



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2016

**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists of 13 pages.

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

- | | | |
|--------|-----|-------------|
| 1.1.1 | B ✓ | (1) |
| 1.1.2 | B ✓ | (1) |
| 1.1.3 | A ✓ | (1) |
| 1.1.4 | A ✓ | (1) |
| 1.1.5 | C ✓ | (1) |
| 1.1.6 | D ✓ | (1) |
| 1.1.7 | A ✓ | (1) |
| 1.1.8 | C ✓ | (1) |
| 1.1.9 | B ✓ | (1) |
| 1.1.10 | A ✓ | (1) |
| | | [10] |

1.2 MATCHING ITEMS

- | | | |
|-------|-----|------------|
| 1.2.1 | D ✓ | (1) |
| 1.2.2 | C ✓ | (1) |
| 1.2.3 | G ✓ | (1) |
| 1.2.4 | F ✓ | (1) |
| 1.2.5 | B ✓ | (1) |
| | | [5] |

1.3 MATCHING ITEMS

- | | | |
|-------|-----|------------|
| 1.3.1 | C ✓ | (1) |
| 1.3.2 | G ✓ | (1) |
| 1.3.3 | A ✓ | (1) |
| 1.3.4 | B ✓ | (1) |
| 1.3.5 | D ✓ | (1) |
| | | [5] |

1.4 ONE-WORD ITEMS

1.4.1	Gross profit ✓	(1)
1.4.2	Meals on wheels ✓	(1)
1.4.3	Professionalism ✓	(1)
1.4.4	Cholesterol ✓	(1)
1.4.5	Crudités ✓	(1)
1.4.6	Fortified ✓	(1)
1.4.7	Hydration ✓	(1)
1.4.8	Apple sauce ✓	(1)
1.4.9	Phyllo pastry ✓	(1)
1.4.10	Pasteurisation ✓	(1)
		[10]

1.5 CHOICE ITEMS

A ✓		
B ✓		
E ✓		
G ✓		
H ✓		
I ✓	(Any order) (6 x 1)	(6)

1.6 CHOOSE FROM THE LIST

1.6.1	Glaze ✓	(1)
1.6.2	Nuts ✓	(1)
1.6.3	Preservation ✓	(1)
1.6.4	Ripening ✓	(1)
		[4]

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Tuberculosis ✓ (1)
- 2.1.2 • Constant cough ✓
 • Fever ✓
 • Chills ✓
 • Night sweats ✓
 • Chest pains ✓
 • Loss of appetite ✓
 • Constant tiredness ✓
 • Shortness of breath / dyspnoea ✓ (Any 3 x 1) (3)
- 2.1.3 Tuberculosis will:
- Cause work flow disruption when infected people becomes sick. ✓
 - Reduce production due to absenteeism by employees when they get sick. ✓
 - Increase direct costs related to care and treatment of employees. ✓
 - Increase indirect costs such as replacement and retraining of workers who fall ill or die. ✓
 - Inhibit economic growth as there will be less money available to invest in productive activities. ✓ (Any 3 x 1) (3)
- 2.2 2.2.1 To display proper work ethics:
- Be productive. ✓
 - Be punctual. ✓
 - Be honest. ✓
 - Be reliable. ✓
 - Be patient/tolerant. ✓
 - Keep confidential matters to yourself. ✓
 - Work well with others and respect them. ✓
 - Get to know yourself and others. ✓
 - Be creative. ✓ (Any 3 x 1) (3)
- 2.2.2 • Positive attitude will make you work quickly, efficiently, neatly and safely. ✓
 • When you have appositive attitude, you will have pride in your work and enjoy it as well. ✓
 • Customers will experience and feel positivity. ✓
 • It contributes to a pleasant atmosphere. ✓ (Any 3 x 1) (3)

- 2.2.3
- They are a good source of information. ✓
 - They save time and costs. ✓
 - Managers have better control over their establishment. ✓
 - They enable the establishment to provide better service to customers. ✓
 - It is easier to reorganise information as one can cut and paste to make the necessary changes. ✓
 - The World Wide Web (www) is a huge source of information. ✓
 - The (www) is used for marketing hotels and restaurants to the public. ✓
- (Any 4 x 1) (4)

