**HOSP**

|  |
| --- |
| **MEMORANDUM** |

# ISEBE LEMFUNDO LEMPUMA KOLONI

EASTERN CAPE EDUCATION DEPARTMENT

OOS-KAAP ONDERWYSDEPARTEMENT

IIMVIWO ZEBANGA LOKUGQIBELA

NATIONAL SENIOR CERTIFICATE EXAMINATIONS

NASIONALE SENIOR SERTIFIKAAT-EKSAMEN

**SEPTEMBER 2009**

|  |
| --- |
| **HOSPITALITY STUDIES** |

|  |
| --- |
| This memorandum consists of 11 pages. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SECTION A** | | | |  |
|  | |  | |  |
| **QUESTION 1** | | | |  |
|  | |  | |  |
| **MULTIPLE-CHOICE QUESTIONS** | | | |  |
|  |  | | |  |
| 1.1 | 1.1.1 | | D |  |
|  | 1.1.2 | | B |  |
|  | 1.1.3 | | A |  |
|  | 1.1.4 | | C |  |
|  | 1.1.5 | | A |  |
|  | 1.1.6 | | B |  |
|  | 1.1.7 | | A |  |
|  | 1.1.8 | | C |  |
|  | 1.1.9 | | B |  |
|  | 1.1.10 | | C | (10) |
|  |  | |  |  |
| 1.2 | **MATCHING ITEMS** LO4 AS3 | | |  |
|  |  | | |  |
|  | 1.2.1 | | C |  |
|  | 1.2.2 | | E |  |
|  | 1.2.3 | | D |  |
|  | 1.2.4 | | A |  |
|  | 1.2.5 | | B | (5) |
|  |  | |  |  |
| 1.3 | **MATCHING ITEMS** | | |  |
|  |  | |  |  |
|  | 1.3.1 | | C |  |
|  | 1.3.2 | | D |  |
|  | 1.3.3 | | F |  |
|  | 1.3.4 | | B |  |
|  | 1.3.5 | | E |  |
|  |  | |  | (5) |
| 1.4 | **ONE-WORD ITEMS** | | |  |
|  |  | |  |  |
|  | 1.4.1 | | Advertising |  |
|  | 1.4.2 | | Vendors |  |
|  | 1.4.3 | | Franchise |  |
|  | 1.4.4 | | Diabetes |  |
|  | 1.4.5 | | Nuts |  |
|  | 1.4.6 | | Flatware |  |
|  | 1.4.7 | | Requisition |  |
|  | 1.4.8 | | Napkin/serviette |  |
|  | 1.4.9 | | Aperitif |  |
|  | 1.4.10 | | Bain-marie | (10) |
|  |  | |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1.5 | **MISSING WORD(S)** | | | |  |
|  |  | |  | |  |
|  | 1.5.1 | | 30 | |  |
|  | 1.5.2 | | Tenths | |  |
|  | 1.5.3 | | Banquet | |  |
|  | 1.5.4 | | Sorbet | |  |
|  | 1.5.5 | | Maitre d’hotel | |  |
|  | 1.5.6 | | Wine | |  |
|  | 1.5.7 | | Croquembouche | |  |
|  | 1.5.8 | | 10 – 15 °C | |  |
|  | 1.5.9 | | Computerized | |  |
|  | 1.5.10 | | Cholesterol | | (10) |
|  |  | | | |  |
| **SECTION B:** | | | | **HOSPITALITY CONCEPTS AND HEALTH AND SAFETY** | |
|  | | | |  | |
| **QUESTION 2** | | | | |  |
|  |  | | | |  |
| 2.1 | 2.1.1 | Human Immunodeficiency Virus | | | (1) |
|  |  |  | | |  |
|  | 2.1.2 | * Rapid weight loss | | |  |
|  |  | * Dry cough | | |  |
|  |  | * Recurring fever | | |  |
|  |  | * Night sweats | | |  |
|  |  | * Fatigue | | |  |
|  |  | * Swollen lymph glands in the armpits, groin or neck | | |  |
|  |  | * Diarrhoea that lasts for more than a week | | |  |
|  |  | * White spots or unusual blemishes on the tongue, in the   mouth or in the throat | | |  |
|  |  | * Pneumonia | | |  |
|  |  | * Rapid weight loss (Any 3) | | | (3) |
|  |  |  | | |  |
|  | 2.1.3 | * Through transfusion of infected blood * Infected pregnant women can pass HIV to their babies * Through sexual intercourse (Any 2) | | | (2) |
|  |  |  | | |  |
|  | 2.1.4 | * Use Anti-retrovirals (ARV) * Healthy lifestyle: exercise, vitamin supplements, safe sex * Good nutrition * Antibiotics to fight opportunistic infections (Any 2) | | | (2) |

