



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2015

**HOSPITALITY STUDIES
MEMORANDUM**

MARKS: 200

This memorandum consists of 13 pages.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE ITEMS**

1.1.1 C ✓

1.1.2 A ✓

1.1.3 D ✓

1.1.4 A ✓

1.1.5 B ✓

1.1.6 B ✓

1.1.7 D ✓

1.1.8 B ✓

1.1.9 A ✓

1.1.10 C ✓

1.1.11 D ✓

1.1.12 A ✓

1.1.13 B ✓

1.1.14 B ✓

1.1.15 D ✓

(15 x 1) (15)

1.2 ONE-WORD ITEMS

1.2.1 Target market ✓

1.2.2 Dress code ✓

1.2.3 Crudités ✓

1.2.4 Halaal ✓

1.2.5 Labour costs ✓

1.2.6 Fermentation ✓

1.2.7 Drying ✓

1.2.8 Basting ✓

1.2.9 Frappe ✓

1.2.10 Diabetes ✓

(10 x 1) (10)

1.3 MATCHING ITEMS

1.3.1 D ✓

1.3.2 E ✓

1.3.3 H ✓

1.3.4 I ✓

1.3.5 C ✓

1.3.6 J ✓

1.3.7 F ✓

1.3.8 A ✓

1.3.9 K ✓

1.3.10 B ✓

(10 x 1) (10)

1.4 CHOICE ITEMS

1.4.1 B ✓

1.4.2 D ✓

1.4.3 E ✓

1.4.4 F ✓

1.4.5 H ✓

(Any order) (5 x 1) (5)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS,
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

- 2.1 2.1.1 • They are used to make reservations. ✓
• They are used for guests' check-in and check-out. ✓
• Electronic key cards are safer with their computer generated pass codes.
• They help the housekeepers in knowing which rooms have to be completely cleaned and which rooms only need to be tidied. ✓
• The lodging manager and night auditor use computers for daily and overall accounting purposes. ✓
• Managers can keep track of inventory and can order supplies. ✓
(Any relevant answer) (Any 3 x 1) (3)
- 2.1.2 • Internet purchases should be made using a credit card. ✓
• Make sure you use a secure connection– begins with “https”. ✓
• Do business with reputable organisations. ✓
• Use a recommended website or one that you are familiar with. ✓
• Do not click any hyperlink contained within a “spam” e-mail. ✓
• Make sure you are on the website that you think you are on. ✓
• Always use a secure web browser. ✓
• Set your web browser to the highest level of security notification and monitoring. ✓
• Use the most recent version of your web browser. ✓
• Look out for the closed padlock icon at the bottom of the screen, to ensure that your details are protected when the e-mail is transmitted. ✓
• Read the terms and conditions of the supplier's website to find out what protection is offered if problems should arise. ✓
You can use a computer privacy filter that limits the reading radius of your screen to front view. ✓
(Any 3 x 1) (3)
- 2.2 2.2.1 Tuberculosis ✓ (1)
- 2.2.2 • Fever, chills and night sweats ✓
• Coughing blood ✓
• Loss of appetite ✓
• Loss of weight ✓
• Constant tiredness ✓
• Shortness of breath ✓
(Any 4 x 1) (4)

