



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2025

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages

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

1.1.1	C✓	M115 F207
1.1.2	A✓	M52 F10
1.1.3	C✓	M137-143 F149
1.1.4	A✓	M66 F12
1.1.5	D✓	M194 F37
1.1.6	A✓	M47 F5
1.1.7	B✓	M172
1.1.8	C✓	M132 F163
1.1.9	B✓	M153 F177
1.1.10	D✓	M150 F167-170

(10)

1.2 MATCHING ITEMS

1.2.1	E✓	(ii)✓
1.2.2	A✓	(v)✓
1.2.3	C✓	(i)✓

M18
F138
(6)**1.3 ONE-WORD ITEMS**

1.3.1	Aspic✓	M	F162
1.3.2	Off consumption/ Off site licence✓	M168	F55
1.3.3	Steam✓	M122	F185
1.3.4	Salt/Tomato/acid (vinegar/lemon juice/lime)✓	M104	F183
1.3.5	Bellboy/Doorman/Porter/Security/Valet/ Parking attendant✓	M6	F124
1.3.6	Blinis✓	M69	
1.3.7	Liver/Kidney/Sweetbreads✓	M80	F190
1.3.8	Chakalaka/Atchar✓	M152	F175
1.3.9	POS/Point of Sale/EPOS✓	M37	F101
1.3.10	Cholera✓	M25	F78

(10)

1.4 SELECTION

- 1.4.1 C/maintenance/house keeping✓
 1.4.2 A/bar✓, D/conference room/function room✓
 1.4.3 B/laundry✓

M2-3
F108-
119
(4)**1.5 SEQUENCE**

- 1.5.1 C✓, A✓, E✓, D ✓, B✓

(Correct order)M136
F148
(5)**1.6 SELECTION ITEMS**

- 1.6.1 C✓, D✓, F✓, I✓, J✓

(Any order)M192
F36
(5)**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"> • There will be workflow disruption due to shortage of 1 staff member/takes longer to do the task/shortage of skills/business operations is negatively impacted as it may result in a limited menu✓ • It will reduce productivity/reduce service delivery/slow service✓ • Staff morale will be low✓ • Employees can also experience fatigue because of the extra workload/staff will be strained/overloaded✓ • There will be temporary/vacant posts available and the employer will have to hire new/temporary employees✓ • The employer will have to retrain the employees which will lead to time loss✓ • The business will lose income/profit✓ • Increase the cost due to rehiring and retraining✓ | (Any 3) | M27
F81
(3) |
| | 2.1.2 | <p>Sam cannot be restricted from work because:</p> <ul style="list-style-type: none"> • food-service worker infected with HIV needn't be restricted from work unless they have other infections (such as diarrhoea or hepatitis)/TB✓ • the transmission of HIV/Aids in food and beverages is not a risk✓ • HIV/Aids cannot be transmitted by sharing utensils such as knives, forks/ using the same bathroom facilities/cannot be transferred by touching or being close to each other✓ • as long as Sam follows all standard hygiene practices, he is not a threat to others✓ • it is against the law to discriminate against a person who is HIV positive✓ • there should be no infringement of human rights against privacy✓ | (Any 2) | M26
F79-
80
(2) |

- 2.2 2.2.1 The online reservation system will allow:
- guest to book rooms on a computer by making use of online security✓
 - the online security to protect the privacy and financial information of the guests✓
 - hotels/rooms to be compared on prices and facilities✓
 - special deals and information on prices is easily accessible/ it may be cheaper to book ahead of time✓
 - last minute bookings to be made easily/convenient/at any time of the day/night✓
 - guest can have access to electronic hotel system which saves money and time/fast/quick✓
 - it allows for universal access/allow online access from the comfort of your home✓
 - it will secure the room ahead of time/instant confirmation✓
 - limits administration upon arrival✓
 - allows you to get reviews from previous guests' experiences✓
 - less mistakes are made as customers' data is captured automatically✓
 - personal information is stored for future reference✓
 - proof of communication for the guest and the establishment/going paperless✓
- (Any 3) M40
F103
(3)
- 2.2.2
- The name will be entered on the computer and registration card will be printed✓
 - The uploaded personal information/name of the guest will be checked✓
 - Once the reservation is displayed on the screen a room is allocated from the list of vacant rooms/it will display the reservation and type of room booked✓
 - The family's credit card details will be captured and electronic key is issued to the family✓
 - The technology-based system also allows check-in to be done using a laptop or a hand-held computer/tablet/cell phone✓
 - Guest can check in while in the hotel lounge/at home to prevent long queues✓
 - At the same time during check-in, the guest's account is created/confirms the amount already paid✓
- (Any 3) M40
F104
(3)