|  |  |  |  |
| --- | --- | --- | --- |
| 2.2 | 2.2.1 | * Keep it simple and avoid too much information * Write legible * Focus on what your company can do for the customer * Make use of clear and simple language * Use interesting pictures and illustrations * Use bright colours * Tool must carry the message across * It must be eye catching * Use art elements and principles of design | (6) |
|  |  |  |  |
|  | 2.2.2 | The market plan will include the following: |  |
|  |  |  |  |
|  |  | * Description of clients/target market * Competitors * Location * Products * Prices * Promotion * Method of distribution | (6) |
|  |  |  |  |
|  | 2.2.3 | * Vending * Baking * Function catering * Meals-on-wheels * Children’s birthday parties * Novelty cakes * Franchises | (5) |
|  |  |  |  |
|  | 2.2.4 | * Exercising courtesy under all circumstances * Being punctual * Keeping confidential matters to yourself * Be fair in all situations * Listen to others * Apologise sincerely for misunderstandings * Dealing with sensitive issues in privately | (5) |
|  |  |  |  |
| 2.3 | 2.3.1 | Sprains, strains and broken bones | (1) |
|  |  |  |  |
|  | 2.3.2 | * Sudden sharp pain at the site of the injury * Stiffness * Cramping and swelling * A limb that is pale, cold or numb * The skin appears to have a bluish colour * Inability to move or put weight on the injured body part | (4) |

