



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2025

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 15 pages.

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

1.1.1	B✓	M156/F48
1.1.2	C✓	M80/F190
1.1.3	B✓	M35/F93
1.1.4	B✓	M162/F58
1.1.5	C✓	M140/F150
1.1.6	B✓	M174/F31
1.1.7	D✓	M171/F31
1.1.8	A✓	M74/F16
1.1.9	C✓	M79/F188
1.1.10	A✓	M50/F4

(10)

1.2 MATCHING ITEMS

1.2.1	C✓	ii✓
1.2.2	E✓	vi✓
1.2.3	F✓	vii✓
1.2.4	B✓	iv✓
1.2.5	G✓	iii✓

M116
F209/
211
(10)**1.3 ONE-WORD ITEMS**

1.3.1	Halaal✓	M44/F3
1.3.2	Sorbet✓	M52/F9
1.3.3	Human Resources/HR✓	M6/F115
1.3.4	Croquembouche/ French wedding cake✓	M125/F187
1.3.5	On-consumption/onsite consumption✓	M168/F55
1.3.6	Benzoic Acid/Sodium Benzonate/Salicylic Acid✓	M150/F165
1.3.7	Sorting✓	M103/F183
1.3.8	Online purchasing/shopping/e-commerce/ e-procurement ✓	M79/F189
1.3.9	Jam/Jelly/ Marmalade ✓	M53 F165
1.3.10	Linen✓	M177 F10

(10)

1.4 SELECTION ITEMS

1.4.1 A✓ C✓ E✓ H ✓

(Any order)

M 85/86
F199/200
(4)

1.4.2 A✓ C✓

(Any order)

M22 F76
(2)

1.5.1 C✓

1.5.2 B✓

1.5.3 A✓

1.5.4 D✓

M22 F76
(4)**TOTAL SECTION A 40**

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

- | | | | | |
|-----|-------|--|------------------------|----------------------|
| 2.1 | 2.1.1 | <ul style="list-style-type: none"> • Constant coughing/ longer than three weeks ✓ • Fever✓ • Chills✓ • Night sweats✓ • Chest pains✓ • Coughing blood✓ • Loss of appetite✓ • Weight loss✓ • Constant tiredness/ fatigue✓ • Dyspnoea/shortness of breath✓ | (Any 3) | M27/
F82
(3) |
| | 2.1.2 | <p>The statement is true✓</p> <ul style="list-style-type: none"> • TB is transmitted by inhaling droplets of sputum sprayed into the air when an infected person sneezes, coughs and speaks or sing✓ • By working physically close to someone with TB for a fairly long period to become infected✓ • If people are in a shared space that have been closed over a long period ✓ • Drinking unpasteurised milk from an infected cow✓ | (1)

(Any 2) | M27
F83
(3) |
| | 2.1.3 | <ul style="list-style-type: none"> • Food handlers with TB should be on sick leave and receive treatment✓ • Infected food handler should only return to work seven days after the onset of effective treatment✓ • Avoid sneezing and coughing onto food✓ • Use only pasteurised milk, cheese and meat from a company with good reputation✓ • Keep food covered during preparation, storage and service where possible ✓ • Washing hands/sanitizing after coughing/ sneezing✓ • Wear a mask✓ | (Any 2) | M27
F83
(2) |
| 2.2 | 2.2.1 | <ul style="list-style-type: none"> • Tolerance for each other✓ • Willingness to work together/Cooperate with each other✓ • Being honest about the number of guests you are serving/ if you make a mistake about an order✓ • Understanding each other's strengths and weakness✓ • Practice good service✓ • Everyone should pull their weight ✓ • Ask for help when needed✓ • Share failures and successes✓ • Enjoy working with each other✓ • Communicate with each other✓ • Show respect towards each other/ not being rude when the pressure is high✓ • Motivate one another✓ | (Any 2) | M29
F86/88
(2) |

- 2.2.2
- He should be cleanly shaven✓
 - His hair must be kept clean and out of his face/it must be tidy✓
 - He must keep his fingernails short✓
 - His footwear should be clean and safe✓
 - He must avoid excessive jewellery✓
 - His uniform must be in good repair/ not torn or burnt✓
 - Uniform must be neatly ironed/not creased✓
 - Wear the correct uniform✓
 - Hide tattoos✓
- (Any 3)
- M30
F87
(3)