2.3	2.3.1	<p>Jacob was unprofessional in his actions and displayed the following:</p> <ul style="list-style-type: none"> • dishonest/Jacob was not honest✓ because he took the earphones for himself/Jacob stole the earphones ✓ • unreliable/untrustworthy✓ found the earphones and did not return them to the guest/reception✓ • disrespectful✓ he did not respect Leville's property✓ • not a good team player/disloyal to his restaurant✓/he acted in a way that does not represent a good team member of the restaurant✓ • negative attitude✓ he was rude/not polite✓/inconsiderate✓ • not cooperative✓ he did not respond positively to customer care/not willing to assist✓ • no integrity/poor work ethics/unethical✓ he denied seeing the earphones/lied about the earphones✓ <p>(Any 2 ethics with an explanation each)</p>	<p>M31 F88 (4)</p>
	2.3.2	<ul style="list-style-type: none"> • Jacob's behaviour will have a negative impact on the business✓ • His behaviour displayed bad customer care which will lead to dissatisfied customers who will not be willing to pay for bad service✓ • The dissatisfied customers/disappointing experience will lead to customers not being loyal and not return to the business✓ • The customers will spread negative word of mouth/create a bad image/ bad reviews of the restaurant that will not attract more customers due to Jacob's behaviour/ bad reputation✓ • The business will lose more customers✓ • It will decrease restaurant's income/profit✓ <p>(Any 4)</p>	<p>M33 F91 (4)</p>

TOTAL SECTION B : 20

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

- | | | | |
|-----|-------|--|-------------------|
| 3.1 | 3.1.1 | <ul style="list-style-type: none"> • 30 minutes before the function starts/17:30/ 18:00/6pm✓ | M74
F15
(1) |
| | 3.1.2 | <ul style="list-style-type: none"> • The snacks are small bite-sized/finger foods/mini snacks✓ • The snacks include a variety of flavours/ Ingredients/ savoury/ bacon stuffed mushroom, smoked salmon canapés and beef sandwiches/sweet/mini fruit skewers, chocolate truffles✓ • Guest can pick up snacks with their hands/you don't need utensils to eat the snacks/not messy/no bones to be discarded off✓ • Hot and cold snacks are included/variety of temperatures✓ • There is a variety of shapes✓ • There is a variety of colours✓ • There is a variety of textures/soft/bacon stuffed mushrooms, chocolate truffles and crunchy/crispy/mini fruit skewers, smoked salmon canapés✓ • The snacks can be served attractively and creatively✓ • The menu caters for different customers/religions/cultures✓ | M74
F12
(3) |
| | 3.1.3 | <p>Not suitable:</p> <ul style="list-style-type: none"> • Mini Beef Sandwiches - The Hindu guest will not consume the beef/cow is believed to be sacred✓ • Bacon stuffed Mushrooms - Hindu guest will not consume the mushrooms are restricted from their diet/do not consume pork products✓ • Smoked salmon canapés – Orthodox Hindu guests do not consume fish/they are mostly vegan✓ • Chocolate truffles – contain egg yolk/alcohol which is not suitable for Orthodox Hindu guests✓ <p>Suitable:</p> <ul style="list-style-type: none"> • Mini fruit skewers - Hindu guests can consume fruits even if they follow a strict vegetarian diet✓ • Chocolate truffles - Hindu guests do consume milk products/ there is no alcohol/egg in the truffles✓ • Smoked salmon canapés – Hindu guests do eat fish✓ | M44
F3
(5) |

