



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

MEMORANDUM EXEMPLAR 2008

This memorandum consists of 12 pages.

**SECTION A
QUESTION 1**

1.1.MULTIPLE-CHOICE QUESTIONS

1.1.1	A	1	LO1AS2
1.1.2	B	1	LO3AS4
1.1.3	C	1	LO4AS2
1.1.4	A	1	LO3AS5
1.1.5	B	1	LO3AS5
1.1.6	D	1	LO3AS5
1.1.7	B	1	LO4AS2
1.1.8	C	1	LO4AS3
1.1.9	B	1	LO4AS3
1.1.10	C	1	LO4AS4
1.1.11	A	2	LO2AS2
1.1.12	C	2	LO1AS2
1.1.13	D		(15)

1.2 MATCHING ITEMS

		2	
1.2.1	G		LO3AS5
1.2.2	A		
1.2.3	E		
1.2.4	F		
1.2.5	C		(5)

1.3. MATCHING ITEMS

1.3.1	C		LO3AS5
1.3.2	A		
1.3.3	B		
1.3.4	E		(5)
1.3.5	G		

1.4 FILL IN THE MISSING WORD

1.4.1	Entrepreneur		LO1AS2
1.4.2	Professional/ positive		LO2AS1
1.4.3	Point of sales		LO3AS1
1.4.4	Quotation		LO3AS3
1.4.5	Requisition		LO4AS1
1.4.6	Gastro- enteritis/food poisoning		LO2AS2

(6)

1.5 TERMS

1.5.1	Cover	LO4AS3
1.5.2	Crumbing down	LO4AS4
1.5.3	Salver /Waiters tray/Round tray	LO4AS2
1.5.4	Telemarketing	LO1AS2
1.5.5	Tourniquet	LO2AS3
1.5.6	Splint/two rulers	LO2AS3
1.5.7	Sushi	LO3AS4
1.5.8	Blind baking	LO3AS5
1.5.9	Stock sheet	LO3AS2

(9)

TOTAL SECTION A [40]

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

- 2.1.1
- Use a logo
 - Use clear and simple language
 - Focus on what your company can do for the customer.
 - Avoid too much information.
 - Draw attention.
 - Use drawings to give a visual image of the product.
 - Use easily readable letter size.
- LO1AS1

Example:



(6)

- 2.1.2
- The plan is realistic
 - Budget includes the cost.
 - Income received and profit is included
 - Staff requirements included
 - Include a vision/mission statement
 - Include target market
 - The following aspect can be improved;
 - More information on expenditures could be given
- (6)
- LO2AS1

- 2.2
- Dress code / being well groomed
 - Positive attitude
 - Punctuality
 - Manners
 - Hygiene
 - Interpersonal skills
 - Time management
 - Posture and not leaning against counters
 - Neatness
- (6)

2.3	<ul style="list-style-type: none"> • Do not move the injured part unnecessarily • Avoid movement of the leg • Support the injured part • Make the patient comfortable • Send for medical assistance • Treat for shock 	LO2AS3 (4)
2.4	<ul style="list-style-type: none"> • Wear gloves to avoid coming into contact with blood. • Apply pressure to stop the bleeding • Raise the level of the injured part • Disinfect • Put on a plaster. 	LO2AS3 (3)
2.5.1	Human Immune- Deficiency Virus	LO2AS2 (2)
2.5.2	<ul style="list-style-type: none"> • Lack of energy • Loss of weight • Frequent fevers and sweats • Persistent or frequent yeast infections • Persistent rashes and flaky skin • Short term memory loss. • Mouth, genital or anal sores from herpes infections. • Swelling of glands. 	LO2AS2 (3)
2.5.3	<ul style="list-style-type: none"> • Unprotected sex • Contact with infected blood • Drug users who share needles • Receiving blood e.g. operation 	LO2AS2 (4)
2.5.4	<ul style="list-style-type: none"> • She will know that she is not alone with the problem. • She will get enough material to read and know how to control the disease. • She will be educated about how to treat herself so that she can lead a full life. • She will feel secure in that she has people that care about her even though she is HIV positive. 	LO2AS2 AIDS RESOURCE GUIDELINE P.20 (3)
2.5.5	<ul style="list-style-type: none"> • She will be able to access treatment early so that she will not infect anyone else. • Look after herself in terms of nutrition and healthy living. • Sores and cuts should be covered • Use gloves when necessary 	LO2AS2 (3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 • Have a valid credit card or debit card. LO3AS1
 • Register with the shopping outlet as an internet client
 • Registering successfully as an internet client will depend on whether
 the hospitality business is located in a suitable delivery area.
 • Personal details, a delivery address, user name and password are
 required.
 • Once completed and submitted registration, you receive an electronic
 acknowledgement of the application to register. (4)
- 3.2 Commodity LO3
 Package size
 Date
 Receipt or issue voucher no.
 Received date
 Issue date
 Balance of stock (4)
- 3.3.1 Not for eating /drinking
 3.3.2 Extra or spare
 3.3.3 An item of value owned and used by a business not bought or resold (3)
- 3.4.1 Actual cost of menu LO3
 R9000 AS3
 R100 = R90.00 per person (2)
- 3.4.2 Selling price - total cost = net profit LO3A
 R9000 - R5100 = R4 900 S3
 Net profit = R4 900 (3)

