



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2024

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 19 pages.

SECTION A: SHORT QUESTIONS**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	C✓	M113	F206
1.1.2	A✓	M150	F168
1.1.3	D✓	M174	F31
1.1.4	D✓	M86	F199
1.1.5	A✓	M175	F30
1.1.6	B✓	M185	F86
1.1.7	D✓	M69	F16
1.1.8	B✓	M81	F188
1.1.9	A✓	M157	F50
1.1.10	B✓	M99	F178

(10)

1.2 MATCHING ITEMS

1.2.1	C✓
1.2.2	D✓
1.2.3	E✓
1.2.4	B✓

M93-
F193
(4)**1.3 MATCHING ITEMS**

1.3.1	D✓
1.3.2	H✓
1.3.3	B✓
1.3.4	A✓
1.3.5	F✓
1.3.6	C✓

M143
F155
(6)**1.4 ONE-WORD ITEMS**

1.4.1	Chicken/Pork liver/Liver✓	M80	F190
1.4.2	Food allergy/Allergic reaction/Anaphalaxis/ Allergy✓	M50	F4
1.4.3	Meals on Wheels✓	M9	F131
1.4.4	Hypertension/High blood pressure✓	M49	F4
1.4.5	Granita/Sorbet✓	M139	
1.4.6	Hydration/sponging/blooming✓	M129	F161
1.4.7	Alertness/Attentiveness/ Awareness/Observant✓	M31	F88
1.4.8	Carving unit / Carving trolley/Guéridon trolley✓	M175	F 31
1.4.9	Product✓	M15	F134
1.4.10	Authenticity seal/Certification seal✓	M158	F53

(10)

1.5 SELECTION ITEMS

1.5.1 A✓, C✓, E✓, I✓, J✓

Any order M113
F206
(5)

1.5.2 B✓, C✓, E✓, H✓, I✓

Any order M6
F125
(5)**TOTAL SECTION A: 40**

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

2.1	2.1.1	Liver✓	M22 F76 (1)
	2.1.2	They could get a vaccination/immunisation✓	M22 F77 (1)
	2.1.3	Overseas guest with: <ul style="list-style-type: none"> • chronic/lifelong diseases/liver disease✓ • history of treatment with clotting–factor concentrate✓ • sexual encounters with infected person✓ • elderly people with a weakened compromised immune system✓ • who did not get a vaccine/immunisation✓ • who are using drugs✓ 	M23 F77 (1)
	2.1.4	<ul style="list-style-type: none"> • It is contagious/Food handlers working with food can spread to other food handlers and guests✓ • Doctors book off people with Hepatitis A for 7 days✓ • The person will be physically unfit to work in the kitchen/restaurant because they will be tired✓ • Food handlers will show symptoms of diarrhoea, and it will be unsafe for them to handle food/ food handlers can contaminate the food✓ • Food handlers will show symptoms of fever and should not be allowed to handle food in the kitchen ✓ • Serving staff will look sick, they will display yellow skin and eyes/jaundice✓ • When the symptoms appear, this will make guests uncomfortable✓ • The disease may damage the reputation or image of the hotel✓/ and that may lead to financial losses✓ 	M23 F77 (4)
2.2		<ul style="list-style-type: none"> • It is correct/ Comment is true/Yes ✓ • HIV weakens the body's immune system✓ • Leaves the body vulnerable to TB ✓ • A weakened immune system allows TB to infect parts of the body other than the lungs✓ • HIV destroys the blood cells making the body unable to fight against TB✓ • During stages 3 and 4 of AIDS, patients develop opportunistic infections, such as TB✓ • TB increases the formation of HIV viruses therefore weakening the immune system✓ 	M26 F79/82 (3)

- 2.3
- POS system will reduce the time spent doing inventory sales figures and other paperwork/ stock taking is easier✓
 - Faster to work out bill✓
 - Restaurant ordering process is streamlined/ quicker as orders are relayed automatically/ sent to the kitchen from the dining room/easier/quicker to do orders✓
 - Faster and accurate service✓
 - It assists the staff in making sure that items are not omitted from the bill or charged incorrectly/ less mistakes on the bill ✓
 - The POS will assist with online reservation for a table/online bookings✓
 - POS can be used for inventory, management✓/tracking employee time and attendance✓/scheduling staff✓
 - Order list can be compiled accurately✓/tracking of incoming and outgoing stock✓
 - Fewer staff is required in the restaurant / workload is simplified✓
- (Any 4 relevant answers)

