



Province of the  
**EASTERN CAPE**  
EDUCATION

# **NATIONAL SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2011**

## **HOSPITALITY STUDIES MEMORANDUM**

**MARKS: 200**

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This memorandum consists of 7 pages.

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NAME AND SURNAME: Memorandum

GRADE 11: \_\_\_\_\_

## SECTION A:

## QUESTION 1

## 1.1 MULTIPLE CHOICE QUESTIONS

1.1.1	A	<del>B</del> ✓	C	D	LO1 AS1
1.1.2	A	<del>B</del> ✓	C	D	LO1 AS3
1.1.3	A	B	C	<del>D</del> ✓	LO1 AS3
1.1.4	<del>A</del> ✓	B	C	D	LO2 AS2
1.1.5	A	B	<del>C</del> ✓	D	LO2 AS3
1.1.6	A	B	<del>C</del> ✓	D	LO3 AS2
1.1.7	A	B	C	<del>D</del> ✓	LO3 AS3
1.1.8	A	B	<del>C</del> ✓	D	LO3 AS3
1.1.9	A	B	C	<del>D</del> ✓	LO3 AS5
1.1.10	<del>A</del> ✓	B	C	D	LO3 AS5

(10x1) (10)

## 1.2 MATCHING COLUMNS

1.2.1 D ✓ LO1 AS11.2.2 E ✓ LO1 AS11.2.3 A ✓ LO1 AS11.2.4 B ✓ LO1 AS11.2.5 C ✓ LO1 AS1  
(5x1) (5)

## 1.3 ONE WORD ITEMS

1.3.1 discrimination ✓ LO4 AS21.3.2 harassment ✓ LO4 AS21.3.3 mise-en-place ✓ LO3 AS41.3.4 cleaning ✓ LO4 AS41.3.5 petit fours ✓ LO4 AS41.3.6 Miré-poix ✓ LO3 AS51.3.7 Suprême ✓ LO3 AS51.3.8 Gâteau ✓ LO3 AS1

(8x1) (8)

## 1.4 CLASSIFYING OBJECTS

A stems and shoots ✓ LO3 AS5B fruit ✓ LO3 AS5C fruit ✓ LO3 AS5D flowers ✓ LO3 AS5E gourds & squashes ✓ LO3 AS5F leaves ✓ LO3 AS5G tubers ✓ LO3 AS5H bulbs ✓ LO3 AS5I bulbs ✓ LO3 AS5

(9x1) (9)

## 1.5 TRUE / FALSE

## REASON

1.5.1 TRUE ✓ HIV can spread through open wounds ✓1.5.2 FALSE ✓ Cooked meat can still carry bacteria if not heated properly ✓1.5.3 FALSE ✓ Risotto is a rice dish ✓1.5.4 FALSE ✓ Fish heads and bones are used for making stock ✓

(4x2) (8)

TOTAL SECTION A: 40

**SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY****QUESTION 2**

- 2.1 Guest rooms  
Public areas  
Kitchen  
Restaurant  
Conference rooms  
Vending machines  
Offices  
Swimming pool  
Gymnasium (Any 6) LO1 AS2 (6)
- 2.2 2.2.1 A all areas  
B food production area  
C reception area  
D food service area  
E accommodation area LO1 AS3 (5)
- 2.2.2 Computer literacy  
Analytical planning skills LO1 AS3 (2)
- 2.2.3 Supervising all areas of food and beverage service.  
Hiring, training and terminating of all food and beverage staff.  
Accounting for all financial aspects of food and beverage.  
Assisting the General Manager in compiling financial statements.  
Maintaining excellent service standards.  
Handling guests' complaints.  
Promoting team participation and commitment.  
Any relevant answer LO1 AS3 (7)
- 2.3 2.3.1 Occupational Health and Safety Act LO2 AS1 (1)
- 2.3.2 Nine months imprisonment LO2 AS1 (1)
- 2.3.3 A workplace health and safety policy and guidelines.  
A workplace health and safety committee.  
Health and safety representatives for all work areas.  
Assurance that all systems and machinery are safe.  
Assurance that all potential hazards are eliminated.  
A workplace free of risks.  
Adequate precautionary measures to prevent accidents.  
Properly trained and supervised staff. (Any 6) LO2 AS1 (6)
- 2.4 Safe and secure parking and safe access to the restaurant.  
Access to the establishment must be easy and welcoming.  
Customers should be restricted to guest areas.  
Staff should be clearly identifiable by their uniforms.  
A contract with a professional armed response service provider.  
A clear system of managing cash registers. (Any 4) LO2 AS3 (4)

- 2.5 The emergency generators must be maintained at all times.  
Staff should stay calm and attend to guests.  
Where possible, electrical appliances must be switched off.  
Kitchen staff should use gas appliances.  
Staff should report all crisis situations to the supervisor.  
Electrical appliances should be checked before switched back on.  
(Any 4) LO2 AS3 (4)
- 2.6 When HIV employees fall ill, temporary staff may have to be hired which is expensive.  
Staff morale may be negatively affected by knowing that a colleague is suffering from a terminal illness.  
If the employer loses skilled employees he/she will have to recruit and train employees, this is time consuming and expensive. LO1 AS3 (3)
- 2.7 HIV: Human Immune Deficiency Virus LO2 AS2 (1)
- TOTAL SECTION B: 40**