- 2.3 2.3.1 • There will be greater absenteeism by employees. ✓
• Productivity will be reduced. ✓
• There will be an increase on the direct costs related to care and treatment of employees. ✓
• Employees who die because of HIV will result in vacant posts. ✓
• There will be a need to rehire and retrain new workers when they fall ill or die. ✓
• It inhibits the economic growth because unhealthy population will have less money to invest in productive activities. ✓
• It affects business by increasing poverty due to loss of income. ✓
(Any 3 x 1) (3)
- 2.3.2 • Food handlers should follow all standard hygiene practices. ✓
• People should always wear surgical/latex gloves when treating someone with a cut or an open wound. ✓
• People should use protection when having sex. ✓ (Any 2 x 1) (2)
- 2.4 • Shower or bath daily. ✓
• Use deodorant. ✓
• Wear clean clothes and uniform. ✓
• Males should always be clean shaven. ✓
• Hair should be kept clean and out of face. ✓
• Head gear should always be worn when handling food. ✓
• Keep fingernails clean and short. ✓
• Footwear should be clean and safe. ✓
• Avoid excessive jewellery. ✓
• Do not smoke in food areas. ✓
• Cover open cuts and burns with a waterproof dressing. ✓
(Any 4 x 1) (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING – FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 Cocktail function ✓ (1)
- 3.1.2 Dish A – Suitable, ✓ because Orthodox Hindus follow a strict vegetarian diet. ✓
Dish B – Not suitable, ✓ because Hindus do not consume beef as they believe that a cow is sacred. ✓ (4)
- 3.1.3
- No utensils needed for finger foods or hors d'oeuvres. ✓
 - Food can be inexpensive if well planned. ✓
 - Less space is needed for cocktail parties. ✓
 - Guests are allowed to mingle with everyone. ✓
 - A wide variety of styles and flavours can be served. ✓
 - Finger foods allow more creativity than a formal meal. ✓
 - The duration of the function is usually quite short. ✓ (Any 5 x 1) (5)
- 3.1.4
- Snacks should be bite sized. ✓
 - They should be attractive and colourful. ✓
 - They must be tasty and well-seasoned. ✓
 - They must include a variety of flavours. ✓
 - Ingredients should be easily recognised. ✓
 - Food should be properly prepared and made of high quality ingredients. ✓ (Any 5 x 1) (5)
- 3.1.5
- Keep the season and theme of the party in mind. ✓
 - A central table for display of food with a centre piece should be used. ✓
 - Usually no chairs are placed in the room. ✓
 - If chairs are used, there is usually one chair for every two people and they should be arranged against the wall. ✓
 - Flower arrangements should be large and high. ✓
 - Use lighting to establish the mood of the party/Use candle lights or fairy lights instead of bright overhead lights. ✓
 - Use music to set the mood for the guests. ✓
 - Music should be relaxing and should match the theme or atmosphere. ✓ (Any 5 x 1) (5)
- 3.1.6
- Wine ✓
 - Beer ✓
 - Spirits ✓
 - Cocktails ✓
 - Juices ✓
 - Soft drinks ✓ (Any relevant answer) (Any 3 x 1) (3)

- 3.2
- Eat less fat, especially saturated fats and food with high cholesterol. ✓
 - Avoid or restrict processed meat. ✓
 - Take sugar in moderation. ✓
 - Avoid or restrict refined starch. ✓
 - Limit alcohol intake. ✓
- (Any 4 x 1) (4)
- 3.3
- 3.3.1 Selling Price for each guest = $R30\,000 \div 75$ ✓
= R400,00 per person ✓ (2)
- 3.3.2 Actual total Cost = $R10\,500$ ✓ + $R2\,500$ ✓ + $R7\,000$ ✓
= $R20\,000$ ✓ (4)
- 3.3.3 Net Profit = $R30\,000 - R20\,000$ ✓
= $R10\,000$ ✓ (2)
- 3.3.4 Gross Profit = $R30\,000 - R10\,500$ ✓
= $R19\,500$ ✓ (2)
- 3.3.5
- Rent ✓
 - VAT ✓
 - Water ✓
 - Electricity ✓
 - Post and telephone services ✓
 - Advertising ✓
 - Cleaning materials ✓
 - Stationery ✓
- (Any 3 x 1) (3)

QUESTION 4

- | | | | |
|-----|-------|---|-----------------|
| 4.1 | 4.1.1 | Cold dessert ✓ | (1) |
| | 4.1.2 | (i) To prevent it from scorching/to prevent it from losing its thickening ability. ✓ | (1) |
| | | (ii) To ensure even distribution of fruit pieces. ✓ | (1) |
| | 4.1.3 | <ul style="list-style-type: none"> • Rinse the mould with cold water to which a drop of oil could be added. ✓ • Lightly spray it with non-stick spray. ✓ • Lightly brush the mould with oil. ✓ | (Any 2 x 1) (2) |
| | 4.1.4 | <ul style="list-style-type: none"> • Select the plate for its colour, size and shape. ✓ • Keep the design simple. ✓ • Balance the aspects such as colour, texture, shape and flavour. ✓ • Use glazes, toppings and sauces to decorate the dessert. ✓ • Add fillings. ✓ • Garnish the dessert with tuiles, fresh fruit, chocolate shapes, spun sugar, edible flowers, etc. ✓ | (Any 3 x 1) (3) |