- 2.3
- Description of the goods. ✓
 - The price per unit. ✓
 - The quantity that was received and issued as well as the new balance on the stock. ✓
 - Cash column. ✓
- (Any 3 x 1) (3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING – FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 Puff pastry ✓ (1)
- 3.1.2
- Lightest of all pastries. ✓
 - Have light, flaky layers. ✓
 - Light golden brown colour. ✓
 - The surface is a bit uneven. ✓
 - Has a rich delicate taste. ✓
- (Any 3 x 1) (3)
- 3.1.3
- To keep the crust from blistering. ✓
 - To ensure that pastry cases cook thoroughly. ✓
 - To help the crust to become crisp. ✓
 - When the filling to be used is already cooked. ✓
- (Any 3 x 1) (3)
- 3.1.4
- Cream horns ✓
 - Sausage rolls ✓
 - Boucheés ✓
 - Palmiers ✓
 - Vol-au-vents ✓
 - Mille feuilles ✓
 - Beef Wellington ✓
 - Jam tartlets ✓
- (Any relevant answer) (Any 2 x 1) (2)
- 3.2 3.2.1 Cream puffs ✓ (1)
- 3.2.2 Steam ✓ (1)
- 3.2.3
- Crisp ✓
 - Hollow and dry inside ✓
 - Light in weight ✓
 - Light brown in colour ✓
- (Any 3 x 1) (3)
- 3.2.4 Unfilled choux pastry products can be stored:
- In an airtight container ✓
 - In a dry place ✓
 - At room temperatures for three days ✓
 - Can be frozen for three months ✓
- (Any 3 x 1) (3)
- 3.2.5
- (i) To prevent evaporation that will result in too little steam. ✓ (1)
 - (ii) To develop steam and formation of cavities. ✓ (1)
 - (iii) To ensure that the pastry dries out completely and to prevent burning. ✓ (1)

- 3.3 3.3.1 1 – Neck ✓
3 – Rib ✓
5 – Chump ✓
7 – Flank ✓ (4 x 1) (4)
- 3.3.2 1 – Potroasting, ✓ / stewing. ✓
3 – Grilling, ✓ / oven roasting. ✓
5 – Oven roasting, ✓ / grilling, ✓ / pot roasting. ✓
7 – Stewing ✓ (4 x 1) (4)
- 3.3.3 3 – Rib ✓ (1)
- 3.4 • Meat should never be immersed in water or washed. ✓
• Meat must not be salted because salt extract meat juices. ✓
• Meat should be thawed correctly in the refrigerator. ✓
• Meat must not be cooked in excessive high or low temperatures for too long. ✓ (Any 3 x 1) (3)
- 3.5 3.5.1 • Protein ✓
• Vitamin B ✓
• Fat ✓
• Magnesium ✓
• Phosphorus ✓
• Potassium ✓ (Any 1 x 1) (1)
- 3.5.2 Lacto-ovo vegetarian ✓ (1)
- 3.5.3 • Some people do not like the taste of meat. ✓
• Moral grounds based on objection to the killing of animals. ✓
• Religious beliefs may prohibit the eating of meat. ✓
• Meat is more expensive than plant product. ✓
• Meat industry is said to have a negative impact on the environment. ✓ (Any 3 x 1) (3)
- 3.5.4 • Dried sugar beans should be sorted to remove foreign particles and bad or broken beans. ✓
• They should be washed to remove dirt and impurities. ✓
• They should be soaked overnight to hydrate, soften and shorten the cooking time. ✓
• Soaking liquid should be discarded and beans be rinsed before cooking. ✓ (Any 3 x 1) (3)

[40]

QUESTION 4

4.1 4.1.1 Drying ✓ (1)

4.1.2 **Positive**

- The label contains the name of the product. ✓
- The brand name of the product. ✓
- Contents of the product. ✓
- Image of the product. ✓
- Net weight of the product in grams.

Negatives

- Name and address of the manufacture not available. ✓
- Sell-by date/use by date and/or expiry date not available. ✓
- Nutritional information not available. ✓
- Ingredient list not available. ✓
- Country of origin not available. ✓ (Any 4 x 1) (4)

- 4.1.3
- The growth of micro-organisms is retarded due to a lack of moisture. ✓
 - The shelf life of food is improved. ✓
 - Drying makes food to be lighter to transport. ✓
 - The food products are available for all year round. ✓
 - They are easy to store as they do not require refrigeration or freezing. ✓
 - It can save time and labour as preparation such as peeling, slicing etc. has already been done. ✓
(Any relevant answer) (Any 3 x 1) (3)

4.2 4.2.1 Cocktail function ✓ (1)

- 4.2.2
- Hors d'oeuvres should be bite sized. ✓
 - 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 recognised. ✓
 - Food should be properly prepared and made of high quality ingredients. ✓
 - Personal and kitchen hygiene essential. ✓ (Any 4 x 1) (4)

4.2.3 Not suitable. ✓ Orthodox Jews do not consume pork ✓ and there are grilled pork bangers ✓ and chicken livers rolled in bacon that contain pork. ✓ (3)