3.1.4	<ul style="list-style-type: none">• Setup the tables and chairs scattered around the venue/chairs randomly arranged around/arranged against the wall/ in clusters✓• Allow space for guests to move around✓• Provide a couple of round high tables at which guests can gather✓• Place central table for the display of the food/ set up buffet tables for snacks if self service will be used✓• The buffet table should have a centre piece/focus point/flower arrangement/hors d' oeuvres can be placed on different levels for attractive appearance✓• Use candles/fairy lights to create an ambience/set the tone/atmosphere✓• Use decorations/linen to match the theme✓• Place tablecloths on the tables/ tablecloths must hang to the floor/hang equally on all sides✓• Set up the necessary audio-visual equipment for speeches/sound system for music✓• Place cutlery holders on the buffet tables/scattered around the tables/no utensils need to be placed on the table✓• Place the cold snacks on the table before guests arrive✓• Place a separate table for the beverages/mocktails✓• Have small collection tables for dirty dishes/glasses✓• Maintain a comfortable room temperature✓ (Any 4)	M179 F15 (4)	
3.2	3.2.1	Food cost = Smoked Salmon Canapés+ Mini Beef Sandwiches+ Bacon Stuffed Mushrooms +Mini Fruit Skewers Chocolate Truffles = R500+ R640+R500+R360+R450✓ = R2 450.00✓	M62 F23 (2)
	3.2.2	Selling price = food cost÷ food cost %✓ = R2 450÷40%/0.40✓ = R6 125✓	M62 F23 (3)
	3.2.3	Net profit = Selling price – Total cost (FC+LC+OC)✓ = R6 125-[R2 450+R150+R400 (R100 x 2 hours x 2 cleaners)]✓ = R6 125-R3 000✓ = R3 125✓ OR Net profit = Selling price – Total cost (FC+LC+OC)✓ = R6 125-[R2 450+R150+R200 (R100 x 2 hours for 2 cleaners)]✓ = R 6 125 – R2 800✓ = R3 325✓	M62 F23 (4)
3.3	3.3.1	Pasteurisation: <ul style="list-style-type: none">• the milk is heated to 72/71°C for 15 seconds✓, then cooled to 4 °C✓ destroying some microorganisms✓• is a preservation method that inactivates enzymes/it makes enzymes inactive✓ (Any 2)	M150 F169 (2)

3.3.2

Preservation method	Distinguish
Sterilizing/ boiling✓ (1)	<ul style="list-style-type: none"> boiling the milk above 100 °C/ higher than boiling point/ no moisture is removed✓ boiling will eliminate/kill microorganisms✓ no growth of bacteria✓ Hermetic sealing prevents microorganism from entering✓ (Any 2)
Freezing✓ (1)	<ul style="list-style-type: none"> milk is frozen and temperatures are lowered to below 0 °C/ no higher than -18 °C /no moisture is removed✓ microorganisms are not killed/ eliminated✓ the growth of bacteria is reduced/retarded/inactivated✓ (Any 2)
Drying/ dehydrating✓ (1)	<ul style="list-style-type: none"> heat is used to remove moisture✓ microorganism will not grow because of the lack of moisture✓ (Any 2)
UHT/Ultra High temperature Treatment/Ultra Heat Treated✓ (1)	<ul style="list-style-type: none"> Milk is exposed to special heat treatment and packaging process✓ Milk is exposed to a high temperature of 140°C for 2- 4 seconds and immediately cooled down to room temperature✓ Pure milk no preservatives added✓ Micro-organisms are destroyed✓ (Any 2)
Canning✓ (1)	<ul style="list-style-type: none"> The milk is heated to a high temperature✓ to reduce moisture✓ For condensed milk sugar is added as a preservative ✓ For evaporated milk full-cream milk is pasteurised first✓, then concentrated✓ by having a fairly large volume of water evaporated under vacuum✓ Milk is hermetically sealed in a tin/can✓ (Any 2)
(Any 2 preservation methods + differences each)	

- 3.4 3.4.1
- Dried beans✓: Red kidney ✓ Butter/Lima✓ Broad/Fava✓ Soybeans✓ Cannellini✓ White✓ Sugar✓ Black✓ Mung/Moong/Ditlhodi✓ Haricot✓ Pinto✓
 - Lentils/Dhal/Masoor✓/yellow✓/red✓/orange✓/black✓/brown lentils✓
 - Chickpeas/Wholegram✓
 - Split peas✓/yellow split peas✓/green split peas✓
 - Black-eye peas/-beans/Cowpea✓
- (Any 2 relevant pulses)