- 4.2 4.2.1 Exclusion of oxygen ✓ (1)
- 4.2.2
- Heat used during canning micro-organisms and enzymes. ✓
 - Excluding air means that micro-organisms cannot multiply. ✓
 - Concentrated sugar syrup or brine prevents the development of micro-organisms. ✓
 - Oxidation cannot take place when air is removed. ✓ (Any 3 x 1) (3)
- 4.2.3
- Food preservation prevents the food from being spoiled by the action of enzymes and micro-organisms. ✓
 - It increases the safe storage period of foodstuffs. ✓
 - It increases the availability of food stuffs that are out of season. ✓
 - It makes transportation of foodstuffs easier. ✓
 - Preserved foods are easy to store. ✓
 - It saves time and energy as certain preparation has already been done. ✓
 - Labels offer nutritional information. ✓
 - Preserved food can be eaten on its own. ✓ (Any 3 x 1) (3)
- 4.3 4.3.1 Beef olives. ✓ (1)
- 4.3.2 Bolo ✓ (1)
- 4.3.3 Braising ✓/Pot roasting ✓ (Any 1 x 1) (1)
- 4.3.4 Gravy ✓/Sauce part of dish ✓ (Any 1 x 1) (1)
- 4.4
- Boned meat can be stuffed to stretch the meat and yield more portions. ✓
 - The meat cut can be fashioned into a regular shape. ✓
 - It will cook evenly. ✓
 - A boned joint is easy to carve. ✓
 - The bones can be reserved for stock. ✓
 - Interesting dishes can be prepared. ✓ (Any 3 x 1) (3)
- 4.5 4.5.1
- Moral grounds, based on an objection to the killing of animals. ✓
 - Religious beliefs may prohibit the eating of meat. ✓
 - The meat industry is said to have a negative impact on the environment. ✓
 - For the sustainability of the planet. ✓
 - Some people do not like the taste of meat. ✓
 - Meat is more expensive than plant products. ✓ (Any 3 x 1) (3)
- 4.5.2
- Dried beans are soaked to soften the tissues. ✓
 - To rehydrate the beans. ✓
 - To shorten the cooking time. ✓ (Any 2 x 1) (2)

- 4.6 4.6.1 Short crust pastry ✓ (1)
- 4.6.2
- Measure ingredients accurately. ✓
 - Keep everything ice cold: work surface, ingredients, utensils and your hands. ✓
 - Do not over-mix and handle dough lightly. ✓
 - Use minimum flour when rolling the dough. ✓
 - Incorporate as much air as possible. ✓
 - Roll out lightly, always in the same direction. ✓
 - Do not stretch the dough. ✓
 - Bake at the correct temperature and position in the oven. ✓
- (Any 4 x 1) (4)
- 4.6.3
- It should have a soft, short or fine crumb. ✓
 - It should be rich and not flaky. ✓
 - Should have a golden brown crust. ✓
 - Should be crisp. ✓
 - The texture should not be gummy or tough. ✓
- (Any 3 x 1) (3)
- 4.7 4.7.1 Choux pastry (1)
- 4.7.2 (i) Un-gelatinised starch will cause the puffs to collapse and no cavity will be formed. (1)
- (ii) Puffs will be softened by trapped air. (1)
- 4.8 Beignets are squares or strips of choux pastry that are deep fried and **dusted with icing sugar or castor sugar**, ✓ whereas churros are long strips of choux pastry that are deep fat fried and **sprinkled with cinnamon and sugar**. ✓ (2)
- [40]**

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 5.1.1
- Guest rooms ✓
 - Function rooms ✓
 - Food and beverage ✓
 - Bars ✓
 - Laundry ✓
- (Any 3 x 1) (3)
- 5.1.2
- Controls banking procedures. ✓
 - Pays salaries. ✓
 - Oversees the auditing of hotel funds. ✓
 - Ensures payment of VAT. ✓
 - Preparing financial reports. ✓
 - Drawing up budgets. ✓
 - Preparing cash flow forecasts. ✓
 - Safeguarding the business's assets. ✓
 - Taking care of collections, which means making sure that money owed to the business is paid. ✓
 - Dealing with queries from guests regarding billing and foreign exchange. ✓
- (Any 5 x 1) (5)
- 5.1.3
- 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 achieving success. ✓
 - Good organising and management skills. ✓
 - High levels of energy and a sense of humour. ✓
- (Any 5 x 1) (5)
- 5.1.4
- Name of the business and business description is included. ✓
 - The business description is included. ✓
 - The marketing plan is also included. ✓
 - Staffing plan is included. ✓
 - There are overall business goals. ✓
 - No operational plan. ✓
 - No financial plan. ✓
- (Any 4 x 1) (4)
- 5.1.5
- Competitions. ✓
 - Give-aways. ✓
 - Lucky draws. ✓
 - "Buy one get one free" offers. ✓
 - Special packages for accommodation. ✓
 - Specials on certain days. ✓
 - Free gifts. ✓
 - Advertising ✓
 - Sponsorship of events. ✓
- (Any 4 x 1) (4)

