# AL

# SENIOR CERTIFICATE

Province of the

**EASTERN CAPE**

EDUCATION

**NATIONAL**

**SENIOR CERTIFICATE**

**GRADE 11**

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| **HOSPITALITY STUDIES**  **NOVEMBER 2010**  **MEMORANDUM** |

**MARKS: 200**

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| This memorandum consists of 15 pages. |

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| **SECTION A** | | | |  |
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| **QUESTION 1** | | | |  |
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| **1.1** | **MULTIPLE-CHOICE QUESTIONS** | | |  |
|  |  |  | |  |
|  | 1.1.1 | C | LO1 AS1 K |  |
|  | 1.1.2 | B | LO1 AS1 K |  |
|  | 1.1.3 | D | LO1 AS2 K |  |
|  | 1.1.4 | A | LO1 AS2 K |  |
|  | 1.1.5 | C | LO1 AS3 K |  |
|  | 1.1.6 | C | LO1 AS3 C |  |
|  | 1.1.7 | A | LO2 AS2 C |  |
|  | 1.1.8 | A | LO3 AS4 K |  |
|  | 1.1.9 | B | LO3 AS2 C |  |
|  | 1.1.10 | D | LO4 AS2 C | (10) |
|  |  | | |  |
| **1.2** | **MATCHING ITEMS** | | LO3AS1 APP |  |
|  |  |  |  |  |
|  | 1.2.1 | F |  |  |
|  | 1.2.2 | B |  |  |
|  | 1.2.3 | G |  |  |
|  | 1.2.4 | D |  |  |
|  | 1.2.5 | C |  | (5) |
|  |  |  |  |  |
| **1.3** | **FILL IN THE MISSING WORD** | |  |  |
|  |  |  |  |  |
|  | 1.3.1 | Risotto/Arborio | LO3 AS5 C |  |
|  | 1.3.2 | Code of conduct | LO2 AS1 K |  |
|  | 1.3.3 | Salmonella | LO2 AS2 C |  |
|  | 1.3.4 | Mould | LO2 AS2 C |  |
|  | 1.3.5 | Evacuate | LO2 AS3 K |  |
|  | 1.3.6 | Testimonial | LO1 AS1 C |  |
|  | 1.3.7 | Labour | LO3 AS3 K |  |
|  | 1.3.8 | Storage | LO3 AS2 K |  |
|  | 1.3.9 | Overhead | LO3 AS3 K |  |
|  | 1.3.10 | Ovo-vegetarian | LO3 AS4 K | (10) |
|  |  | | |  |
| **1.4** | **ONE-WORD TERMS** | |  |  |
|  |  |  |  |  |
|  | 1.4.1 | Nguni | LO3 AS4 K |  |
|  | 1.4.2 | Stock | LO3 AS5 K |  |
|  | 1.4.3 | Culture | LO1 AS1 C |  |
|  | 1.4.4 | Reception Head Waiter/Host/Hostess | LO4 AS1 K |  |
|  | 1.4.5 | Restaurant Manager | LO4 AS1 K |  |
|  | 1.4.6 | Complaint | LO4 AS2 K |  |
|  | 1.4.7 | Portion/serving | LO4 AS3 C |  |
|  | 1.4.8 | Closing Mise-en place | LO4 AS3 K |  |
|  | 1.4.9 | Table d’hôte | LO4 AS4 K |  |
|  | 1.4.10 | Docket book | LO4 AS4 K | (10) |

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| **1.5** | **MATCHING ITEMS** | | LO3AS5 APP |  |
|  |  | |  |  |
|  | 1.5.1 | G |  |  |
|  | 1.5.2 | F |  |  |
|  | 1.5.3 | A |  |  |
|  | 1.5.4 | B |  |  |
|  | 1.5.5 | C |  | (5) |
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|  |  | **TOTAL SECTION A:** | | **40** |