M38
F105
(4)

- 2.4 2.4.1 • Positive first impression/expectations were met✓

The waiter:

- was friendly/smiling which is what guests expect from upper class/sophisticated restaurants ✓
 - acknowledged the guests when they arrived/ waiter welcomed the guests✓
 - was familiar with the menu the restaurant offers and could advice/ recommend substitutes to the guests /helpful ✓
 - well trained/ holding the tray correctly/service cloth/serviette✓
 - displays professional appearance/is well dressed and well groomed/uniform is clean and neat/cleanly shaven✓
 - displays the positive body language/is standing up straight✓
 - polite/respectful/ the waiter listened to the guests✓
 - enthusiastic ✓
 - first impressions are lasting therefore the guests might come back✓
- (Any 3)

M32
F89
(3)

- 2.4.2
- The customer was satisfied/impressed with the customer care/ expectations were met for food and service✓
 - They were able to prepare a gluten-free meal for the guests/guest received what was ordered✓
 - The restaurant was able to cater for different dietary needs/vegetarian pasta was prepared✓
 - The guests acknowledged that the food was well prepared/outstanding✓
 - Respond in a timely manner/food is served quickly/quality service✓
 - Guests were offered complimentary welcome drinks✓
 - The waiter came back to check on the guests✓
- (Any 3)

M32
F89
(3)

TOTAL SECTION B : 20

**SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES****QUESTION 3**

- 3.1 3.1.1
- The snacks must be bite sized/ one or two bites✓
 - Include hot and cold savoury snacks ✓
 - Include two to three sweet snacks✓
 - They must be visually attractive and colourful / eye catching✓
 - They must be tasty and well-seasoned✓
 - They must include a variety of flavours✓
 - Ingredients should be easily recognisable✓
 - Personal and kitchen hygiene is essential✓
 - Use a variety of shapes✓
 - Use a variety of textures✓
 - Use a variety of cooking methods✓
 - Use a variety of ingredients✓
 - It must be well garnished✓
 - Good quality ingredients✓
 - Items must be easy to eat/no bones/not too saucy/must not dirty fingers/ sticky✓
 - Prepare the correct number of portions/ hors d'oeuvres/ according to number of guests ✓ (Any 4)
- M74
F15-
18
(4)
- 3.1.2 Not suitable/ No✓
- Tempura Prawns- Jewish guests do not eat shellfish✓
 - Mutton Rissoles and Bruschetta with Cream Cheese- Jewish guests do not consume milk and meat in the same meal unless six hours has elapsed✓
 - Smoked Salmon Pinwheels with Caviar because the caviar comes from sturgeon which is not kosher✓
- It is suitable /Yes✓
- Smoked Salmon Pinwheels with Caviar- some caviar is kosher; Jews will eat fish✓
 - Hummus and Vegetable Chips will be suitable because they eat vegetables and the chickpeas in the hummus ✓
 - Mutton Rissoles / Bruschetta with Cream Cheese- will be suitable only if either is eaten on its own✓
- (1 mark for suitable/unsuitable + Any 3 motivations)
- M44
F3
(4)
- 3.1.3
- Time of the year/Season ✓- Cold Cucumber Soup/cold dessert/ Dark Chocolate Bavarois is on the menu during winter/ July/cold weather✓
 - Availability of the food/ Seasonality✓- Dragon Fruit and Watermelon are out of season in July/ winter/ difficult to find dragon fruit in South Africa ✓
 - Cost of ingredients✓- the dishes on the menus are expensive/not within budget: Smoked Salmon Pinwheels with Caviar, Tempura Prawn, Tournedos, Dragon Fruits✓
 - Time for preparation✓-the dishes included need more time to prepare because they require advance skills✓
- (Any 2 management principles + 1 reason for each)
- M46
F2
(4)