M102
F181
(2)

- 3.4.2
- As a results of moral grounds/ethics object to the killing of animals/are opposed to the idea of eating animals✓
 - For health reasons, because of high level of cholesterol and hormones in meat/ exclusion of meat prevents heart disease, obesity and diabetes✓
 - For religious/cultural beliefs may prohibit eating of meat✓
 - To be environmentally friendly/the meat industry is said to have a negative impact on the environment/ for the sustainability of the planet/to lessen the carbon footprint✓
 - Some people do not like the taste of meat✓
 - Meat is more expensive than plant products✓
 - Increased awareness in the media to promote veganism✓
 - Increased variety and availability of vegan food✓
- (Any 4)

M98
F178
(4)

- 3.4.3
- Nuts and seeds are a good source of:**
- Protein✓
 - Vitamin B✓
 - High in fat but low in cholesterol/healthy fat/unsaturated fat✓
 - Minerals (magnesium, phosphorous, potassium, manganese)✓
 - Fibre/complex carbohydrates✓
 - Vitamin E, which is a good antioxidant✓
 - Omega 6✓
 - Low GI/slowly digestible/slow release of energy✓
- (Any 4)

M105
F181
(4)

[40]

QUESTION 4

4.1	4.1.1	Short crust pastry/Pâte à foncer/Pâte brisée/Pâte Sucrée✓ (Any 1)	M115 F206 (1)
	4.1.2	1 : ½ / 2 : 1/half the butter to the flour✓	M114 F206 (1)
	4.1.3	(a) Cutting in: <ul style="list-style-type: none"> • using the cutting in method disperses the butter evenly✓ • prevent the butter from melting/shortening remains hard/heat from the hands will melt the butter✓ • it will prevent overhandling of the dough ✓ (Any 2)	M115 F206 (2)
		(b) Resting: <ul style="list-style-type: none"> • It will prevent the dough from shrinking during baking✓ • It will prevent the butter from melting/butter becomes firm✓ • It helps the gluten to relax✓ (Any 2)	M119 F206 (2)
		(c) Docking: It will allow trapped air to escape/no blistering/prevents an uneven crust✓	M116 F206 (1)
4.2	4.2.1	Cold dessert✓	M137 F148 (1)
	4.2.2	<ul style="list-style-type: none"> • Add the hydrated gelatin directly to the hot liquid/ fruit juice✓ • Melt the hydrated gelatin over steam/hot water bath/bain marie✓ • Melt in the microwave for few seconds✓ (Any 2)	M130 F161 (2)
	4.2.3	<ul style="list-style-type: none"> • It will result in strawberries being evenly distributed✓ • Strawberries will not sink or rise to the top✓ (Any 1)	M130 F162 (1)
	4.2.4	<ul style="list-style-type: none"> • Trifle should be chilled to temperature of 5 °C/refrigerated✓ • Cover to prevent cross contamination/airtight container✓ • Cover to prevent drying out✓ • Do not store the trifle near onions or other strong-smelling foods/cover to avoid absorption of odours✓ • Do not store longer than 24 hours as the jelly will weaken✓ • Cannot be frozen✓ (Any 4)	M147 F154 (4)