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| **SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY** | | | |  |
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| **QUESTION 2** | | | |  |
|  |  |  |  |  |
| 2.1 | 2.1.1 | The following are the requirements for the position:   * A nationally recognised food and beverage management qualification. * Three years management or assistant management experience. * Computer literacy * Good analytical and planning skills. * Excellent oral and written communication skills in two official languages. * Ability to work under pressure. * Willing to work shifts and overtime. * Proven leadership skills and the ability to work in a team. (Any 4) | LO1 AS3 APP | (4) |
|  |  |  |  |  |
|  | 2.1.2 | * Supervising all areas of food service and maintaining excellent service. * Hiring, training and terminating the services of food and beverage staff. * Accounting for all financial aspects of food and beverage services. * Keeping a daily payroll record of all food and beverage employees. * Assisting the general manager in preparing daily reports and deposits. * Maintaining counts of total meals served and reconciliation with reported revenue. * Maintaining appearance, cleanliness and proper set-up of all food and beverage venues. * Maintaining excellent service standards. * Handling guests complaints. * Promoting team participation and commitment. (Any 5) | LO1 AS3 C | (5) |

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|  | 2.1.3 | * Food service establishments can do research on the needs of possible clients, so that they could be treated with the necessary respect. * NHRG will give the individuals their right to choose what foods they eat according to their cultural and religious beliefs and practices. * The food service establishments will respect the consumer rights in the style of cuisine and service they provide. * They will offer menus with a variety of foodstuffs and cooking styles. * Customers may choose an establishment that suits their needs, since not all foods and cooking styles will appeal to people of all cultures and dietary practices. * Any other appropriate answer. | LO1 AS1 ASE | (4) |
|  |  |  |  |  |
|  | 2.1.4 | * Afrikaner − biltong * Xhosa − umngqusho * Indian − curry * San and Khoi − veldkos | LO1 AS1 K | (4) |
|  |  |  |  |  |
| 2.2 | * The front office informs Accommodation daily on when guests will arrive. * When guests will depart. * Special requests e.g. flowers in room, bottle of wine etc. * Accommodation must inform the front office daily on the condition of rooms. * Rooms that are ready for guests. * Rooms that need redecoration or maintenance. | | LO1 AS2 APP | (3) |
|  |  |  |  |  |
| 2.3 | 2.3.1 | * Managers can be taken to court, if they are guilty of criminal offence. * Can receive a fine of up to R100 000. * Can be sentenced to go jail for up to 2 years * Negative publicity may cause the establishment to lose money through loss of customers and legal fees. * The establishment may shut down immediately. | LO2 AS1 APP | (2) |
|  |  |  |  |  |
|  | 2.3.2 | * The Occupational Health and Safety Act of 1993 (OHS Act) | LO2 AS1 C | (1) |

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|  | 2.3.3 | * Bacteria, yeasts or mould present in food. * Circumstances favourable for these micro-organisms to survive and multiply to form toxins. * Food must be contaminated by micro-organisms * Enough contaminated food must be eaten. | | | LO2 AS2 C | (2) |
|  |  |  | | |  |  |
| 2.4 | 2.4.1 |  | | | LO2 AS2 ASE |  |
|  |  |  | **Bacteria** | **Yeasts** | **Moulds** |  |
|  |  | Environment | Prefer neutral conditions.  Does not tolerate acidic conditions | Tolerate acidic pH range  (3 – 7,5). | Grow over a wide range of pH balances |  |
|  |  | Oxygen | Some bacteria do not need oxygen to grow. Some are killed by oxygen, and some need oxygen. | Yeast grow without oxygen, but multiply faster when it is available. | Moulds need a lot of oxygen, which is why they grow on the surface of food. | (6) |

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| 2.5 | 2.5.1 | * By updating and maintaining evacuation plans, emergency numbers and first-aid equipment. * Evacuation plans should have been clearly displayed at a number of strategic points throughout the establishment. * Guests should have been made aware of evacuation plans and emergency exits. * Staff should have been trained to use emergency equipment such as fire extinguishers. * Ensure that security staff is well-trained and able to handle any emergency situation. * Ensure that all the staff members are conscious of emergency procedures. | LO2 AS3 APP | (5) |