2.3

RESTAURANT A	RESTAURANT B
<ul style="list-style-type: none"> • Fine dining service is offered✓ • Formal ✓ • Highly trained staff with advanced serving skills/ high level of service✓ <p>(Any 1)</p>	<ul style="list-style-type: none"> • Family service is offered✓ • Informal/less formal✓ • Staff not highly trained with less advanced serving skills/ lower level of service✓ <p>(Any 1)</p>

M33
F89
(2)

2.4

2.4.1

- Name✓
 - Contact details✓
 - Number of people✓
 - Date✓
 - Time✓
 - Additional requests✓
- (Any 3)
- M39
F101
(3)

2.4.2

- It is easier to break down sales✓
 - It informs management instantly on how many units of a particular product is sold daily✓
 - The manager will know how much money is collected from customers daily✓
 - Calculates profits on a daily basis✓
 - Detailed reports on stock on hand can be generated✓
 - Alerts management on re-ordering of stock when stock runs low/ automatically reorders stock✓
 - Paperwork reduced✓
 - Reduce time for orders to be delivered to guests/ saves time to complete sales✓
- (Any 2)
- M37
F105
(2)

TOTAL SECTION B: 20

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

- | | | | |
|-----|-------|---|--------------------|
| 3.1 | 3.1.1 | (a) • Crudités with Pesto Dip is suitable for Jews because it contains vegetables✓
• Mini Quiche Lorraines are not suitable because they contain bacon, bacon is forbidden amongst the Jews/ milk and meat in one dish✓
• Oysters with Red Onion Vinaigrette is not suitable because oyster is shellfish which is forbidden amongst Jews✓ | M44
F3
(3) |
| | | (b) • Chickpea burger is suitable because it is high in nutrients and does not contain cholesterol/ Straw Potatoes are not suitable they are fried in fat✓
• Creamy Three Cheese Pasta with Salami is not suitable as Cheese and Salami is high in fat and salt and is processed ✓
• Beef Olives not suitable because red meat is high in cholesterol/ Creamy Spinach is high in cholesterol due to additional fat✓ | M49
F5
(3) |
| | 3.1.2 | Lacto-Vegetarian
• Mango Sago Pudding/Limoncello Granita✓ (1)
• The dessert contains milk and dairy, fruit and grain✓
• Lacto-vegetarians include milk and dairy, fruit and grain in their diet✓ (Any 1)
Fruitarian
• Limoncello Granita✓ (1)
• The dessert contains fruit juice✓
• Fruitarians include vegetables, fruits, nuts, cereals, yeast, plant oils and soya in their diet✓ (Any 1) | M99
F178
(4) |
| | 3.1.3 | • Religious reasons such as with the Hindus✓
• For health reasons to prevent heart disease, obesity and diabetes✓
• Being opposed to the idea of eating animals/moral beliefs✓
• Sustainability of the planet/ to be environmentally friendly /lessen carbon footprint✓
• Some people don't like the taste of meat✓
• Meat is more expensive than plant protein/ plant protein is cheaper than meat✓ (Any 2) | M98
F178
(2) |

- 3.2 3.2.1
- Large number of guests can be entertained at once/ easy way to serve food and beverages to a large group ✓
 - No need for many utensils/eat finger foods/little cutlery and crockery ✓
 - Snacks can be inexpensive if planned well ✓
 - Small space can be used ✓
 - Guests can mingle easily/guests don't have to share a table with unknown people ✓
 - A variety of snacks are served/ accommodate different dietary needs/diverse group of people/different religions/ethnic groups ✓
 - Finger foods can be more creative than formal dinner ✓
 - Duration of the function is usually short ✓
 - Fewer serving staff required ✓
 - Table plan is not necessary/ less tables needed ✓
- (Any 4)

M66/67
F12/13
(4)

