac{5g}{50g} \times R9,00$ ✓		
			= R0,90 ✓		
		Castor sugar	- $\frac{60g}{1500g} \times R18,00$ ✓		
			= R0,72 ✓		
		Total ingredients cost	= R26,80 ✓✓	LO3 AS3	(14)
	3.2.2	Profit	$R26,80 \times \frac{35}{100}$ ✓		
			= R9,38 (35% profit) ✓	LO3 AS3	(2)
3.3	3.3.1	Cocktail function ✓		LO3 AS4	(1)
	3.3.2	<ul style="list-style-type: none"> • Large number of people can be accommodated in a relatively small space ✓ • Minimal cutlery and crockery required ✓ • Guest can move around and mix easily ✓ • The party only last for few hours ✓ • It is cheaper ✓ 			
		(Any 4)		LO3 AS4	(4)

- 3.3.3 Suitable, ✓ because 7 – 10 snacks should be served if no dinner is to be served ✓ LO3 AS4 (2)
- 3.3.4 Bacon wrapped dates, ✓ because Muslims do not consume pork ✓ LO3 AS4 (2)
- 3.4
- Lower the salt intake ✓
 - Choose diet that is low in saturated fats ✓
 - The diet must contain adequate potassium ✓
 - Follow a balanced diet and maintain a healthy body weight ✓
- (Any 3) LO3 AS4 (3)
- 3.5
- 3.5.1 Lacto vegetarians are vegetarians who do not eat eggs, fish, and meat but consume milk and dairy products ✓ LO3 AS5 (1)
- 3.5.2 Vegans are strict vegetarians who will not consume any food made directly or indirectly from animal products, they only eat vegetables ✓ LO3 AS5 (1)
- 3.5.3 Pesco-vegetarians are those who eat fish and plants but do not consume meat or poultry, they may or may not eat dairy and eggs ✓ LO3 AS5 (1)
- [40]**

QUESTION 4

- 4.1
- 4.1.1 Puff pastry ✓ LO3 AS5 (1)
- 4.1.2
- Mille feuilles ✓
 - Milk tart ✓
 - Jam tarts ✓
 - Palmiers ✓
 - Boucheés ✓
 - Beef Wellington ✓
 - Cream horns ✓
 - Fleurons ✓
 - Vol-au-Vents ✓
 - Custard slices ✓
 - Pies ✓
- (Any 2) LO3 AS5 (2)
- 4.1.3
- Light golden brown colour ✓
 - Texture should be flaky ✓
 - Should have fresh buttery taste / Rich but delicate taste ✓
 - Should be baked through and not oily ✓
 - The surface should be a bit uneven ✓
 - Should have a good volume ✓
- (Any 3) LO3 AS5 (3)
- 4.2
- 4.2.1
- 1 – Neck ✓
 - 2 – Thick rib ✓
 - 6 – Loin ✓
 - 8 – Flank ✓
- (4)

4.2.2	<ul style="list-style-type: none"> • Neck – Pot roasting, stewing ✓ • Thick rib – Grilling, Braising, Oven roasting, Stewing ✓ • Loin – Oven roasting, Grilling, Frying, Stewing, Braising ✓ • Flank – Stewing, casserole cooking ✓ (Any ONE method)	LO3 AS5	(4)
4.2.3	<ul style="list-style-type: none"> • Thickness of the cut ✓ • Quantity of bone ✓ • Mature cuts cook more rapidly ✓ • Availability of fat ✓ (Any 3)	LO3 AS5	(3)
4.3	4.3.1 Charlotte Russe is a classic bavarois set in a charlotte mould lined with sponge finger biscuits, whereas Charlotte Royale is a classic bavarois set in a charlotte mould lined with slices of Swiss roll ✓✓	LO3 AS5	(2)
4.3.2	<ul style="list-style-type: none"> • Hydration and swelling ✓ – the gelatine powder is soaked in cold water for two minutes so that it can absorb some liquid and . swell ✓ • Dispersion ✓ – The soaked gelatine is added to hot liquid or dissolved over boiling water or melted in a micro wave oven for a few seconds ✓ • Setting ✓ – The gelatine mixture is allowed to set or form a jelly ✓ 	LO3 AS5	(6)
4.3.3	(a) Raw pineapple contains a proteolytic enzyme bromelin ✓ that breaks down the protein in gelatine ✓ thus making the gelatine dish not to set. ✓	LO3 AS5	(3)
	(b) Too much sugar will retard the setting period and will weaken the jelly ✓✓	LO3 AS5	(2)
	(c) Milk will produce a firmer gel due to the proteins and mineral salts present. ✓✓	LO3 AS5	(2)
4.4	4.4.1 <ul style="list-style-type: none"> • It is more convenient to use TVP ✓ • It is cheaper than animal protein ✓ • It is a substitute for animal protein ✓ • It helps stretch meat in different dishes ✓ • It is low in kilojoules as it does not contain fat or cholesterol ✓ • It is easy to store as it can be bought dried ✓ • It may help to decrease the risk of cardiovascular problems ✓ • People who are lactose intolerance can use soya milk ✓ (Any 5)	LO3 AS5	(5)
4.4.2	<ul style="list-style-type: none"> • Store dried beans in an airtight container in a dry place ✓ • Do not store dried beans in the refrigerator ✓ • Cooked beans can be refrigerated for up to a week ✓ • When frozen beans can be stored for up to six months. ✓ (Any 3)	LO3 AS5	(3)
TOTAL SECTION C:			[40]
			80