- 3.1.4
- It will be sufficient/ yes✓
 - Between 2-5 snacks can be served when a full meal/ formal meal follows✓
- OR**
- Incorrect/no✓
 - Too many snacks on the menu✓
 - Pre-dinner menu only requires 2-3 snacks✓
- M67
F12
(2)
- 3.1.5
- Product or media launches✓
 - Fundraising events'✓
 - Business liaising✓
 - Prize giving functions✓
 - Celebrations e.g. birthdays, New year's✓
 - Social events e.g. baby shower, etc.✓
 - After theatre cocktail party/ High tea✓
- M67
(2)
- (Any 2 relevant answers)
- 3.1.6
- They are hosting 200 guests/ large number of guests/ more than 50 guests✓
 - They have pre-selected the set menu/ table d'hôte menu ✓
 - Formal sit-down dinner/table setting according to the menu✓
 - Menu has three courses plus the pre-dinner cocktail snacks✓
 - The meal is in honour of the bridal couple/special event✓
- M53
F8
(3)
- (Any 3)
- 3.2
- 3.2.1
- If she expands her business, she will increase the volume of ingredients she is purchasing at a time/might buy in bulk which will be cheaper✓
 - The place where she is purchasing from, i.e. supermarket/ wholesaler will save her costs or the costs will increase ✓
 - The availability of the pecan nuts i.e. season✓
 - Inflation/ prices of ingredients may increase/ petrol price increase✓
 - She may purchase ingredients cheaper when on special/sales✓
- M62
F23
(2)
- (Any 2)
- 3.2.2
- Gross profit: is the difference (-) between the selling price and the **food cost** / difference between the cost of producing the item and the money it is sold for✓
- Net profit: is the difference (-) between the selling price and the **total cost** / income you get from selling the product minus all the expenses✓
- M62
F23
(2)
- (Any 2)

3.2.3	<p>R840,00 ÷ 20 tarts✓ = R42,00✓ =R42,00 x 40 ÷ 100✓ = R16,80✓ =R42,00 + R16,80✓ = R58,80✓ OR Selling Price = Total Cost + Profit R840,00 x 40✓ ÷ 100 / R 840 + R 336✓ =R1176 ✓ =R1176 ÷ 20 tarts✓ =R58-80 ✓</p>	(Any 4)	M62 F23 (4)	
3.2.4	Overheads✓		(1)	
3.3	3.3.1	<ul style="list-style-type: none">• Soya milk✓• TVP products/e.g. soya mince, soya steak/schnitzels✓• Tempeh✓• Tofu✓• Miso✓• Soya flour✓	(Any 2)	M101 F182 (2)
	3.3.2	<ul style="list-style-type: none">• It is a healthy source of plant protein ✓• Low in fat✓• Cholesterol free✓• Source of fibre✓• Rich in complex carbohydrates✓• High in B complex/ vitamins✓• Rich in minerals e.g. iron and potassium✓• Rich in antioxidants✓• Low in glycaemic index✓• No saturated fat✓• Low in kilojoules✓	(Any 3)	M101 F180 (3)
	3.3.3	<ul style="list-style-type: none">• Fish and other seafood e.g. lobster✓, crayfish✓• Eggs✓• Milk✓ and dairy products e.g. yoghurt, cheese, ice cream✓	(Any 2)	M101 F178 (2)
3.4	3.4.1	<ul style="list-style-type: none">• Leaf/sheet gelatin✓• Powdered or granulated gelatin✓• Flavoured /coloured / sweetened jelly powder ✓	(Any 2)	M129 F161 (2)
	3.4.2	<ul style="list-style-type: none">• Allow the jelly to thicken to the consistency of thick egg whites before adding the fruit to ensure even distribution✓• Ensure that all fruit are uniform in size/ fruit pieces should not be too big ✓• Do not choose heavy fruits✓• The fruit must be free of liquid/reduce the quantity of the other liquids✓• A small quantity of fruit should be used✓	(Any 2)	M131 F162 (2)