- 3.2.2
- Stock up on plenty of ice ✓
 - Stock an assortment of glasses to cover a variety of drinks ✓
 - Have double the number of glasses as guests ✓
 - Ensure that all glasses are clean and polished ✓
 - Keep in mind the duration of the function: when serving wine/ you will need one bottle for every two guests/have a variety of wines ✓
 - Stock up on mixers ✓
 - Place drinks in an accessible spot with someone to serve them ✓
 - Spirits or cocktails may be served as guests arrive, while beer, wine, juice, mineral water and non-alcoholic drinks can be served throughout the evening ✓
 - Provide a good selection of non-alcoholic drinks/beers/ wines ✓
 - Flair bartending may add fun and spectator value ✓
 - Keep drinks at a desired temperature ✓
 - Prepare sufficient garnishes and accompaniments ✓
- (Any 3)

M76
F18
(3)

3.3 3.3.1

SHEET GELATINE	POWDERED GELATINE
<ul style="list-style-type: none"> • Soaked in cold water /hydrated in cold water/liquid until soft ✓ • Can be soaked in an unspecified amount of water ✓ • Excess water squeezed out ✓ • Dispersed/melted before adding to the mixture ✓ <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> • Soaked in cold water /hydrated in cold water/liquid and swells ✓ • Amount of water must be measured accurately ✓ • No water to squeeze out/ all liquid is absorbed ✓ • Dispersed/melted before adding to the mixture ✓ <p style="text-align: right;">(Any 2)</p>

M129
F161
(4)

3.3.2	Air incorporated into whipped cream✓ adds volume✓ and lightness✓, resulting in a fluffy mousse/ gel will be less firm/softer/creamier✓ (Any 2)	M132 F163 (2)
3.3.3	<ul style="list-style-type: none"> • Too much liquid added/ incorrect ratios/incorrect measuring✓ • The gelatine was not hydrated properly✓ • The gelatine was not fully dispersed or was overheated✓ • The gelatine concentration was too low/too little gelatine✓ • The mixture was too acidic, possibly due to acidity in raspberries✓ • The mousse was not chilled/set for long enough✓ • Too much sugar was used which will weaken the gel and retard setting✓ • Solid ingredients like raspberry pieces weaken the gel✓ • Mousse was left at room temperature/not refrigerated/ fridge temperature too high✓ • A large amount of air is incorporated with whipped cream✓ (Any 4) 	M132 F163 (4)
3.4	3.4.1	
	A	Grizzo Function Catering✓ M63 F23 (1)
	B	Buffalo City Education District ✓ M63 F23 (1)
	C	40 guests✓ M63 F23 (1)
	D	R99,00✓ M62 F21 (1)
	E	R1980,00 / 50%✓ M63 F23 (1)
	F	1 June✓ M63 F23 (1)
3.4.2	Net Profit = Selling Price – Total Cost✓ = R3960 – (R1600+R480+R320) R2400✓ = R1560,00✓	M63 F23 (3)
3.4.3	Food cost percentage= Food cost ÷ Selling price X 100 ÷ 1 = R1600÷ R3960 X 100 ÷ 1 ✓ = 40% /40,4%✓	M63 F23 (2) [40]

QUESTION 4

- 4.1 4.1.1 Flour✓
Butter/fat/shortening✓
Water✓
Salt✓ (Any 2) M122
/112
F184/
208
(2)
- 4.1.2 Pastry A -Choux pastry: Steam✓
Pastry B -Puff Pastry: the air trapped due to rolling and folding cause the rising✓ M121/
M116
F185/
210
(2)
- 4.1.3 At 200°C/220°C:
• Steam develops and forms a cavity that expands inside the batter.✓
At 180°C:
• Pastry dries out completely so that the cavity is encased in a crispy delicate shell/ allow pastry to cook through✓
• Burning is prevented✓ M124
• Puffs that are not completely cooked will collapse due to high moisture content/protein not set completely✓ (Any 1) F186
(2)
- 4.1.4
- | CHOUX PASTRY | PUFF PASTRY |
|---|---|
| <ul style="list-style-type: none"> • Non laminated✓ • Well puffed/ single thin crust/layer✓ • Golden brown colour✓ • Dry centre /hollow ✓ • Small puffs✓ (Any 3) | <ul style="list-style-type: none"> • Laminated/Layered pastry/multiple layers✓ • Light golden brown✓ • Not hollow✓ • Flaky layers when broken✓ • Large base✓ (Any 3) |
- M124/
F186
M114
F206
(6)
- 4.1.5 Choux pastry puffs should be placed in an airtight container or zip lock bag✓
Kept at cool/room temperature✓ in a dry place for up to three days✓
These can be frozen for months✓ M126
F187
(3)
- 4.2 4.2.1
- To create an even surface and shape✓
 - To prevent the pastry from becoming distorted/ prevents shrinkage✓
 - Too much pressure may create uneven thickness✓
- (Any 1) M118
119
F209
210
(1)
- 4.2.2
- Heat from hands will melt shortening✓
 - Overhanding will cause the dough to shrink✓
 - Crust will be tough/hard ✓
- (Any 1) M119
F212
(1)

