NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2012

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 $\frac{15\, g}{50\, g}$ x R15,00
$= R4,50$ √

Eggs $\frac{1}{12}$ x R16,00
$= R1,33$ √

Castor sugar $\frac{25\, g}{1000\, g}$ x R21,00
$= R0,53$ √

Milk $\frac{125\, mL}{1000\, mL}$ x R11,50
$= R1,44$ √

Cream $\frac{60\, mL}{250\, mL}$ x R10,99
$= R2,64$ √

Vanilla Essence $\frac{2\, mL}{50\, mL}$ x R12,99
$= R0,52$ √

Total Cost = R10,96 √√ LO3 AS3 (8)
3.3.2 \[ R10,96 \div 3 \sqrt{\text{LO3 AS3 (3)}} \]
\[ = R3,65 \sqrt{\text{LO3 AS3 (3)}} \]

3.3.3 Profit at 45% = \[ R10,96 \times \frac{45}{100} \sqrt{\text{LO3 AS3 (3)}} \]
\[ = R4,93 \sqrt{\text{LO3 AS3 (3)}} \]

3.4 3.4.1
- The time of the day. √
- Number of guests. √
- How hungry the guests will be. √
- Whether there will be a meal after the cocktail. √
- Duration of the party. √
- Whether there will be speeches and items during the function. √
- Skills of the chefs. √
- Serve both hot and cold snacks. √
- Snacks should be bite size. √ (Any 4) LO3 AS4 (4)

3.4.2
- Large number of people can be accommodated in a relatively small space. √
- Minimal cutlery and crockery is required. √
- Guests can move around and mix easily. √
- The function only last for few hours. √
- It is cheaper. √ (Any 4) LO3 AS6 (4)

3.4.3
- Remove all unnecessary furniture and ornaments. √
- Supply plenty of extra glasses and coasters. √
- Have more than one serving point for both food and drinks. √ (Any 4) LO3 AS4 (3)

3.4.4
- Beer √
- Wine √
- Soft drinks √ (Any 2) LO4 AS3 (2)

3.5
- Eat plenty of fruits and vegetables. √
- Increase the intake of fibre. √
- Eat less fat, especially saturated fats found in fatty meat, poultry skins, butter etc. √
- Moderate the sugar intake. √
- Use skimmed milk and milk products. √
- Choose lean meat and avoid processed meat. √
- Avoid refined carbohydrates. √ (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 • 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 • Rump √ (1)
• Wing rib √ (1)
• Prime rib √ (1)
• Topside √ (1)
• Loin/Sirloin √ (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 • 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 • 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
- 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
- 2009 (1)
5.4.4
- Poultry √
- Fish √
- Shell fish √
- White meat e.g. pork, veal etc. √

(Any 2) LO4 AS2  (2)

5.4.5
- 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
- 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