- 3.4.3 Agar-agar: is obtained from plant/seaweed and therefore suitable for use in the fruit jelly for a vegan diet/to cater for vegetarians/ certain religions/ Muslims and Jews ✓
It does not melt and can stand longer on a buffet table before collapsing ✓
Can set without being refrigerated/ can set quicker ✓
No hydration needed ✓

(Any 1)
M128
F160
(1)
[40]

QUESTION 4

4.1	4.1.1	B/Phyllo pastry✓		M115 F207 (1)
	4.1.2	The pastries must be: <ul style="list-style-type: none"> • kept under plastic wrap✓ • covered with a damp cloth✓ • covered at all times✓ • immediately brushed with melted butter/oil✓ 	(Any 2)	M115 (2)
	4.1.3	<ul style="list-style-type: none"> • Paper thin/non laminated/light in weight ✓ • Light golden/ straw colour/golden brown✓ • Crisp/brittle✓ • Light texture ✓ • Separate layers created by brushing each layer with butter✓ • Delicate✓ 	(Any 4)	M115 F207 (4)
4.2	4.2.1	<ul style="list-style-type: none"> • Brisket✓ • Chuck✓ • Neck✓ • Shin✓ • Flat rib✓ • Prime rib✓ 	(Any 2)	M92 F192 (2)
	4.2.2	<ul style="list-style-type: none"> • Braising✓ • Pot roasting✓ • Cooking bags/foil✓ 	(Any 1)	M91 F192 (1)
	4.2.3	<ul style="list-style-type: none"> • Selected meat cuts have lots of collagen/ connective tissue/meat is tough✓ • During pot roasting/ braising/cooking bags/ foil meat is cooked with added liquid at 140 °C – 180 °C for a long period of time ✓ • The collagen bonds with water✓ • White connective tissue/ collagen breaks down into gelatine making it softer/ tender✓ • The collagen that surrounds muscle fibre, breaks down, muscle fibres separate into strings✓ 	(Any 2)	M88 F196 (2)
	4.2.4	<ul style="list-style-type: none"> • Springbok is also red meat/ similar to beef✓ • Springbok meat is suitable for combination cooking methods which will make the springbok meat soft ✓ • The springbok meat is flavoursome✓ • Springbok meat could be marinated therefore removing the gamey taste✓ • Game meat is leaner and therefore healthier than beef/ less kilojoules/less fat/ less cholesterol✓ 	(Any 2)	M79 F189 (2)

4.2.5

On the bone	Deboned
Has more flavour due to the bones✓	More meat because of no bones✓
Cheaper due to less labour to remove the bones✓	Even shape/ meat can be shaped neatly✓
Bones in meat give more body to the sauce due to collagen✓	Meat can be easily carved✓
(Any 1)	Meat will cook evenly and quicker✓
	Meat can be stuffed – more portions✓
	More interesting / versatile dishes can be prepared ✓ (Any 1)

M87
F191
(2)

4.3

4.3.1

- Cold✓
- Baked custard✓ (Any 1)

M138
F147
(1)

4.3.2

- Egg custard baked over a layer✓ of caramelised sugar✓ and inverted for service.✓
- A layer of caramelised sugar✓ is created and a mixture of eggs, milk, sugar and flavouring✓ is poured over and baked✓
(Any 2)

M138
F147
(2)

4.3.3

- For the eggs to coagulate/ the custard to set✓
- To prevent over coagulation/ prevent overcooking of the egg protein in the custard/prevent small holes on the surface of custard/prevent curdling/syneresis✓
- To ensure even cooking of the custard✓ (Any 2)

M137
F148
(2)

4.4

4.4.1

- (a) Swiss meringue:
- Sugar added at the beginning to unbeaten egg whites, heated, and then whipped✓
 - Eggs whites are beaten with sugar over a bain-marie✓
(Any 1)
- (b) French meringue:
- Sugar added gradually during whipping✓
 - Egg whites are beaten to soft peaks, sugar is gradually added to egg whites✓
(Any 1)

M140
F150
(1)M140
F150
(1)