|  |  |  |  |
| --- | --- | --- | --- |
|  | 2.3.3 | * Make the injured person as comfortable as possible * Support the injured part and elevate the injured limb * Apply a cold compress if the strain is recent * Treat an injury as a fracture * Splint the injured area as well as the joints * Use several triangular bandages to secure the injured body   part to the splinting material * Take the injured person to the hospital or doctor | (5) |
|  |  |  |  |
|  |  | **TOTAL SECTION B:** | **40** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SECTION C:** | | | **FOOD PRODUCTION** |  |
|  |  | |  |  |
| **QUESTION 3** | | | |  |
|  |  |  | |  |
| 3.1 | 3.1.1 | Point-of-sales is a system where sales are recorded and logged onto the computer | | (1) |
|  |  |  | |  |
|  | 3.1.2 | * Fewer mistakes are made when entering sales information * Transactions can be handled faster * Management has access to additional detailed information * Additional security features are provided * VAT on items that are VAT rated is automatically calculated * Reports on the number of items sold * Reports on profit generated per item * Bills for purchases for each table (Any 5) | | (5) |
|  |  |  | |  |
|  | 3.1.3 | * Target market * Length of menu plan * Nutritional value of foods * Portion size * Ingredient cost * Standardized recipes * Sales history of previous menu * The popularity of certain dishes * Menu plans * Ration scales * Frequency tables * Cooking methods * Food types and categories * Equipment, energy and water usage * Nutritional combinations of foods (Any 4) | | (4) |
|  |  |  | |  |
|  | 3.1.4 | * Large number of people can be accommodated in a small space * Minimum cutlery and crockery are required * Guests can move around and mix easily * The function only lasts for a few hours * No table setting is required * It is cheaper * Less preparation time needed * Less staff required (Any 5) | | (5) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.2 | 3.2.1 | * Consumables are goods that can be used up − it can be eaten   or can be drinked * Non-consumables cannot be used up, but can be used over   and over again | | (2) |
|  |  |  | |  |
|  | 3.2.2 | * Keep the equipment clean * Follow the manufacturer`s printed instructions for care and operation, including lubrication * Keep the instruction card for each piece of equipment posted nearby * Careful handling will make it last longer * Make any repairs promptly (Any 3) | | (3) |
|  |  |  | |  |
| 3.3 | 3.3.1 | Mountain View Secondary school | | (1) |
|  | 3.3.2 | Department of Education | | (1) |
|  | 3.3.3 | R3 100,00 | | (1) |
|  | 3.3.4 | R1 600,00 x 30% ÷ 100 = R480,00 | | (2) |
|  | 3.3.5 | R1 600,00 x 20% ÷ 100 = R320,00 | | (2) |
|  | 3.3.6 | R1 600,00 + R480,00 + R320,00 + R700 = R3 100,00÷ 40  = R77,50 p/p | | (3) |
|  |  |  | |  |
| 3.4 | 3.4.1 | Sweet and sour pork | | (1) |
|  | 3.4.2 | Sweet and sour pork/Crepes Suzette (Any 1) | | (1) |
|  | 3.4.3 | Quiche (vegetarian Breyani/Mediterranean roasted vegetables)  (pork, crepes suzette can be given to vegans) | | (1) |
|  |  |  | |  |
| 3.5 | 3.5.1 | They do not eat pork | | (1) |
|  | 3.5.2 | Too sweet | | (1) |
|  | 3.5.3 | (Breyani without meat/Quiche has no meat, only vegetables)  (Quiche – eggs/no meat products like pork) | | (1) |
|  |  |  | |  |
| 3.6 | * Use twice as much water as the bean volume * Boil on the highest temperature, uncovered, for ten minutes * Lower temperature and cover pot * Simmer for one to two hours until beans become tender * Do not add salt while soaking or during first hour of cooking (Any 4) | | | (4) |
|  |  | |  | **[40]** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **QUESTION 4** | | |  |  |
|  |  | |  |  |
| 4.1 | 4.1.1 | * Before linen is taken to the laundry it should be counted * Linen should be bundled into tens for easy counting and control * Linen should be counted again when it is returned if it matches   what was sent * Linen discards must also be noted on control sheets | | (3) |
|  |  |  | |  |
| 4.2 | 4.2.1 | * Short pastry – can be plain or sweet/soft, crumbly * Puff pastry – a rich, multi-layer French pastry/flaky layers | | (4) |
|  |  |  | |  |
|  | 4.2.2 | * Keep everything cold in the making process * Use a cool area in the kitchen * Use ingredients of the highest quality * Measure ingredients correctly according to the recipe * Use accurate proportions of flour and liquid * Combine ingredients in the exact order stated in the recipe * Use your fingertips when rubbing butter/fat into flour * Never mix more than necessary * Use ice cold water * Take shortening out of the refrigerator half an hour before it is needed * Never stretch the pastry * Cover pastry and allow to rest in the refrigerator before using * Keep everything hot in the baking process * Cool filling before filling the pastry (Any 4) | | (4) |
|  |  |  | |  |
|  | 4.2.3 | Eggs   * Egg yolks contain fat * Eggs contribute to the tenderness and browning of the product * Eggs also add to the nutritional value of the pastry product   (Any 1)  Sugar   * Sugar weakens gluten formation * Sugar promotes tenderness * It enhances the colour and flavour of the pastry product * so that the pastry can be used for sweet dishes (Any 1)   Shortening   * It produces an excellent texture * Shortening improves the keeping quality of baked products * It promotes the browning of baked product (Any 1) | | (3) |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 4.3 | WITHOUT A FILLING:   * Can be stored in a refrigerator * Do not store for longer than 12 hours * Do not freeze * Store in an airtight container for 3 days * Frozen for a month   WITH FILLING:   * Can only be stored for 4 hours (Any 2) | | | (2) |
|  |  | | |  |
| 4.4 | 4.4.1 | SOUFFLÉ  It is a light, fluffy baked dish made with eggs yolks and beaten egg whites, combined with various other ingredients and served as a main dish or sweetened as a dessert | | (2) |
|  |  |  | |  |
|  | 4.4.2 | MOUSSE  It is a rich dish that can be sweet or savoury, and can be served either hot or cold | | (2) |
|  |  |  | |  |
|  | 4.4.3 | EGG CUSTARD  It is a cold dessert made from milk, egg and sugar | | (2) |
|  |  |  | |  |
|  | 4.4.4 | i) TOPPING:   * Consists of any ingredient used on the top of a dessert such as sliced apples, sauces etc.   ii) FILLING:   * May include fruit, cream, nuts, custard and puree that are spooned or piped into a shell | | (2)  (2) |
|  |  |  | |  |
| 4.5 | 4.5.1 | 2 – Thick rib 3 – Shoulder  6 – Loin 7 – Chump | | (4) |
|  |  |  | |  |
|  | 4.5.2 | 2 – sosaties/kebabs/braise (any 1)  3 – oven-roast/sosaties/stews/potjiekos/braise (any 1)  6 – boned/rolled-roast (any 1)  7 – oven-roast/grill (any 1) | | (4) |
|  |  |  | |  |
|  | 4.5.3 | The flesh of a calf, which is considered to be at its best at 3 months of age | | (2) |
|  |  |  | |  |
| 4.6 | |  |  | | --- | --- | | SWEET | SAVOURY | | * Chocolate and strawberry * Vol-au-vents * Milk tarts * Strawberry jam tarts | * Sausage rolls * Samoosas * Pizza bites * Savoury tarts * Spring rolls | | | | (4) |
|  |  | | (ANY SUITABLE ANSWER) | **[40]** |
|  |  | |  |  |
|  |  | | **TOTAL SECTION C:** | **80** |