- 4.2.5
- To fully gelatinise the starch✓
 - To thicken enough to holds its shape/to reach the correct consistency✓
 - To avoid a starchy taste due to uncooked starch✓
- (Any 2)
- M137
F147
(2)
- 4.2.6
- Not a good choice/not suitable✓
- because it contains milk solids and sugar✓
 - Milk solids are intolerant to heat making the chocolate unsuitable for cooking and baking✓
 - The chocolate may seize/harden and become granular✓ and cause a fatty result/fat separates✓
 - Only suitable as an eating chocolate/commercial chocolate✓
- OR**
- Good choice/Suitable✓
- It is cheap✓
 - It only suitable if not melted/heated✓/it can be grated/shaved/finely chopped✓
 - Couverture/compound milk chocolate can be used, however, needs to be tempered/baking milk chocolate can be used as it contains a high vegetable fat content✓
 - It will add to the colour and flavour/enhance the appearance of the dessert✓
- (1 mark for suitable/not suitable+ 2 motivations)
- M144
F156
(3)
- 4.3
- 4.3.1
- If the water boils for five minutes:
- Too much water will evaporate/the ratio will be altered /resulting in too little steam development ✓
 - Final product will be reduced in volume✓
 - The quantity of the product will be less✓
 - The end product will be hard/tough✓
- (Any 2)
- M124
F186
(2)
- 4.3.2
- Ungelatinised starch will cause the French crullers to collapse✓
 - No cavity will form/decrease in volume✓
 - The pastry will be too thick/heavy/not have the correct consistency✓
 - It will change the ratio of the pastry✓
 - The end product will tough/starchy✓
- (Any 2)
- M91
F192
(2)
- 4.3.3
- The paste must be cooled completely to prevent over coagulation✓
 - Adding beaten egg bit by bit/ one by one will ensure that the paste reaches the correct consistency/it will be thick, smooth, shiny and flow slowly from a spoon✓
 - Ensures that the paste will be smooth, pliable to pipe and not be runny✓
 - Beating after each addition of egg ensures emulsification of the mixture✓
- (Any 2)
- M124
F185
(2)

- 4.3.4
- It will absorb oil/ will be too oily✓
 - It will not rise properly/it will not form a cavity/small volume✓
 - It will sink to the bottom✓
- (Any 1) (1)

4.4 4.4.1 Loin✓ M92
F193
(1)

4.4.2

T-bone steak	Porterhouse steak
<ul style="list-style-type: none">• Cut from the loin✓	<ul style="list-style-type: none">• Cut from the loin next to the rump✓
<ul style="list-style-type: none">• Has a small piece of fillet on the one side and a large eye muscle on the other side✓ (Any 1)	<ul style="list-style-type: none">• Larger than the T-bone and has a bigger piece of fillet✓• It is 50 mm thick ✓ (Any 1)

M93
F193
(2)

- 4.4.3 Grilling/braai/frying/roasting/oven roasting✓/dry heat cooking methods are most suitable✓
Motivation: T-bone is from the hindquarter✓
 It is a tender meat cut/AAA young animal✓
 T-bone has less connective tissue and more muscle fibre making dry heat method suitable✓
 Muscle fibre must just coagulate - the internal temperature is low✓
 It is a faster method which will result in a juicier meat✓
 (Any 1 + motivation)
- M93
F193
(2)

4.4.4	<table border="1"> <thead> <tr> <th></th><th>T-bone Steak</th><th>Kudu Fillet</th></tr> </thead> <tbody> <tr> <td>Marbling</td><td>Marbling spread through the muscle/intramuscular fat✓</td><td>No marbling✓</td></tr> <tr> <td>Fat</td><td>Not lean/thick fat layer/subcutaneous fat✓</td><td>Lean/has no fat✓</td></tr> <tr> <td>Bone</td><td> <ul style="list-style-type: none"> • Bone is red and porous✓ • Bones add more flavour✓ • T shaped bone✓ (Any 1) </td><td> <ul style="list-style-type: none"> • No bones✓ • No bones, resulting in less flavour✓ (Any 1) </td></tr> </tbody> </table>		T-bone Steak	Kudu Fillet	Marbling	Marbling spread through the muscle/intramuscular fat✓	No marbling✓	Fat	Not lean/thick fat layer/subcutaneous fat✓	Lean/has no fat✓	Bone	<ul style="list-style-type: none"> • Bone is red and porous✓ • Bones add more flavour✓ • T shaped bone✓ (Any 1)	<ul style="list-style-type: none"> • No bones✓ • No bones, resulting in less flavour✓ (Any 1)	M81 F197 (6)
	T-bone Steak	Kudu Fillet												
Marbling	Marbling spread through the muscle/intramuscular fat✓	No marbling✓												
Fat	Not lean/thick fat layer/subcutaneous fat✓	Lean/has no fat✓												
Bone	<ul style="list-style-type: none"> • Bone is red and porous✓ • Bones add more flavour✓ • T shaped bone✓ (Any 1)	<ul style="list-style-type: none"> • No bones✓ • No bones, resulting in less flavour✓ (Any 1)												