4.2.3		<ul style="list-style-type: none">• Too much water causes a soggy/sticky pastry✓• Too much gluten development compromises the flakiness/ end product becomes tough✓	(Any 1)	M113 F212 (1)
4.3	4.3.1	<ul style="list-style-type: none">• Oven roasting is suitable for a large cut of meat ✓• Leg of lamb is marbled and therefore suitable for oven roasting because it will not dry out during the cooking process✓• The layer of fat on the surface of the leg of lamb melts during oven roasting and prevents drying out of the meat✓• Leg of lamb is browned/seared in warm fat/to improve flavour and seal in meat juices therefore preventing drying out of the meat✓• Leg of lamb is basted during oven roasting to prevent drying out✓• Lamb meat is soft making oven roasting a suitable method for soft meat✓	(Any 3)	M91 F202 (3)
	4.3.2	<ul style="list-style-type: none">• Meat should not be soaked/immersed in water✓• Do not wash meat as nutrients and flavour components are easily dissolved in water✓• Meat must not be salted because salt extracts the meat juices from the meat✓• Meat must be thawed in the refrigerator to prevent loss caused by dripping✓• Meat must not be cooked at too high temperatures or low temperatures or for too long✓• Allow meat to rest after cooking before slicing✓• Do not pierce/poke the meat with a fork/knife✓	(Any 4)	M85 F199 (4)
	4.3.3	<ul style="list-style-type: none">• Allow the meat to rest for 10 minutes for the meat juices to settle avoid loss of meat juices✓• Slice meat against the grain into sections/slices✓• Cut meat using full length of the blade to ensure even slices/sections✓• Slice thinly using a good quality/sharp/carving knife✓	(Any 3)	M91 F195 202 (3)
4.4	4.4.1	<ul style="list-style-type: none">• Crème Anglaise✓• It is used as a base for ice-cream preparation✓• The egg yolk in the custard thickens the Crème Anglaise✓• Crème Pâtissière is thickened with starch and therefore not ideal for the preparation of ice cream✓• Crème Pâtissière is used as a filling/it is too thick due to the starch✓	(Choose the correct 1 + motivation)	M137 F148 (2)

4.4.2	<ul style="list-style-type: none"> • Smooth ✓ • No large ice crystals ✓ • Creamy ✓ • Vanilla flavour ✓ • Light on the palate ✓ • Frozen and not runny ✓ 	(Any 3)	M139 F149 (3)
4.4.3	Spun Sugar ✓ <ul style="list-style-type: none"> • The spun sugar will melt quickly on the ice-cream/becomes sticky when it comes in contact with moisture ✓ • Spun sugar has a short life span in the open area ✓ 	(1) (Any 1)	M143 144 F155 156 (2)
4.4.4	<ul style="list-style-type: none"> • Crisp paper- thin biscuits ✓, shaped as soon as they come out of the oven, while they are warm and pliable ✓ 	(Any 1)	M144 F157 (1)
4.5	<ul style="list-style-type: none"> • Prevents spoilage ✓ • Saves time and labour ✓ • Vegetables available all year round ✓ • Easy to store ✓ • Reduces the growth rate of bacteria/ mould/micro-organisms due to the low temperature ✓ • Prevents cross contamination ✓ • Increase shelf life / lasts longer ✓ • Slows down the enzymatic action/browning ✓ • Nutritional value, appearance and taste is retained ✓ 	(Any 4)	M150 F170 (4) [40]
TOTAL SECTION C:			80