4.4.2

- Allow egg whites to come to room temperature before whipping✓
- Use a clean, dry bowl and beaters✓
- Use glass, porcelain, stainless steel and copper mixing bowls/don't use a plastic mixing bowl✓
- Ensure there are no water droplets in the bowl✓
- Ensure that there is no fat, grease, egg yolk in the mixing bowl✓
- Add cream of tartar or lemon juice to stabilise the foam/ wipe the bowl with lemon✓
- Use a fine wired whisk✓
- 2-day old eggs are the best to use for whipping egg whites✓
(Any 2)

M141
F150
(2)

4.5	4.5.1	<ul style="list-style-type: none"> • Profiteroles✓: small choux puffs with a sweet filling or ice cream served with chocolate sauce✓ • Cream puffs✓: small choux puffs with crème pâtissier or crème Chantilly✓ • Croquembouche✓: is a decorative pyramid shape dessert made from small, filled cream puffs and stuck with caramel and finished with spun sugar/ traditional French wedding cake made with cream puffs✓ • Gateau Saint-Honore✓: choux puffs filled with cream and packed into a ring shape on a puff pastry base✓ • Religieuse✓: Small choux puff filled with coffee or chocolate pastry crème, stacked on top of a slightly bigger choux puff, two small puffs are connected and piped with a collar of butter cream✓ 	M125 F187 (4)
	4.5.2	<ul style="list-style-type: none"> • Water:✓ Provides moisture and hydrates the flour✓ During Baking: Water turns into steam, creating pressure inside the paste that cause the puff to rise/ expand and creating a cavity/ hollow✓ • Butter/margarine/shortening:✓ It melts and prevents lump formation when flour is added✓ During Baking: The water content in butter turns into steam, aiding in rising✓ Makes pastry elastic✓ The fat content helps create a crisp outer shell during baking✓ (2 Ingredients (2) + 1 function of each ingredient (2) 	M122 F184 (4)
	4.5.3	<ul style="list-style-type: none"> • High initial oven temperature of 200 °C causes rapid steam formation/ water converts to steam/ causing a hollow interior/ creates the cavity/ it will contribute to the rising process✓ • Lowering the temperature to 180 °C allows the puff to dry out and become crisp/ turn the heat to medium to allow the pastry to cook through✓ 	M124 F185 (2)

4.6	4.6.1	<ul style="list-style-type: none"> • Oxygen/air excluded✓prevents the growth of bacteria✓ • It can prevent a decay of organic substances/prevent oxidation✓ • Heat/boiling/sterilisation✓used during bottling destroys microorganisms and enzymes ✓ • The added sugar and acid in the oranges will prevent growth of micro-organisms✓ 	M150 F168 (3)
	4.6.2	Pectin✓	M153 F172 (1)
	4.6.3	<ul style="list-style-type: none"> • Scoop out a small amount of jam allow it to cool✓ the mixture must form a jam like mass✓ • It should fall from the spoon into flakes✓ and not run like a thin syrup✓ • Use a sugar thermometer to check for jam setting stage✓ • Scoop on an ice-cold plate and check if it holds shape✓ 	M153 F173 (1) [40]
TOTAL SECTION C:			80