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

- | | | | | | |
|-----|-------|--|---------|---------|-----|
| 5.1 | 5.1.1 | <ul style="list-style-type: none"> • Vintages and labels on wine ✓ • Proof on spirits ✓ • Date codes on beer ✓ • Leakage from kegs ✓ • Unit sizes ✓ • Brands ✓ • Broken bottles, spillages and leaks ✓ • Broken seals ✓ • Number of bottles in cases, even in sealed cases ✓ | (Any 5) | LO4 AS1 | (5) |
| | 5.1.2 | <ul style="list-style-type: none"> • At the end of each service, dirty linen should be recorded and sent to the housekeeping department in exchange for clean linen ✓ • Because of the high cost of laundering linen, a slip cloth may be placed over the table cloth and be replaced after each service ✓ • Linen must be clean and have no food stains or wax stains from candles ✓ • Linen must not be burnt, shabby or worn-out ✓ • All repairs should be done immediately e.g. hems. ✓ | (Any 3) | LO4 AS1 | (3) |
| 5.2 | 5.2.1 | Sweet white wine ✓ | | | (1) |
| | 5.2.2 | Port ✓ | | | (1) |
| | 5.2.3 | Red wine ✓ | | | (1) |
| | 5.2.4 | Brandy and Liqueurs ✓ | | | (1) |

- 5.3 5.3.1
- Ask the host if he would like to taste the wine ✓
 - Pour from the righthand side of the guest ✓
 - Pour a small amount into the host's glass for taste ✓
 - When pouring wine, the label should face the guests ✓
 - The bottle must never touch the glass ✓
 - After the host has approved the wine, fill the glasses of the other guests, ladies first then men and lastly the host ✓
 - Fill each glass two thirds full for white wine and half full for red wine ✓
 - When finishing the pouring, twist and lift the bottle to prevent drips from falling onto the cloth ✓
 - Place the white wine bottle in the ice bucket with the cloth over. If red, place on the table or on the side board ✓
 - Ensure that you have enough wine for all the guests ✓
 - If a new bottle is required, replace the glasses with clean ones and repeat the tasting procedure ✓
- (Any 3) LO4 AS2 (3)
- 5.3.2
- Dampness in storage spaces can be a breeding ground for mould and mildew ✓
 - Damp boxes can disintegrate which can result in breakages ✓
 - Damp storage spaces can soften and tear etiquettes which will result in less attractive bottles ✓
- LO4 AS2 (3)
- 5.3.3
- Wine
 - Sparkling wine: 7 °C
 - White wine and Rose: 7 – 12 °C
 - Red wine: 15 – 20 °C
 - Bear: 12 °C – 15 °C (Lager 4 °C – 5 °C)
- (2)
- 5.4 5.4.1 Formal function ✓ (1)
- 5.4.2
- Prepare the waiter's station and make sure that it has all the necessary equipment.
 - Ensure that salt and pepper pots are filled ✓
 - Switch on the electric equipment ✓
 - Clean and polish the cutlery using clean dry cloth ✓
 - Clean the crockery and make sure that it is not chipped or cracked ✓
 - Clean and shine the glasses ✓
 - Prepare table accompaniments like flowers, table numbers, toothpicks, menus, etc. ✓
 - Check that all the service equipment are in working order ✓
 - Ensure that the correct number of tables with the right number of covers have been prepared according to the reservations ✓
- (Any relevant answer) Any 6 LO4 AS3 (6)

- 5.4.3
- The bill should be presented as soon as the guests request for it ✓
 - Present it to the host ✓
 - Present it from the right /lefthand side of the guest ✓
 - Fold the bill and place it in a billfold on a small plate ✓
 - If you do not know who the host is, place the bill in the centre of the table ✓
 - Do not hover around waiting for the guests to pay. ✓

(Any 4)

LO4 AS4 (4)

- 5.5
- Wear the uniform with pride and dignity ✓
 - Keep it clean and in good repair – no missing buttons, rips or frayed cuffs ✓
 - Wear comfortable shoes that enhance your appearance ✓
 - Avoid excessive jewellery ✓
 - Do not wear overpowering perfume or aftershave ✓
 - Males should be well shaven ✓
 - Follow the care instructions on clothing labels to maintain the fabric's best look ✓

(Any 5)

LO4 AS4 (5)

- 5.6
- The table decorations should have the ethnic colouring ✓
 - Use ostrich eggs, ethnic pots, calabashes, and traditional spears for decorations ✓
 - Table cloths and serviettes should have African print ✓
 - Menus should also have African print ✓
 - Use calabashes, ethnical designed clay pots for serving food ✓
 - Use basket ware, local pottery, wooden serving platters or bowls for serving food ✓

(Any relevant answer) (Any 4)

LO4 AS3 (4)

TOTAL SECTION D: 40
GRAND TOTAL: 200