



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2011

POSSIBLE ANSWERS

MARKS: 200

This memorandum consists of 11 pages.

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	C	
1.1.2	B	
1.1.3	B	
1.1.4	B	
1.1.5	D	
1.1.6	B/C	
1.1.7	A	
1.1.8	D	
1.1.9	D	
1.1.10	B	

(10)

1.2 CHOOSE THE CORRECT ANSWERS

- 1.2.1 B, D
1.2.2 C, D, F

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	Organogram/staff plan/Operational plan/Duty sheet/job description
1.3.2	Non-conductive/wood/plastic/rubber
1.3.3	Cold compress/ ice pack/ cold jell pack
1.3.4	Upright/ recovery position/ Semi fowler position/ comfortable position
1.3.5	Fortified
1.3.6	Sparkling wine/ champagne / suitable example e.g. JC Le Roux
1.3.7	Tot/optic
1.3.8	4–15 °C
1.3.9	Cover
1.3.10	Maitre d'hôtel/head waiter/ reception waiter

(10)

1.4 ONE-WORD ITEMS

1.4.1	Computer, web-site, e-mails, telephone, cellphone, radio/TV
1.4.2	Meals on Wheels/outside caterers
1.4.3	Budget
1.4.4	Code of ethics/conduct/professionalism
1.4.5	Foie gras/ goose liver pâté
1.4.6	Insulin
1.4.7	Requisition
1.4.8	Gueridon
1.4.9	Table d'hôte/ formal dinner/ banquet
1.4.10	Buffet/ cocktail/finger food

(10)

1.5 MATCHING ITEMS

1.5.1	G/D
1.5.2	D
1.5.3	F
1.5.4	C
1.5.5	A

(5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

- 2.1 2.1.1
- Delivered in refrigerated trucks.
 - Locked in freshness.
 - Cold chain not broken.
- (2)

(Any 2)

- 2.1.2
- The company spent a year and a half planning.
 - The product was well advertised on the net.
 - Their target market was busy moms and these are the people who were family orientated.
 - They ensured that visitors found the outsourcing proposition too inviting.
 - They provided well balanced meals
 - The delivery charges were reasonable.
 - They ensured that the food was fresh and the cold chain was not broken.
 - Hygiene practices were not compromised during delivery.
 - Special are provided
 - Variety are included
 - Online ordering
- (7)

(Any 7)

- 2.1.3
- Venison
 - Ostrich
 - Warthog
 - Springbok
 - Blesbok
 - Kudu
- (Any relevant answer/any three products)
(Any 3)
- (3)

2.2	2.2.1	<ul style="list-style-type: none"> • Bad: • Too little information. • Should have had it in point form. • Flyer could have been more creative. • The delivery cost will appeal to the family person. • The font could vary to attract the target market /big lettering • Should have some kind of design or pictures of food prepared. • Could have added some colour. • Use big space. • No other contact details except website. • Good: • Clear to read • Bring new product under customer's attention <p>(Any relevant good or bad plus motivation)</p>	(Any 6)	(6)
	2.2.2	<ul style="list-style-type: none"> • Competitions • Give-aways • Lucky Draws • Buy one get one free • Coupons • Promotions/specials • Samples • Discounts • Suitable explanations 	(Any 2)	(2)
2.3	2.3.1	An allergic reaction – swollen lips		(2)
	2.3.2	<ul style="list-style-type: none"> • Itching and a skin rash. • Face skin becoming flushed. • Swelling of the face, tongue and lips. • Area around the mouth may have a bluish tinge. • Continuous coughing. • Difficulty in breathing. • Tightness of the chest. • Chest pain • Fast pulse or weak pulse. • Dizziness, fainting • Vomiting • Stomach cramps • Tingling sensation in your mouth • Difficult to swallow 	(Any 3)	(3)
	2.3.3	<ul style="list-style-type: none"> • Check all vital signs – breathing, pulse, blood pressure, temperature, skin colour and level of consciousness. • Calm the patient. • Find out if patient is taking any medication –administer/don't give medication. • Take patient to hospital/doctor/ ambulance immediately. • Check vital signs regularly. 	(Any 3)	(3) ^

- 2.4 2.4.1
- Plated
 - American
- (1)

- 2.4.2
- Positive/negative plus suitable motivation
 - Neat
 - Professional
 - Hair is covered.
 - Have the proper chefs uniform
 - Clean uniform/white uniform
- (Any other relevant answer) (Any 2) (2)

- 2.4.3
- Tolerant
 - Willing to work with others
 - Be honest and fair with team members
 - Do not be selfish
 - All must work towards the same objective.
 - Support and accept each other.
 - Ask for help when needed. Co-operate with one another.
 - Share successes and failures
 - Have good communication skills.
- (Any other relevant answer) (Any 2) (2)