- 5.2
- Baking ✓
 - Home industries ✓
 - Vendors ✓
 - Function catering ✓
 - Children's birthday parties ✓
 - Meals on wheels ✓
- (Any 4 x 1) (4)
- 5.3
- Make sure that the information to be advertised, e.g. price, place, product are correct. ✓
 - Keep the message short, direct and centred on one product. ✓
 - Tell potential customers about the special features of your product. ✓
 - Use words like FREE, SAVE, BARGAIN, NEW, EXCLUSIVE to catch a potential customer's attention. ✓
 - Use simple, easily understood words and phrases without any language or spelling errors. ✓
 - Do not clutter the tool with too much information. ✓
 - Use pictures and illustrations to give the visual image of the product. ✓
 - Use a font size and letter type that is easily readable. ✓
 - Use art elements like texture and colour with care to draw immediate attention. ✓
 - Apply art principles like scale and proportion so that the product is pleasing to the eye. ✓
- (Any 5 x 1) (5)
- [30]**

QUESTION 6

- 6.1
- 6.1.1 White wine ✓ (1)
- 6.1.2 Glass A (1)
- 6.1.3
- Fish ✓
 - Shellfish ✓
 - Poultry ✓
 - Pork ✓
 - Veal ✓
 - Starters ✓
 - Goat's cheese ✓
- (Any 3 x 1) (3)
- 6.2
- Present the wine from the right hand side of the guests. ✓
 - Hold the wine on a service cloth in your hand and make sure that the label faces the host. ✓
 - Present the wine to the host while saying the name and vintage of the wine to confirm that it is the correct one. ✓
 - The host may wish to feel the temperature of the wine. ✓
 - Open the bottle once the host is satisfied. ✓
- (Any 4 x 1) (4)

- 6.3
- Pour a mouthful into the host's glass to offer the host a taste of wine. ✓
 - The bottle must never touch the glass. ✓
 - When pouring the label should face the guests. ✓
 - Pour from the right-hand side of the guests. ✓
 - After the host has approved the wine, fill the glasses of the other guests, move in an anti-clockwise direction and end with the host. ✓
 - The glasses should be filled half way for red wine and two-thirds for white wine. ✓
 - Ensure that you have enough wine for all the guests. ✓
 - When you have finished pouring, place the white wine bottle in an ice bucket or cooler next to the table and red wine is placed on the table. ✓
 - Drape a napkin around the neck of the red wine bottle and on the ice bucket where the white wine is being stored. ✓
 - Refill the wine glasses as required. ✓
- (Any 3 x 1) (3)

6.4

CORDIALS	SYRUPS
Cordials are made from fruit juices and other flavourings. ✓	Syrups are made from a fruit base with no artificial flavourings. ✓
Cordials are diluted with water, lemonade or soda water to drink. ✓	Syrups are used in the making of cocktails. ✓
Cordials are cheaper. ✓	Syrups are more expensive. ✓

(Any 2 + 2) (4)

- 6.5 6.5.1 Formal function ✓ (1)

- 6.5.2
- Clear all serving items and utensils such as coffee cups, flowers and glassware. ✓
 - Clear all tables of unused cutlery, crockery and cruet sets. ✓
 - Remove linen from the tables. ✓
 - Switch off all electrical equipment. ✓
 - Storing all items in their correct places. ✓
 - Wipe the counters and tables. ✓
 - Switch off the hot beverage machines and clean them. ✓
 - Arranging the tables and prepare the dining room for the next service. ✓
 - Following correct cleaning procedures for the linen, crockery, cutlery and glasses. ✓ (Any relevant answer) (Any 5 x 1) (5)

- 6.5.3
- Work in a clockwise direction and brush from the guest's left-hand side. ✓
 - Hold the plate just under the edge of the table with your left-hand. ✓
 - Brush the crumbs down using a folded serviette. ✓
 - Finish with the host. ✓
 - Move dessert spoons and forks into position. ✓
- (Any 4 x 1) (4)

- 6.5.4
- You must know that solitary diners want to be alone. ✓
 - Respect their need for privacy. ✓
 - Be polite and friendly without being familiar. ✓
 - Be attentive but not intrusive, so that the customer does not feel neglected. ✓
- (Any 4 x 1 (4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200