- 4.2.4
- Stuffed eggs ✓
 - Crumbed mushrooms ✓
 - Fish fingers ✓
 - Avocado Ritz ✓ (Any 2 x 1) (2)

- 4.3 4.3.1 Cold dessert ✓ (1)
- 4.3.2
- Rinse the mould with cold water in which a drop of oil is added. ✓
 - Slightly spray it with non-stick spray. ✓
 - Lightly grease it with oil. ✓ (3)
- 4.3.3
- Fresh fruit e.g. pineapple pieces. ✓
 - Edible flowers such as rose petals, citrus blossoms, violet tea, etc. ✓
 - Fresh herbs e.g. mint. ✓
 - Caramel shapes ✓ (Any 2 x 1) (2)
- 4.3.4
- (i) Too much sugar will weaken the gel ✓ and retard the setting process. ✓ (1)
 - (ii) Too much acid will weaken the gel ✓ and retard the setting process. ✓ (1)
 - (iii) Raw pineapple will prevent the gel formation. ✓ (1)
 - (iv) Milk will produce a firmer gel. ✓ (1)

4.4	<p style="text-align: center;">SHEBERT</p> <ul style="list-style-type: none"> • Is frozen desert made of fruit juice and sugar with dairy products and/or egg. ✓ • Not granular. ✓ (1) 	<p style="text-align: center;">GRANITA</p> <ul style="list-style-type: none"> • It does not contain any fat, milk products or egg yolk. ✓ • It is more crunchy and granular as it contains crushed ice crystals. ✓ (1) 	(2)
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- 4.5 4.5.1 Selling price = Food cost + Overhead costs + Labour costs + Profit ✓

$$\text{OR} = R5\,450 + R750 + R1\,500 \checkmark$$

$$= R7\,700 \checkmark \times \frac{40}{100} \checkmark$$

$$= R3\,465 \checkmark$$

$$\text{SP} = R7\,700 + R3\,465 \checkmark$$

$$= R11\,165 \checkmark \quad (5)$$

4.5.2 Net Profit = Selling price – Total costs ✓

$$= R11\,165 \checkmark - R7\,700 \checkmark$$

$$= R3\,465 \checkmark \quad (3)$$

4.5.3 Food cost per person = Food costs ÷ number of people ✓

$$= R5\,450 \div 40 \checkmark$$

$$= R136,25 \checkmark \quad (2)$$

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE**QUESTION 5**

5.1 5.1.1 • Visual marketing tool ✓ (1)

- 5.1.2
- The tool is not cluttered with too much information. ✓
 - It tells the potential customers about the special features of the product e.g. 100% beef. ✓
 - It has got a slogan, "Best in town". ✓
 - It has got a price. ✓
 - The layout has simple and understandable words and phrases. ✓
 - There are no language errors. ✓
 - The picture is used to give a visual image of the product. ✓
 - The font and letter type used is easily readable. ✓
 - Scale and proportions are used in a way that is pleasing to the eye. ✓
- (Any 5 x 1) (5)

- 5.1.3
- Competitions. ✓
 - Give-aways. ✓
 - "Buy one get one free" offers. ✓
 - Specials on certain days. ✓
- (Any 3 x 1) (3)

- 5.1.4
- Packaging should be strong, hygienic and clean. ✓
 - It should be suitable for the contents. ✓
 - It should be easy to handle. ✓
 - Information on packaging should be clear. ✓
 - The size of the container should not mislead the customer as to size of the actual contents. ✓
 - If possible, packaging should be recyclable or reusable. ✓
- (Any 4 x 1) (4)

5.2 5.2.1 Picture B – revenue generating area ✓
Picture A – non-revenue generating area ✓ (2)

5.2.2	Revenue generating areas	Non-revenue generating areas
	<ul style="list-style-type: none"> • Areas that earn income/interest for the establishment. ✓ • Areas where people pay for products or services. ✓ 	<ul style="list-style-type: none"> • Areas that do not generate revenue or income. ✓ • Guests do not pay directly for the services. ✓

- 5.2.3
- It creates job opportunities. ✓
 - Economic growth is stimulated and local income will increase. ✓
 - It will contribute to the development and improvement of the infrastructure. ✓
 - Tourists will bring valuable currency. ✓
 - The esteem and standard of living of the community improves. ✓
- (Any 3 x 1) (3)