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|  | 2.5.2 | * The emergency generators must be maintained at all times. * Staff should stay calm and attend to patients. * Switch off electrical appliances that are not in emergency use. * Kitchen staff should use gas appliances. * Staff should report all crisis situations to their supervisors. * Electrical appliances should be checked and switched back on, once normal power is back. | LO2 AS3 C | (4) |
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|  |  | **TOTAL SECTION B:** | | **40** |

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| **SECTION C: FOOD PRODUCTION** | | |  |  |
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| **QUESTION 3** | | |  |  |
|  |  |  |  |  |
| 3.1 | 3.1.1 | * Check the quantity against the order form/delivery note. * Check the quality − grade, appearance and temperature * Compare the price on the order form with the price on the invoice/ delivery note. * Check that the containers or the boxes are unopened. * Sign the invoice. (Any 4) | LO3 AS2 ASE | (4) |
|  |  |  |  |  |
|  | 3.1.2 | * Goods must be moved into the correct storage area immediately. * Old stock must be positioned in front and new stock at the back (FIFO). * Check the packaging that should be removed from chilled and frozen foods before storing. * Bulk items such as flour and sugar must be transferred to containers once it has been opened, to protect it from insects. * Food must not be stored on the floor where it can be in the way of workers. (Any 4) |  | (4) |
|  |  |  |  |  |
|  | 3.1.3 | * Left the delivery unattended. * Did not check the delivery. * Left the boxes of frozen and chilled goods unpacked. (Any 2) |  | (2) |

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| 3.2 | 3.2.1 | * In charge of daily kitchen activities * Compile duty rosters * Training new staff * Responsible for the duties of the executive chef in his absence. (Any 2) | LO3 AS1 K | (2) |
|  |  |  |  |  |
|  | 3.2.2 | Responsible for all hot and cold desserts, puddings, baked items. |  | (2) |
|  |  |  |  |  |
|  | 3.2.3 | This chef replaces staff members at the level of Sous Chefs and Chefs de Partie. |  | (2) |
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| 3.3 | 3.3.1 | R29,95 x 1,125 kg = R33,69 | LO3 AS3 APP | (1) |
|  |  | R13,50 x 0,125 kg ÷ 0,250 kg = R6,75 |  | (1) |
|  |  | R8,99 x 0,125 kg ÷ 0,200 kg = R5,62 |  | (1) |
|  |  | R3,99 x 0,090 kg = R0,36 |  | (1) |
|  |  | R3,49 x 0,250 ℓ = R0,87 |  | (1) |
|  |  | R9,60 ÷ 12 = R0,80 |  | (1) |
|  |  | R7,99 x 0,225 kg ÷ 0,400 kg = R4,49 |  | (1) |
|  |  | R4,99 x 0,002 kg ÷ 0,100 kg = R0,10 |  | (1) |
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|  |  | The total cost of the dish = R52,68 |  | (1) |
|  |  |  |  |  |
|  | 3.3.2 | R52,68 ÷ 4 = R13,17 |  | (2) |
|  |  |  |  |  |
|  | 3.3.3 | R13,17 x 30% ÷ 100 =(R3,95 + R13,17) R17,12 |  | (3) |
|  |  |  |  |  |
| 3.4 | 3.4.1 | * Plan according to the number of guests. * Balanced – nutrition and foodgroups * Reflect the event e.g. wedding, funeral, daily menu etc. * Age of the guests * Gender of guests * Religious, cultural and social traditions of guests * Staff and utensils available * Availability of ingredients * Dietary requirements and food preferences * Variety of cooking methods, colour, shape and texture. * Time of day * Money available (Any 5) | LO3 AS4 C | (5) |

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|  | 3.4.2 | * Small tea sandwiches * Biscuits * Fruit tartlets * Petit fours (small sponge cakes covered in marzipan and decorated) * Sweet meats * Quiches * Pies * Any other relevant response | K | (3)  (3) |