2.5 2.5.1

	GASTRO ENTERITIS	HIV/AIDS
Spreading Medium	Contaminated food, airborne, contact with people that have gastro-enteritis. Bad hygiene	Body fluids, needles, unprotected sex/sex, mothers milk
Symptoms	<ul style="list-style-type: none"> • Diarrhoea • Fever • Vomiting • Dehydration • Abdominal pains • Headaches 	<ul style="list-style-type: none"> • Rapid weight loss • Dry cough • Fatigue • Swollen lymph gland • Diarrhoea that lasts for a week • Night sweats • White spots on tongue, mouth and throat. • Pneumonia • Purple blotches on the skin, mouth, nose or eye lids

(Any other relevant answer)

(6)

- 2.5.2
- Drink plenty of fluids
 - Anti diarrhoea agent
 - Anti vomiting agent
 - Anti-spasmodic to relieve the pain.
 - Prescribed medication
- (Any 1) (1)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1 3.1.1

INGRE-DIENTS	NO OF UNITS REQUIRED	PURCHASE UNIT	UNIT PRICE	COST
Bread	25	25	7,50/loaf	R187,50
Mutton	8 kg	8 kg	R59,00/kg	R472,00
Oil	100 ml	100m	R10,50/l	R10,50
Spice	100 g	1 kg	R32,00/kg	R3,20
Potatoes	3 kg	3 kg	R5,99/kg	R17,97
TOTAL COST				R691,17

(10)

3.1.2

Profit 50% of the cost price $50/100 \times 691,17 = R345,59$
 Give 1 mark for indicating correct formula, even if total is wrong.
 4 marks is profit only was given and is correct

(4)

3.2 3.2.1

- Roast leg of lamb-Do not eat the hind quarter
- Leg of lamb with Mustard crust - Do not eat the hind quarter
- Pork chops with sour berries – abstain from eating pork

(4)

3.2.2

MENU
Vegetable Soup ***
Vegetable Lasagne with Cheese Sauce Minted Squash and Apple Salad ***
Baklava

(3 marks for correct dishes, 1 mark correct format + 3 courses)

(5)

3.3 3.3.1

- Check monthly for faults and defects
- Faults and defects should be reported immediately and repair
- Use qualified people to do the repairs
- Do not use the appliance until it is repaired
- Always read instructions before using appliance
- Train staff how to use apparatus correctly/ensure learners exercise care in of handling apparatus (Any 2)

(2)

3.3.2

- Asset register
- Stock sheet
- Electronic records
- Inventory list
- Maintenance/repair records

(2)

- 3.4 3.4.1 Cocktail function/any suitable function e.g. wedding (1)
- 3.4.2
- Serve both hot and cold Hors d'oeuvres
 - It should be bite size
 - It should look attractive
 - Have a variety of colour, flavour and texture
 - Number of snacks depends on the number of guests invited.
 - Season
- (Any other relevant answer) (Any 3) (3)
- 3.4.3 No/it is not suitable
Too many snacks/should not serve more than 5 snacks before a meal (2)
- 3.4.4 (a) India (2)
(b) Italy
- 3.5 3.5.1 7–10 pieces (1)
- 3.5.2
- Red wine
 - White wine
 - Rose wine
 - Mixers
 - Alcopop, etc.
 - Water
 - Beer
- (Any suitable examples of the above) (4)

[40]

QUESTION 4

- 4.1 4.1.1
- Barding
 - To cover a piece of meat with thin slices of fat or bacon (2)
- 4.1.2
- Yes
 - Meat will be tender
 - It will be moist/To prevent meat from drying out/improves texture
 - Tasty/enhances the flavour
 - Improves appearance (4)
- 4.1.3 (a) It is a natural process of hanging meat in cold storage 0–5 °C for a few days so that it becomes tasty and juicy. Natural enzymes break down muscle fibres. Makes meat tender. Moist or dry method described. (2)
- (b) A post mortem phenomenon where the carcass undergoes certain chemical changes – muscle fibres contract and stiffen. When the carcass is in this state the meat is very tough. (2)

4.2	4.2.1	Puff pastry (feuilletage /pate feuilliere)	(1)
	4.2.2	Baking	(1)
	4.2.3	Fillet	(1)
	4.2.4	<ul style="list-style-type: none"> • Pies • Sausage rolls • Bouchées • Cream Horns • Mille Feuilles • Jam Tarts • Palmiers • Milk Tart • (Any suitable relevant 3) 	(3)
	4.2.5	<ul style="list-style-type: none"> • Measure accurately • Keep everything ice cold – work surface, ingredients etc • Incorporate as much air as possible. • Light handling • Rest and chill after each stage. • Use butter for pastry 	(Any 3) (3)
	4.2.6	<ul style="list-style-type: none"> • Trimming/remove sinew • Brush with oil • Well seasoned • Seared/sealed 	(2)
4.3	4.3.1	<ul style="list-style-type: none"> • Forms the cell walls/egg coagulates • Adds moisture • Act as an emulsifying agent • Increases the nutritive value 	(Any 2) (2)
	4.3.2	Yes. For choux paste the proportion is flour/water to butter 2 : 2 : 1. In the above extract the proportion is the same.	(2)
	4.3.3	Beignets Churros	(1)
	4.3.4	(a) Bake at a high temperature to set the outside gluten and for the production of steam which is the main raising agent. Formation of a cavity	(1)
		(b) To dry out the inside and to make it crispy. To prevent it from burning	(1)
4.4	4.4.1	Charlotte Muscovite	(1)
	4.4.2	(a) Folding-in: Combine ingredients gently, using an oval shape motion to keep air from escaping/incorporating air.	(2)
		(b) Hydrating and soaking-The gelatin is first soaked in <u>cold</u> liquid for 10 minutes so that it can absorb the liquid and swell.	(2)