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

5.1	5.1.1	Night Auditor✓	M6 F (1)
	5.1.2	Marketing Manager/marketer/telesales/sales person/ social media influencer✓	M5 F120 (1)
5.2	5.2.1	<ul style="list-style-type: none"> • Newspapers✓ • Pamphlets✓ • Brochures✓ • Posters✓ • Newsletters✓ • Magazines✓ • Leaflets/flyers✓ • Banners✓ 	M18 F138/ 139 (Any 4) (4)
	5.2.2	<ul style="list-style-type: none"> • Advert shows different areas of the hotel✓ • Illustrations are eye-catching ✓ • There is a short/clear message✓ • No spelling errors✓ • It does not have too much information✓ • Layout is simple/ professional layout✓ • Simple words/ language have been used✓ • Font size and letter type readable✓ • Different fonts have been used✓ • Neat and attractive✓ 	M19 F138 139 (Any 6) (6)
	5.2.3	People ✓- target market is the people on holiday/conference attendees/ business people✓ Promotion ✓- 50% discount✓ Place ✓- Hotel TMT / East rand of Johannesburg✓ Product ✓- Hotel rooms/Accommodation/Restaurant/leisure activities(pool)✓ Price ✓-There is no price✓	M15/16 F135 (Any 3 x 2) (6)
	5.2.4	<ul style="list-style-type: none"> • Cash flow analysis ✓ • Income statement✓ • Balance sheet✓ • Break-even analysis/income forecast✓ • Budget✓ • Cost estimation / quotation for renovations✓ • Source of funding e.g. loan, investors✓ 	M12 F131 (Any 4) (4)

- 5.2.5 Revenue generating areas:
- Guest rooms✓
 - Restaurant/ dining area✓
- Non-revenue generating areas:
- Swimming pool✓
 - Reception/Front office✓
- (Any 4)
- 5.2.6
- Tourists visiting the hotel will bring in foreign currency into the country/ increase foreign currency✓
 - Multiplier effect sets in motion/ people earn money that they can spend at other places✓
 - When tourists visit Hotel TMT they will go out and buy local products and use services in the local community✓
 - The upgrade will create more jobs in the hospitality industry✓
 - The esteem and standard of living will be improved of the communities around the hotel✓
 - Improvement of roads and infrastructure in the area✓
 - Economic growth is stimulated, by international and local customers/visitors✓
 - The eco-friendly rooms will save natural resources✓
 - Will contribute to the GDP of the country✓
- (Any 4)
- M2/3
F108
115
(4)
- M1
F108
110
(4)
[30]

QUESTION 6

- | | | | |
|-----|-------|--|---------------------------------------|
| 6.1 | 6.1.1 | <ul style="list-style-type: none"> • Position the main course knife and fork 1cm-2,5 cm from the edge of the table✓ • There should be a space of 25-29 cm/ use a dinner plate to judge the distance ✓/ between the main course knife and fork ✓ • Table fork is placed on the left and the table knife is placed on the right✓ • The blades of the knife on the cover should face to the left✓ • Place all other cutlery required for the menu on the table on the outside of the main course knife and fork✓ • Place the dessert spoon and fork across the top cover✓ • Dessert spoon is always placed to the left and above the fork which is placed to the right✓ • Place side plate on the left-hand side of the cover/forks✓ • Place entrée/bread knives on the right edge of the side plate, parallel with the main course knife✓ • Position wine glasses 2,5cm from the tip of the main course knife/ position wine glasses on the right-hand side above the knives✓ • Additional glassware at 45° angle to the left of the first glass✓ • White wine glass must be placed first and red wine glass second✓ | M178
/179
F30
(Any 4)
(4) |
| | 6.1.2 | <ul style="list-style-type: none"> • Put the butter pad/dish on the center of the table✓ • Silver service of bread takes place from the left of a guest✓ • Start with the person on the right-hand side of the host✓ • Ladies are served first✓ • Hold the bread basket on the flat part of your left hand✓ • Lower your left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate✓ • Pick up the bread roll from the basket with your right hand using serving utensils/spoon and fork✓ • Transfer bread roll to the side plate✓ • Move around the table in an anti-clockwise sequence offering a bread roll to each guest✓ • Do not leave the basket on the table✓ • End with the host✓ | M192
F36
(Any 4)
(4) |
| | 6.1.3 | <ul style="list-style-type: none"> • Place all similar items together in the waiter's station✓ • Empty all coffee pots and milk jugs, wash ✓ • Crockery must be scraped, sorted and packed into the dishwasher/wash cutlery and glassware✓ • Wipe bottles and jars used for accompaniments ✓ • Switch off all electrical appliances✓ • Switch coffee machines off and clean them✓ • Return all equipment to the storeroom✓ • Make sure that all equipment is accounted for✓ • Pack away everything✓ | M181
F40
(Any 4)
(4) |