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|  | 3.4.3 | * Cake lifters * Food platters * Cake forks * Teaspoons * Cups and saucers * Side plates * Any other relevant response. | K | (2) |
|  |  |  |  | **[40]** |
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| **QUESTION 4** | | | |  |  |
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| 4.1 | 4.1.1 | A | Butter sauces e.g. Buerre Blanc | LO3 AS5 APP | (3) |
|  |  | B | Mayonnaise-based sauces, spicy tomato or soy-based dipping sauces |  |  |
|  |  | C | Flavourful sauces e.g. Creole sauce or Beurre |  |  |
|  |  |  | |  |  |
|  | 4.1.2 | * Mostly used as a snack or * Served with a cold buffet. * It is also as a fish course or as a main dish. * Pickled fish is also used in salads. | |  | (3) |
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| 4.2 |  |  | | LO3 AS5 ASE |  |

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| **SAUCE** | | **THICKENING AGENT** | | **LIQUID** | | **USE** | |
|  | Hollandaise | 4.2.1.1 | Egg or Clarified butter  (1) | 4.2.1.2 | Vinegar  (1) | 4.2.1.3 | Accompaniment to grilled chicken, fish, meat and vegetables (1) |
|  | Velouté | 4.2.2.1 | roux (1) | 4.2.2.2 | White stock (fish or chicken)  (1) | 4.2.2.3 | Accompaniment with chicken or fish dishes. Base of cream soups (1) |

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| 4.3 | 4.3.1 | Seasoned rice dish which rice is sautéed before the liquid and other ingredients e.g. vegetables, meat, fish or poultry are added. | LO3 AS5 K | (2) |
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|  | 4.3.2 | A Spanish rice dish. The only ingredients that are necessary: rice, tomatoes and saffron. Other ingredients that can be added are chicken, chorizo, sausage, mussels, squid, peppers and beans. |  | (2) |
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| 4.4 | * Accompaniment with main dishes * Salads * Dessert | |  | (2) |

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| 4.5 | * Always put chicken on a tray at the bottom of a refrigerator or freezer to catch any blood that may drip. * Fresh poultry may be kept in a refrigerator for one or two days. * Poultry should be frozen immediately after it has been delivered. * Fresh chicken or smaller birds can be stored on ice or at 0 − 2ºC for two, but not more than four days. * Frozen poultry should be kept at 18ºC or below and can be kept for up to six months. (Any 3) | | LO3 AS5 C | (3) |
|  |  | |  |  |
| 4.6 | * Breast should be plump. * Breastbone should be pliable. * Flesh should be firm. * Skin should be unbroken, and white with a faint bluish tinge. * Legs should be smooth with small scales and spurs. * Older birds have scales. (Any 4) | |  | (4) |
|  |  |  |  |  |
| 4.7 | 4.7.1 | Leaves   * When stalks are not removed, keep in buckets of water * Washed spinach should be kept in airtight containers in the fridge | LO3 AS5 C | (2) |
|  |  |  |  |  |
|  | 4.7.2 | Flowers   * Keep in airtight containers in the fridge |  | (2) |
|  |  |  |  |  |
|  | 4.7.3 | Fruit   * Keeps well in a cool, dry place * Best kept in a vegetable store or covered in the fridge |  | (2) |

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| 4.8 | 4.8.1 | * Overbeating * Sugar too coarse (Any 1) | LO3 AS5 APP | (1) |
|  |  |  |  |  |
|  | 4.8.2 | * Too much raising agent * Incorrect oven temperature * Oven door was opened while cake was in the oven − opened too early (Any 1) |  | (1) |
|  |  |  |  |  |
|  | 4.8.3 | * Too much sugar * Ingredients not properly mixed. (Any 1) |  | (1) |
|  |  |  |  |  |
| 4.9 | 4.9.1 | * Milk tart * Pumpkin fritters * Umfino (Any 2) | LO3 AS6 APP | (2) |
|  |  |  |  |  |
| 4.10 | * Must be steaming hot * No fat on surface * Flavoursome and tasty * Correct thickness * Correct colour * Attractive without too much garnishing (Any 4) | | LO3 AS5 K | (4) |
|  |  |  |  | **[40]** |
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|  |  | **TOTAL SECTION C:** | | **80** |