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

- | | | | | |
|-----|-------|---|---------|-------------------|
| 5.1 | 5.1.1 | <ul style="list-style-type: none"> • Front office/ Reception✓ • Housekeeping/ Laundry ✓ • Security✓ • Maintenance✓ • Finance/Accounting ✓ | (Any 3) | M2
F110
(3) |
| | 5.1.2 | <ul style="list-style-type: none"> • The function room will be arranged according to the guest requirements✓ • The function room is free when a group booking is made, saving money✓ • The venue hire includes support services✓ such include data projectors, Internet access, telephone lines and other technical requirements✓ • The number of people being catered for at the event is guaranteed space/function room can host a large number✓ • The menu items are limited and can reduce waste/cost✓ • Space/function room does not need to be shared with other guests/ its private✓ • If the restaurant is used no other guests can attend, lowering the income✓ | (Any 3) | M2
F109
(3) |
| | 5.1.3 | <ul style="list-style-type: none"> • Backup power/uninterruptable power supply/UPS:✓ provide reliable backup power sources e.g. solar power✓ and inverters✓ • Generator backup:✓ install and maintain backup generators capable of powering essential services such as lifts, emergency lighting, and security systems✓ ensure generators are regularly tested and well-maintained✓ • Use gas equipment for food and drink preparation✓ • Guest rooms: equip guest rooms with battery-powered lanterns or flashlights✓special bulbs that can work for 4 hours without electricity/ offer battery-operated fans or portable air coolers during load shedding✓ provide extra blankets for colder nights✓ • Common areas: to illuminate hallways, staircases, and emergency exits with battery-powered lights✓ • Provide candles in the room and banqueting venue✓ • Camp/Bon fires outside✓ • Communication with guests: keep guests informed about the load shedding schedule in order to plan around it✓ display load shedding schedules in common areas and rooms, and provide alternative arrangements✓ • Select a menu that does not require electricity e.g. braai, salads ✓ | (Any 3) | M2
F110
(3) |

5.1.4 Good/ bad✓ (1)

The pop-up advert has:

- the company name/Hotel MTT✓
- contact details, phone number and address✓
- a short marketing message/ up to 20% off accommodation for group bookings/all inclusive package for functions✓
- eye catching features/picture of hotel ✓
- neat/attractive✓
- wording is catchy and easy to read/ big letters ✓
- different types and sizes of fonts✓
- simple language/easy to understand, free of errors/spelling mistakes✓
- a pop-up: immediately reaches a large audience✓
- a hyper-link ✓

OR

- did not use bright colours/ advert is in black and white/not eye catching ✓
- did not put the price on the advert ✓
- the pictures and photos do not attract interest ✓
- did not include a slogan✓
- cluttered and too much information✓
- product was not properly described/ missing information/ size of group ✓
- some of the lettering is not clear enough ✓

(Any 5)

M19
F138
(6)

5.1.5 Security:

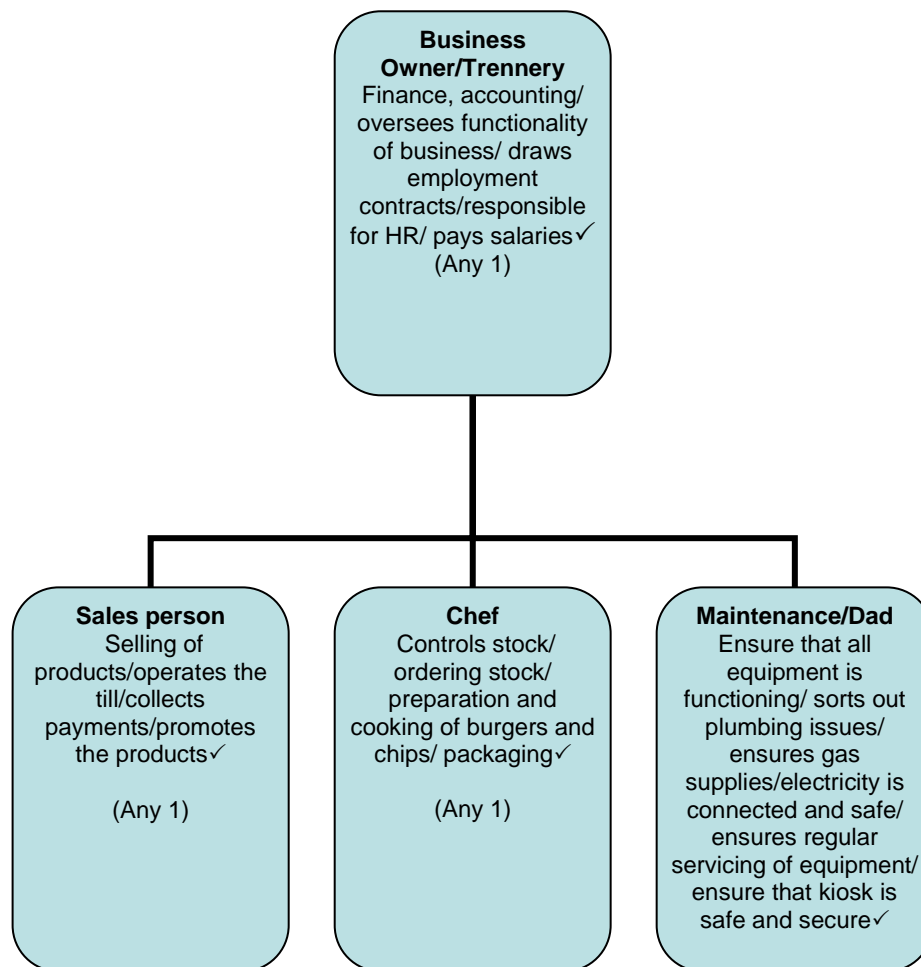
- Ensures the safety of the guests and employees✓
- Ensures the safety of the guests possessions/cars✓
- Providing a safe environment for all guests and employees/prevents crime✓
- Keeps unwanted people off the premises/manages entrances and exits/controls access of people or vehicles✓
- Takes care of lost and found items/suspicious items/ suspicious behaviour✓
- Ensures that guests are not disturbed✓
- Responsible for the protection of the assets at an establishment✓
- Implement safety programs in the establishment✓
- Responsible for patrolling the grounds and building to monitor the activities of the guests and employees✓
- Operating safety and security equipment/ CCTV cameras✓
- Guests feel safe and secure and will consider returning to the hotel thereby increasing income.✓