## SECTION C: FOOD PRODUCTION

### QUESTION 3

- 3.1 3.1.1 Flour:  $\frac{250}{12500} \times R45 = R0,90$  LO3 AS3 (2)  
Baking powder  $\frac{5}{1000} \times R15 = R0,07$  LO3 AS3 (2)  
Castor sugar  $\frac{50}{1000} \times R15 = R0,75$  LO3 AS3 (2)  
Eggs  $\frac{3}{12} \times R12 = R3,00$  LO3 AS3 (2)  
Milk  $\frac{500}{1000} \times R5 = R2,50$  LO3 AS3 (2)  
Butter  $\frac{50}{500} \times R10 = R1,00$  LO3 AS3 (2)  
Oil  $\frac{25}{750} \times R7,50 = R0,25$  LO3 AS3 (2)
- 3.1.2 TOTAL COST =  $0,90+0,07+0,75+3,00+2,50+1,00+0,25 = R7,47$   
ONE Crumpet:  $\frac{R7,47}{16} = R0,47$  LO3 AS3 (2)
- 3.1.3  $R0,47 \times 3 = R1,41$  LO3 AS3 (2)
- 3.2 3.2.1 No. Too much sugar will retard the growth of yeast. LO3 AS5 (2)
- 3.2.2 Shortening, eggs and milk. LO3 AS5 (3)
- 3.2.3 Proofing is the final rise of shaped or panned yeast products.  
The product is left to rise at a slightly higher temperature.  
Humidity is also desirable. LO3 AS5 (3)

- 3.3 Check that the quality, size and quantity meet the specifications of the order.  
Check that the price on the order is correct and corresponds with the purchase order.  
Mark or label perishable goods with the date received.  
Keep a daily record of goods received.  
Immediately transfer the goods to the correct storage or preparation areas to prevent any loss or damage to the goods. LO3 AS5 (5)
- 3.4 Support each other.  
Anticipate the needs of other team members without waiting to be asked.  
Accept that team members are individuals and develop tolerance for differences.  
If a team pools its strengths it will work more sufficiently and perform better. LO3 AS1 (3)
- 3.5 3.5.1 Halaal:  
All food that is permissible according to Muslim rules. LO1 AS1 (2)
- 3.5.2 Haraam:  
All food and drink that is forbidden according to Muslim tradition like pork and alcohol. LO1 AS1 (2)
- 3.5.3 Kosher:  
Satisfying the requirements of Jewish law with regard to the preparation of food. LO1 AS1 (2)
- [40]**

**QUESTION 4**

- 4.1 4.1.1 Packaging must be neat, clean and free of tears.  
Check the sell-by-date.  
Check that it does not smell bad.  
The flesh should be firm.  
Skin should be white and unbroken.  
Check that all feathers are removed. LO3 AS2 (6)
- 4.1.2 Brown stock: bones and vegetables are browned before stock is made.
- White stock: bones and vegetables are blanched before stock is made. LO3 AS2 (4)
- 4.1.3 Pork LO3 AS2 (1)
- 4.1.4 Must be piping hot.  
There should be no fat floating on the surface.  
Well flavoured and tasty.  
Correct consistency.  
Should have a good colour.  
Look attractive without too much garnish. (Any 5) LO3 AS2 (5)
- 4.1.5 *Roux*  
*Beurre Manie*  
Corn flour  
Arrowroot LO3 AS2 (4)

	4.1.6	Boiling	LO3 AS2	(1)
	4.1.7	Basmati Rice	LO3 AS2	(1)
	4.1.8	Pilaf Risotto Paella Breyani	LO3 AS2	(4)
	4.1.9	Chopped vegetables, atjars and chutney	LO1 AS1	(3)
4.2	4.2.1	16:00 (4 o'clock)		(2)
	4.2.2	Side plates Cups Saucers Teaspoons Cake forks		(5)
	4.2.3	Koeksisters Milk tart Biltong Scones		(3)
	4.2.4	Rooibos		(1)
				<b>[40]</b>

**TOTAL SECTION C: 80**

## **SECTION D: FOOD AND BEVERAGE SERVICE**

### **QUESTION 5**

5.1	Maintenance of standards Staff timetables Function bookings Staff training Appointing new staff Any other relevant answer	(Any 5) LO4 AS1	(5)
5.2	Reception Head Waiter / Host / Hostess	(Any 2) LO4 AS1	(2)
5.3	Competency of staff Tables most frequently used by guests Physical attractiveness of the station Distance from the kitchen Number of covers to be served	LO4 AS1	(5)

- 5.4 Uniforms should be neat and clean  
 Washable clothing should be changed regularly  
 Suits and blazers should be well pressed and free of spots  
 Shoes should be comfortable, neat and well polished  
 Jewellery should be small or not worn at all  
 Male waiters should be clean shaven  
 Bath or shower daily and brush teeth before coming to work  
 Use deodorants daily and avoid strong perfume  
 Take special care of hands, nails should be clean and short  
 Cuts and burns should be covered with dressings LO4 AS1 (8)
- 5.5 Quickly defuse the problem  
 Let the guests describe without interruption  
 Apologies should be sincere and convincing  
 Do not make excuse or blame anyone else  
 Be polite  
 Never offer something you cannot deliver  
 Check back LO4 AS2 (7)
- 5.6 After each course LO4 AS4 (1)
- 5.7 Be aware of when customer requires the bill, so that you don't keep them waiting.  
 Bills are only presented when customer asks for it.  
 The bill is placed in front of the customer.  
 The bill is placed in a billfold and folded.  
 Don't wait at the table for the bill.  
 Be alert to pick up the billfold once the customer is ready. LO4 AS3 (4)
- 5.8 A dessertspoon  
 B cake fork  
 C butter knife  
 D fish fork  
 E meat fork  
 F meat knife  
 G fish knife  
 H soup spoon LO4 AS4 (8)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**