- | | | | | | |
|-----|---|--------------------|---|-------------|-----|
| 5.3 | 5.3.1 | Financial manager: | <ul style="list-style-type: none"> - Oversees all financial procedures of the establishment. ✓ - Signs contracts with reliable service procedures. ✓ | (Any 1 x 1) | (1) |
| | 5.3.2 | Marketing manager: | <ul style="list-style-type: none"> - Organises all marketing activities such as promotions or special events. | | (1) |
| | 5.3.3 | Parking attendant: | <ul style="list-style-type: none"> - Oversees security outside the building. ✓ - Controls access of vehicles to the premises. ✓ - Assist guests in parking. ✓ - Look after vehicles parked in the hotel area. ✓ | (Any 1 x 1) | (1) |
| | 5.3.4 | Bellboy: | <ul style="list-style-type: none"> - Welcomes guests at their vehicles. ✓ - Offloads luggage. ✓ - Moves luggage to guest rooms after they have checked in. ✓ - Controls moving of assets. ✓ | (Any 1 x 1) | (1) |
| 5.4 | <ul style="list-style-type: none"> • Product ✓ – is what is being sold by a business. ✓ • People ✓ – the target market / people who are most likely to buy the product. ✓ • Price ✓ – what the customer is willing to pay for a product. ✓ • Place ✓ – where the product will be sold. ✓ • Promotion ✓ – making the product known to people/ advertising the product. ✓ • Packaging ✓ – all aspects that make up the identity of the product. ✓ | | | | |
| | | | | (Any 2 x 1) | (2) |
- [30]

QUESTION 6

- | | | | | |
|-----|-------|---|-------------|-----|
| 6.1 | 6.1.1 | <ul style="list-style-type: none"> • Alcohol content – 13,1% • Bottle volume – 750 ml ✓ • Vintage – 2007 ✓ • Producer – Ella ✓ • Origin – North Carolina ✓ • Descriptive information – Red table wine ✓ | (Any 4 x 1) | (4) |
| | 6.1.2 | Red meat ✓ OR Game meat ✓
Red wine go well with red meat. ✓ | (2 x 1) | (2) |
| | 6.1.3 | 15–20 °C ✓ OR 18 °C (European room temperature) ✓ | | (2) |

- 6.1.4
- A person who has in the preceding 10 years, been sentenced to imprisonment, for any offence without option of a fine. ✓
 - A person who is unrehabilitated insolvent. ✓
 - A person who is a minor on the date of consideration of the application. ✓
 - The husband and wife of the above-mentioned persons. ✓
- (Any 2 x 1) (2)
- 6.2 6.2.1
- Use a cocktail shaker and pour the mixture on top of the ice. ✓
 - Shake for about 10 seconds. ✓
 - Strain and pour in a cocktail glass. ✓
- (Any 2 x 1) (2)
- 6.2.2
- Cocktails should be stirred, shaken, blended or built. ✓
 - Cocktails should be stirred, shaken, blended or built. ✓
 - If a cocktail contains cream, fruit juice or eggs, it should be shaken. ✓
 - Place the ice in the glass or mixer, followed by the non-alcoholic drink and then alcohol. ✓
 - Use a tot to measure. ✓
 - Measure accurately. ✓
 - Do not overfill the glasses. ✓
- (Any 4 x 1) (4)
- 6.2.3
- Conduct a stock take of consumables. ✓
 - Clear the bar top and pack away. ✓
 - Wash and polish used glasses. ✓
 - Remove all empty bottles. ✓
 - Empty the liqueur trolley and return stock to the bar. ✓
 - Restock the bar from the cellar. ✓
- (Any 3 x 1) (3)
- 6.2.4
- Use the necessary fire extinguishing equipment. ✓
 - If the fire is serious, call the fire brigade. ✓
 - Help guests to evacuate and evacuate the building immediately. ✓
 - A fire alarm should be rung. ✓
 - Staff should stay calm and keep guests calm. ✓
- (Any 3 x 1) (3)
- 6.3
- The colour of the flowers should blend with the colour scheme. ✓
 - Flower arrangements should not hamper the vision of the guests. ✓
 - Flowers should not have an overpowering fragrance. ✓
 - Flower arrangements should blend with the rest of the décor. ✓
- (Any 3 x 1) (3)

- 6.4
- Clear all used items and utensils, such as coffee cups, flowers and glassware which should be removed on a drinks tray. ✓
 - Clear all tables of unused cutlery, crockery and cruet sets. ✓
 - Remove linen from the table. ✓
 - Switch off all electrical equipment. ✓
 - Wipe the counters and tables. ✓
 - Switch hot beverages machines off and clean them. ✓
 - Clean and store crockery, cutlery, glassware and equipment in their correct place and manner. ✓
 - Prepare the area and work stations for the next service. ✓
- (Any other relevant answer.) (Any 4 x 1) (4)
- 6.5 6.5.1 Chafing dish ✓ (1)
- 6.5.2
- To keep food warm during serving. ✓
 - Serving warm food on a buffet table. ✓
- (1)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200