(Any 2)

M4
F118
(2)

5.1.6	<ul style="list-style-type: none">• Economic growth could be stimulated✓• Local income will increase✓• Job creation will be improved and unemployment will decrease✓• Greater financial growth in a country/ GDP increase✓• Esteem and living standards will increase as people get jobs✓• Sets the multiplier effect in motion✓• Natural resources will be preserved, maintained and utilised responsibly✓• Increased foreign currency due to influx of tourists✓• Tax will be paid by the hotel sector✓• Improves infrastructure✓	(Any 4)	M1 F108 (4)	
5.2	5.2.1	<ul style="list-style-type: none">• Competition/similar business ✓• Supply of products exceeds the demand✓• Load shedding/frequent power interruption✓• Water shedding✓• Environmental factors/weather conditions✓• Not meeting all the expenses of the business/ bond prices going up✓• Inflation relating to products/commodities✓• Increase price of fuel✓• Increase price of electricity ✓• Political instability/riots/strikes/workers demanding more money/ service delivery protest action✓• Crime/theft✓• Low season, fewer customers✓• Outbreak of diseases e.g. e-coli✓• Bad publicity in the news of food diseases obtained from food stalls✓	(Any relevant 3 answers)	M10 (3)
5.2.2	(a)	<ul style="list-style-type: none">• Costs for supplies/manufacturing/running the business✓• Database for suppliers/merchandisers✓• Who will supply their raw materials and equipment, where they are located, what their credit terms are✓• Delivery: whether they deliver or you will have to pick up your order✓• Products required and quantities✓	(Any 1)	M12 F131 (1)

(b)



✓

(1 mark for each job descriptions (4) +1 mark for organogram)

M4
F118
(5)
[30]

QUESTION 6

6.1	6.1.1	The waiter is presenting the bottle of wine ✓	M166 F60 (1)
	6.1.2	Correct✓ <ul style="list-style-type: none"> • Holding the bottle so that the wine label is facing the guest✓ • Holding a service cloth under the bottle✓ • Holding the bottle steady with the left hand✓ • Holding the bottle at an angle✓ (Any 2) 	M166 F60 (2)
	6.1.3	C/Red wine glass✓	M162 F58 (1)
6.2	6.2.1	<ul style="list-style-type: none"> • The bottle store holds the off-consumption licence✓ which only allows them to sell liquor that must be consumed elsewhere✓ • The bottle store has contravened their off-consumption liquor license clause and have decided to sell wine for consumption on the premises. /The bottle store manager also hosts wine tasting evenings, this is not part of an off-consumption liquor license✓ • The bottle store is not complying with on consumption rules because there is not toilet facilities✓ • The bottle store is using learners from Grade 10 who are underage; they are not of the correct age/minor to sell alcohol✓ • They are not offering food with the wine✓ (Any 2) 	M168 F55 (2)
	6.2.2	<ul style="list-style-type: none"> • The bottle store needs to apply for the on-consumption licence to be able to consume alcohol on the premises and host wine tastings ✓ • Apply for a special clause in the licence for wine tasting ✓ • Provide adequate seating space and tables for guests✓ • Provide beverage menus✓ • The bottle store will need to have adequate guest toilet facilities for males and females to access ✓ • He can only appoint waiters who are 18 years and above✓ • The bottle store would have to ensure that food must be available/sold on the premises ✓ • Do not serve or sell alcohol to people under the age of 18 ✓ • Do not serve alcohol to any guest that is already drunk✓ (Any 4) 	M168 F55 (4)
6.3	6.3.1	Plated service✓	M189 F36 (1)