6.2	6.2.1	Fortified wine/Sherry✓	(1)	
		Description: Sweet dessert wine✓ Wines made by adding wine spirits to the wine which stops the fermentation process/wine with alcohol added✓	(Any 1)	M157 F50 (2)
	6.2.2	Wine cellar must: <ul style="list-style-type: none"> • be free from vibration/be underground ✓ • be free from excessive dampness/slightly damp location/free from draughts✓ • be clean and well-ventilated✓ • have subdued lighting/avoid damage from ultraviolet light/ direct sunlight✓ • have constant/ cool temperature of 10-16°C✓ • store similar wines together✓ • pack and store wine bottles with label to the top or to the front✓ • bottles must be rotated/ first in first out✓ • if stored in a wine box, the arrows must face upwards✓ 	(Any 4)	M159 F54 (4)
6.3	6.3.1	The waiters should: <ul style="list-style-type: none"> • Investigate the problem and solve it✓ • Check with the kitchen staff and give the guest feedback/ ask the kitchen to speed up the process ✓ • Deal with the situation professionally and positively/waiter should not tell the guest to speak to the chef ✓ • Control their emotions/stay calm/be polite✓ • Maintain eye contact✓ • Use positive body language✓ • Never argue with the guest✓ • Acknowledge the complaint of the guest✓ • Listen and pay attention to the guest✓ • Show understanding and willingness to rectify the problem✓ • Apologise for the inconvenience✓ • Never place blame on yourself or others/chefs✓ • Report the complaint to the maître d' ✓ • Never promise something you cannot provide✓ • Offer a drink after gaining permission of the manager✓ 	(Any 4)	M184 F41- 42 (4)
	6.3.2	Bad/incorrect✓ <ul style="list-style-type: none"> • The waiter did not keep the guests calm ✓ • The waiter did not acknowledge the guests fears✓ • The waiter did not see the spreading of the fire as a danger to the staff and the rest of the guests/did not provide safety for the guests✓ • The waiter did not quietly smother the fire with a cloth or water✓ • She did not use a fire extinguisher to stop the spread of the fire✓ 		

Good/correct✓

- The waiter stayed calm✓
- The waiter did not draw attention to the incident/did not overreact/she told the guests not to worry✓
- Waiter gave guests an explanation for the cause of the fire✓
(1 mark for good/correct or bad/incorrect and 3 reasons)

M187
F45
(4)

6.4

- Offer the guest a choice of hot or cold milk/milk substitutes✓
- Take cups, saucers, teaspoons, sugar bowl and milk on a tray to the table✓
- Assemble the cup, saucer and teaspoon on the tray and place it in front of the guests on the right-hand side✓
- Make sure that the cup handle and teaspoon is facing to the right✓
- The sugar bowl or sweeteners placed on the table✓
- Coffee must be hot but not boiling✓
- Place the coffee pot on a side plate with a neatly folded service cloth✓
- Serve anti-clockwise✓
- Serve ladies first then men and host last ✓
- Pour the coffee by tilting the coffee pot not lifting it from the plate/tray✓
- Fill the cup up to 16 mm from the rim✓
- Present the coffee from the right ✓
- The coffee pot must not touch the rim of the cup✓
- If the coffee is in a large pot, return it to the warmer✓
- The modern method is to hold the coffee pot in one hand and the milk jug in the other and serve customers ✓

(Any 4)

M164
F70
(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200