- 4.4.5
- Marinating✓
 - Larding✓
 - Barding✓
 - Peppering✓
 - Stuffing✓
 - Basting with a sauce✓
- (Any 2)
- M86
F200
(2)
[40]

TOTAL SECTION C: 80

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

5.1	5.1.1	Mandy and Phumi Sweet and Savoury Delights✓	M11 F131 (1)
	5.1.2	<ul style="list-style-type: none"> Expand their business in a year's time✓ Move to their own premises✓ Increase number of staff✓ They want to sell at least 1 100 cups a month✓ (Any 2)	M12 F131 (2)
	5.1.3	<ul style="list-style-type: none"> Chefs – purchase ingredients/prepare the charcuterie cups✓ Cashier- Cash up at the end of the shift/operate the till/ receiving the money from the customers✓ Business owners – oversee all business activities such as marketing, finances and business plan✓ (Any 2)	M12 F131 (2)
	5.1.4	<ul style="list-style-type: none"> The monthly business income is R90 000✓ R60 000 is allocated to the expenses of the business✓ The business makes R30 000 profit/ the income is more than the expenses✓ (Any 2)	M12 F131 (2)
	5.1.5	<p>Yes/they make enough profit to expand the business:✓</p> <ul style="list-style-type: none"> They predict with their sales of 1 100 cups a month they will make profit✓ Currently the income covers the cost of running the business and they are making a profit✓ They are selling 300 cups per Saturday which makes 1 200 cups per month, exceeding the required 1 100 cups✓ Based on the cashflow analysis, they are making R30 000 profit/33% profit✓ (1 yes and 1 reason)	M12 F131 (2)
5.2	5.2.1	<ul style="list-style-type: none"> The followers on the business Instagram page✓ The community of Nahoon Valley Park where the business is located✓ Tourists/people passing by the Nahoon Valley Park✓ Families and friends✓ Coffee lovers✓ Business people/workers✓ People looking for good deals✓ Adults/students✓ (Any 1)	M16 F135 (1)

5.2.2	<ul style="list-style-type: none">• Product✓ – selling cappuccino/coffee✓• Place✓ – 2 Elfin Glen Road, Nahoon Valley Park✓• Promotion✓ – buy one get one free✓• People✓ - Followers on Instagram/any of the above mentioned target group✓• Packaging/presentation✓ – coffee cups/pattern on top of the cappuccino cup✓	(4 x 2)	M134 F110 (8)	
5.2.3	<ul style="list-style-type: none">• The business will create jobs✓• Esteem and living standards of the people will improve✓• Economic growth will be stimulated✓• They will set the multiplier effect into motion✓• It will increase the GDP of the country✓• They will attract foreign investors✓• The income generated will contribute to the improvement of the infrastructure/ helps with preserving natural resources✓• The business will contribute to paying tax✓• Tourists bring foreign currency into the country✓	(Any 4)	M1 F108 (4)	
5.3	5.3.1	Finance/accounting✓	M5 F112 (1)	
	5.3.2	<ul style="list-style-type: none">• Oversees all financial procedures of the hotel/monitor income and expenses✓• Prepare financial reports/maintaining the hotel accounting records/bookkeeping✓• Preparing cash flow forecast✓• Signs contracts with reliable service providers✓• Pays salaries of the staff✓• Controls banking procedures/ ensures that the money owed to the business is paid✓• Oversees the auditing of the hotel funds✓• Ensures payment of tax and vat✓• Deals with queries from guests regarding billing✓• Pay suppliers/pays for services delivered✓• Preparing budgets✓	(Any 3)	M5 F123 (3)

- 5.3.3
- The finance department ensures that the income is spent according to the budget and the needs of the establishment✓
 - The finance department draws up the budget of all departments within the hotel.✓
 - The finance department will pay staff salaries of all departments✓
 - The finance department funds programmes for induction and training of employees✓
 - Human resource ensures that the procedures are in place and that the staff is trained to perform their duties properly✓
 - Draw up employment contracts, code of conduct, procedure, work schedule and rosters✓
 - Human resource advertises and hires new employees✓
 - It is then important for these departments to work together for the success of the establishment✓
- (Any 4)