|  |  |  |  |
| --- | --- | --- | --- |
| **SECTION D:** | | **FOOD AND BEVERAGE SERVICE** |  |
|  |  | |  |
| **QUESTION 5** | |  |  |
|  |  | |  |
| 5.1 | 5.1.1 | * It helps keep track of expensive equipment that is used in the service of food * Helps keep track of beverages, which are stock items that can easily be stolen * It helps keeping track on the rate of consumption per item * Enables the department to operate efficiently (Any 3) | (3) |
|  |  |  |  |
|  | 5.1.2 | * Name of the bar or kitchen requesting stock * Date on which the requisition is required * List of items required: quantity, description and unit size * Name and signature of the person authorised to requisition the   items * Name and signature of person to issue the items * Date on which the items were issued (Any 5) | (5) |
|  |  |  |  |
|  | 5.1.3 | * Check that the stock issued matches the order on the requisition * Sign the requisition form * Leave one copy with person issuing the stock | (3) |
|  |  |  |  |
| 5.2 | 5.2.1 | Formal dinner | (1) |
|  |  |  |  |
|  | 5.2.2 | * Flatware * Hollow-ware * Cutlery | (3) |
|  |  |  |  |
|  | 5.2.3 | * Check the sheet to see what time the tables should be set and position them as required taking into consideration, lighting, entrance and exit * Collect linen required according to the function sheet * Check stain, holes and tears before placing it on the table * Check all glassware to ensure that it is clean and not damaged * Check the number of decorative items required * Prepare for special requirements as indicated on the function sheet (Any 5) | (5) |

|  |  |  |  |
| --- | --- | --- | --- |
|  | 5.2.4 | * Use a tray to clear dirty service items from the tables and buffet. Take all dirty crockery, cutlery and glassware to the kitchen * Place all food waste in appropriate bins * Empty and clean all waste containers * Wipe down and sanitize all work surfaces, tables, chairs, trays and trolleys * Wipe table numbers * Discard dead floral arrangements or table decorations that cannot be used again * Pack away all equipment hired for the dinner * Secure it overnight and return the following day as agreed (Any 5) | (5) |
|  |  |  |  |
|  | 5.2.5 | * Lead the guest to their table walking at the pace of a guest * Seat guests with special disabilities near the entrance so that if there is fire or bomb scare, they are evacuated quickly * Always seat the female guest before the male guest * Remove extra covers * Within two minutes of all the guests being seated comfortably, offer each one a clean, well presented menu * When you address a guest, ensure you are standing next to them and look at them. Do not speak across the table. (Any 5) | (5) |
|  |  |  |  |
|  | 5.2.6 | * Ensure that you have enough clean menus for everyone at the table * Start with the ladies first, presenting an opened menu to each customer * Make sure that you inform customers of items on special * Let customers know if there are any items that are not available * Inform customers of any items on special that are not listed on the menu | (5) |
|  |  |  |  |
| 5.3 | 5.3.1 | White wine | (1) |
|  | 5.3.2 | Port | (1) |
|  | 5.3.3 | Red wine | (1) |
|  | 5.3.4 | Brandy and liqueur | (1) |
|  | 5.3.5 | Champagne | (1) |
|  |  |  | (1) |
|  |  |  |  |
|  |  | **TOTAL SECTION D:** | **40** |
|  |  |  |  |
|  |  | **GRAND TOTAL:** | **200** |