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| **SECTION D: FOOD AND BEVERAGE SERVICE** | | | | |
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| **QUESTION 5** | | |  |  |
|  | | |  |  |
| 5.1 | 5.1.1 | * Be polite to your team members. * Encourage everyone to express opinions and ideas. ASE * Listen to team members. * Take responsibility for your actions. * Give positive comments and constructive criticism. * Be tolerant to each other. * Everyone must do their part * Make sure communication is good. * Notice when colleagues need support and give them. * Deal with conflict successfully and promptly.   (Any 5) | LO4 AS1 ASE | (5) |
|  |  |  |  |  |
|  | 5.1.2 | * Members have complementary skills in food and beverage service. * The team’s performance depends on how the individual members work alone and together. * Members are committed to the common goal excellent service. * They are responsible to each other. * Each member’s responsibilities are clearly defined. * Members have the knowledge and skills they need to carry out their tasks. * Members care and trust one another. * The team tries to make decisions that all members agree with. | LO4 AS3 C | (5) |
|  |  |  |  |  |
|  | 5.1.3 | * To teach his or her team to serve food and wine correctly. * Organise the preparation and the laying of guests’ tables, station and buffet tables. * Ensure that correct service and clearing procedures are followed. * Take food orders. * Serve guests at the tables of the station. * Make sure all tables, station and buffets after service are cleared. * Supervise staff and waiter-assistants at their stations | LO4 AS1 K | (5) |

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| 5.2 | 5.2.1 | * Tables and chairs must be steady, clean and in good repair, and positioned directly in front of the covers once they are laid. * Floors must always be clean. * Use the booking list to draw up the floor plan. * Walls and windows should be clean. * Replace any light bulbs or tubes that are faulty. * Test music and/or public address system before diners arrive to make sure they are working properly. * Check and switch on air-conditioners or fans. * Wipe all counter tops, sideboards and window ledges. * Any other relevant response. | LO4 AS3 APP | (5) |
|  |  |  |  |  |
|  | 5.2.2 | * Staff competency. * Tables most frequently used by guests. * Physical attractiveness of the station. * Distance from the kitchen. * Number of covers to be served. | LO4 AS4 K | (4) |
|  |  |  |  |  |
|  | 5.2.3 | * They should wear neat and clean uniforms. * Suits, blazers and skirts should be well pressed and free from spots and stains. * They should wear clean, well-polished comfortable shoes. * Jewellery should be small or not worn at all. * Male waiters should be clean shaven. * Avoid strong perfumes and aftershaves. * Nails should be well-trimmed and unvarnished. * Cuts and burns should be covered with dressings. (Any 6) | LO4 AS4 C | (6) |

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|  | 5.2.4 | * Let guest explain the problem without interrupting him/her. * Thank the customer for bringing the matter to your attention. Keep calm. * Keep eye contact with the person who is complaining. * Be aware that a customer may be complaining to try and get a free cup of tea. * Suggest another cup of tea. * Bring a replacement tea quickly. * Check that the customer is happy with the fresh tea. * They must do what it takes to keep a customer, as it is cheaper than advertising for new business. * Do not make excuses or blame someone else. (Any 5) | LO4 AS2 APP | (5) |
|  |  |  |  |  |
|  | 5.2.5 | * Inform the parent/customer that you do not approve of his or her behaviour and it must stop. * If the behaviour continues, report it to the manager. * The manager should speak to the parent and warn him or her about the unacceptable behaviour. * A warning should be given that if she/he does not stop, he/she will have to leave the restaurant. * The manager may ask another waiter/student to serve the table. * The manager can also warn the parent that police will be called if he/she continues.   (Any 5) | LO4 AS2 C | (5) |
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|  |  | **TOTAL SECTION D:** | | **40** |
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|  |  | **GRAND TOTAL:** | | **200** |