- (c) Unmoulding: Turning set mixtures out of a mould. Use a warm cloth over the mould for a short while before unmoulding. Do not use a knife.
 Use blow torch
 Fingertips pull away carefully
 Dip in hot water
 Put plate on top and turn
 Wet plate (2)

- 4.4.3
- Cutting into shapes
 - Adding fillings, glazes and sauces
 - Using different sizes and shapes of plate/attractive
 - Decorating them with chocolate
 - Tuilles, edible flowers, fresh fruit or dry fruit
 - Sugar work – spun sugar
 - Candied flowers
- (Any other relevant answer) (Any 3) (3)

- 4.4.4
- Finger biscuits must be whole and same shape
 - Good flavour/vanilla Bavaois
 - It should have a good combination of colour
 - Have variety of texture –and crisp (base) and soft (filling).
 - Well-set Bavaois
 - Smooth texture/no curdling
- (Any 2) (2)

[40]

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1
- Taken as soon as the guests arrive.
 - Take orders on the right of the host
 - Take special note of special requests.
 - Specials of the day.
 - Take orders anti clockwise.
 - Take the host's last.
 - Take the order from the starter to the main meal.
 - Repeat order to the guest.
 - Transfer to the kitchen.
 - Record for sale. (Any 3) (3)

- 5.1.2
- The first impression sets the tone for how a customer thinks he/she will be served.
 - Guests feel confident/in reliable hands.
 - Feel welcomed.
 - May visit establishment again.
 - May get positive feedback.
 - Accept examples e.g. language of preference
- (Any other relevant answer) (Any 2) (2)

5.2	5.2.1	Correct/Good choice – red wine matches red meat	(2)
	5.2.2	<ul style="list-style-type: none"> • Stand on the right of the guest • Hold wine with the service cloth • The label facing the guest/show wine to guest • Say the name of the wine and the vintage to the guest • Allow the guest to check the temperature of the wine • Open the bottle only if the host is satisfied. 	(Any 4) (4)
	5.2.3	<ul style="list-style-type: none"> • Suitable • Long stem • Made of glass/clean glass • Large enough • Tulip shape 	(Any 2) (2)
5.3	5.3.1	<ul style="list-style-type: none"> • They should look shiny and bright • Should be clean and polished before being placed on the table. • Wash in clean, hot, soapy water. • Rinse in clean, warm water. • Add vinegar/lemon juice to rinsing water • Wipe dry and polish using a clean cloth. • If there are water stains, dip in hot water and wipe with a dry cloth • Use a dry dish cloth to handle cutlery to prevent finger marks 	(Any 5) (5)
	5.3.2	<ul style="list-style-type: none"> • Cash • Credit cards • Debit cards • Cheques • Internet transfers • Vouchers • Charge accounts • Travellers cheques • Coupons 	(4)
	5.3.3	<ul style="list-style-type: none"> • Have African music • Dark coloured furniture that are comfortable and durable • Have colours like brown, orange or beige for the walls and curtains • Use candles, low lighting or natural lighting • Interior design and décor should blend with the ethnic theme • Vases with animal print on corner tables and strategic points • Tablecloths, serviettes and tie backs should be in African print • Should have wall hangings with the African theme. • Serving plates can have ethnic theme • Menu cards should have pictures of ethnic theme • Table decorations with an African theme. 	(Any 5) (5)

5.3.4	<ul style="list-style-type: none"> • Bain-marie • Chafing dish • Hot tray • Serving tong 	(Any 3)	(3)	
5.3.5	<ul style="list-style-type: none"> • Table d'hôte/set menu • All cutlery and glassware are placed on the table according to the set menu. 		(2)	
5.4	5.4.1	<ul style="list-style-type: none"> • Guests pay a fee for bringing their own wine. • They pay to use glasses. • To open the wine bottle. 	(Any 2)	(2)
	5.4.2	<ul style="list-style-type: none"> • To prevent stealing • Safeguard the profit of the business • Wastage • Forecast buying of new stock • Identify popular drinks • Rotation of stock 	(Any 2)	(2)
	5.4.3	<ul style="list-style-type: none"> • Always have a requisition book and make sure you sign for it • Always take stock before and after the shift • Should make a record of what is left in the bar at the end of the shift • Must only collect requisition from authorized personnel. • Should collect stock at set times during the day • Direct counting method • Estimated method • Bin-card • FIFO • Lock storeroom/stringent security 	(Any 4)	(4)

TOTAL SECTION D: 40
GRAND TOTAL: 200