M7
F119
(4)
[30]

QUESTION 6

6.1 6.1.1

	WINE A	WINE B
Harvest year	2022✓	1998✓
Cultivar	Chenin Blanc✓	Shiraz✓
Serving temperature	7–10 °C/ 10–12 °C✓	15–20 °C/18 °C/ European room temperature/room temperature✓

M156
-162
F47-
58
(6)

- 6.1.2
- Place the bottle in an ice bucket/cooler next to the table✓
 - Drape a napkin on the ice bucket/around the neck of the wine bottle✓
(Any 1)

M166
F60
(1)

- 6.2
- Wash cutlery in hot soapy water✓
 - Rinse in hot water✓
 - Air dry/dry the cutlery with a clean lint free cloth✓
 - Polish/shine the cutlery using a clean cloth✓
(Any 3)

M176
F58
(3)6.3 **Crumbing down**

The waiter must:

- Perform the procedure after the main course and before serving the dessert✓
- Remove any other unnecessary items✓
- Hold a plate on the flat of your left hand✓
- Fold a service cloth and hold in your right hand or between a spoon and a fork/ use a crumbing down brush ✓
- Start on the right hand side/left side of the host✓
- Stand between two guests✓
- Brush down half way from both guests on to the plate using the folded service cloth✓
- Pull the handle of the piece of dessert cutlery, facing you from both guests downwards/vertical✓
- Continue anticlockwise in this way, crumbing down and pulling down cutlery by the stem✓
- Finishing with the host✓
(Any 4)

M194
F37
(4)

6.4 The waiter must:

- Quickly diffuse the problem: ask the customer to stop✓
- Control your emotions/stay calm✓
- Take charge of the situation ✓
- Be polite and friendly without being familiar✓
- Be attentive but do not respond to the flirting✓
- Serve the meal as quickly as possible✓
- If the situation gets out of hand call the maître' or restaurant manager✓
- Request another waiter of a different gender to take over the table✓
- If the guest continues and the situation gets out of hand, ask the security to escort the guest out✓
(Any 3)

M185
F42
(3)

6.5		<ul style="list-style-type: none"> • A cloth used to protect the waiter's hands and wrists from burning when holding hot plates✓ • Carries cutlery and small items✓ • Used during crumbing down✓ • Waiters use it to carry plates from the kitchen✓ • Used to catch drippings during beverage service✓ • Used during the presentation of the wine bottle✓ • Used to wipe spills on the table✓ • Used to wipe the mouth of the wine bottle after opening✓ • Used to drape around the wine bottle/wine bucket✓ (Any 2) 	M176 F36 (2)
6.6	6.6.1	Gueridon trolley✓	M175 F37 (1)
	6.6.2	Yes/it is suitable✓ <ul style="list-style-type: none"> • The equipment trolley is fitted with a gas burner/it doesn't need electricity in the event of power failure✓ • The crêpes Suzettes will be fried in a frying pan on the gueridon trolley in front of the guests in the event of power failure✓ • Crêpes can be flambéed on the trolley during power failure adding to the atmosphere in the restaurant✓ (1 mark for yes/suitable+ Any 2 reasons) 	M175 F37 (3)
6.7	6.7.1	Built/layered✓	M161 F67 (1)
	6.7.2	<ul style="list-style-type: none"> • Served in a chilled/clean glass✓ • Use cold ingredients/liquids to prepare the mocktail✓ • The ice should be clear and clean✓ • Accurate measurements are used/use tot measure/follow the recipe✓ • Do not overfill the glass✓ • The ingredients are layered in the glass in which it will be served✓ • The ingredients are floated on top of each other/start with the most dense ingredient and finish with the lightest ingredient✓ • Do not stir the finished mocktail✓ • Good quality/fresh ingredients are used✓ • Garnish must be edible/match the type of the mocktail✓ • Add garnish last✓ (Any 4) 	M161 F64- 65 (4)
	6.7.3	Yes/suitable✓ Mocktails are non-alcoholic beverages and do not contain any alcohol, making it suitable for 16 year olds✓ (1 mark yes/suitable +1 reason)	M160 F64 (2) [30]

TOTAL SECTION D: 60
GRAND TOTAL: 200