6.3.2		<ul style="list-style-type: none"> • Better portion control✓ • Less wastage✓ • More creativity from the chef who plates the food✓ • Specialised training in terms of serving food from a platter is not required/ easier type of service for waiters✓ • Faster service /serve a lot of guests at the same time✓ 	M189 F36 (3)
6.4	6.4.1	<ul style="list-style-type: none"> • All the guests at the table must be done eating in order to remove all plates at the table at the same time✓ • Cutlery will usually be placed side by side when guests are done✓ • Be alert of signs from the guests to indicate that they are done eating✓ • When the waiter is unsure they must ask the guest if they are done before removing plates✓ 	M193 (2)
	6.4.2	<p>The waiter must:</p> <ul style="list-style-type: none"> • Start with the person on the right-hand side of the host✓ • Stand at the back-right hand corner of the guest chair✓ • Lean forward and pick up the used plate and cutlery in your right hand✓ • Transfer the plate to your left hand, hold it between your thumb and index finger, place your thumb over the end of the fork handle✓ • Use the knife to move leftovers to the front of the plate✓ • Always scrape behind the back of the guests✓ • Position the plate on the platform above the first plate, support it with your finger, your little finger and the base of your thumb and your lower forearm✓ • Continue moving around the table in an anti-clockwise sequence and collect the remaining plates and cutlery✓ • Stack the plates on the second plate✓ • Follow the same procedure as for the second plate to complete the table✓ 	M170 F37 (5)

6.5	6.5.1	Suitable/unsuitable✓		
		<ul style="list-style-type: none"> • The tot measure: will measure the correct quantities of the ingredients✓ • Strainer: will be used to strain any particles e.g. orange pulp, orange seeds and passion fruit seeds✓ • The shaker: will be able to mix the ingredients together✓ • The stirring spoon: the handle of the spoon can be used to shape the orange twist✓ • The stirring spoon: is not required for the making of the Passion Fruit and Orange Drink because it is mixed in a shaker ✓ • Blender: will not be used because the passion fruit seeds will be blended into the drinks and the drink is already mixed in the shaker✓ 	(1 mark for suitable/unsuitable + Any 4 motivations)	M161 F65 (5)
	6.5.2	<ul style="list-style-type: none"> • Fresh fruit/ fruit slices/dried fruit slices/ crystalline fruit - on the rim of the glass✓ • Fresh fruit/ fruit slices/ crystalline fruit - on a skewer/ toothpick✓ • Variety of fruits/ edible flowers/ lemon rind inside/bottom of the drink✓ • Flavoured frosting / jelly powder/sugar on the rim of the glass✓ • Ice cubes with fruit/fruit pieces/ mint✓ 	(Any 2)	F65 (2)
6.6		<ul style="list-style-type: none"> • It ties up money/ may lead to loss of profit ✓ • Leads to wastage/ beverage may expire before it is sold✓ • It opens up to theft✓ • Can cause alcohol abuse amongst staff members✓ • Storage space might not be sufficient✓ • Large number of stock will complicate stock taking/be time consuming✓ 	(Any 2)	M161 (2)
				[30]
			TOTAL SECTION D:	60
			GRAND TOTAL:	200