3.5

LO3
AS4

<p>MENU DINNER</p> <p>Soup Waterblommetjies, Butternut, Seafood</p> <p>Main Ostrich fillet, Venison, Springbok, Oxtail, Lamb shank, Boerewors, Sosatie, Chicken livers, Guinea fowl snoek, Kabeljou, Kingklip</p> <p>Morogo Phuthu pap</p> <p>Dessert Melktert, Malva pudding</p> <p>Tea & Coffee</p> <p style="text-align: right;">Date:</p>
<p>Traditional dish: starter Main meal Dessert</p> <ul style="list-style-type: none"> • The heading MENU • Name of the menu • Order of dishes in main course and accompaniments <ul style="list-style-type: none"> Meat + accompaniment (1 mark if order is correct) Starch (Phuthu pap) (1 mark if there is Phuthu pap and Morogo) Vegetable (Morogo) • Capital letters of the first letter of each dish • Date • One mark will be given for the outline

(3)

(6)

3.6

LO3
AS4

Disease	Suitable foods	REASON
Heart	Foods with high fibre content. Meat without fat.	To keep cholesterol levels low.
Diabetic	Low in fat High in fibre: brown bread, whole-wheat bread. Low fat milk or skim milk	Blood level sugar must be controlled.
HIV/AIDS	Fruit and vegetables High fibre foods Dairy products Proteins	Well balanced diet to keep the immune levels high

(6)

And any foods relating to the above

3.7.1

Cocktail Menu

-Canapes, meatballs, tiny mushrooms, bacon rolls, tomato and bacon rolls, mini quiches, bouchees, mini muffins, samoosas, pies, sticky chicken wings, savoury choux pastry. Any relevant answer

LO3A
S6

(4)

Vegetarian: crudites and dips, vegetable spring rolls, spanakopitta, chilli bites, vegetable mini pizzas, vegetable samoosas Any relevant answer

3.7.2

- A variety of service lines can be created example L Shaped, U Shaped etc.
- Tables should be arranged so that plates are picked up first, then food and lastly cutlery and serviettes
- Food can be dramatically displayed on mirrors, stone, wood etc.
- Dishes can be placed at various heights
- Buffet table and drink service area must be easily accessible to guests.
- Smaller tables should be spread around with napkins and light snacks.
- Should provide a place for guests to place their dirty plates and glasses.
- Platters can also be distributed throughout the room.

LO4
AS3

(5)

(40)

QUESTION 4

- 4.1.1 • 1.Hump LO3A
 • 3. Shin/Shank S5
 • 4. Bolo
 • 8. Prime rib (4)

- 4.1.2 • 1. Pot roast LO3A
 • 3. Soups, stews, braised dishes S5
 • 4. Pot roast , stews
 • 8. Oven roast, grilling (4)

4.1.3	<p>Larding</p> <ul style="list-style-type: none"> • Larding is the sewing of strips of fat or vegetables into meat during roasting to keep it moist and increase the nutritive value. 	<p>Barding</p> <ul style="list-style-type: none"> • Barding is the wrapping of strips of fat around meat during roasting to keep it moist and prevent it from burning. 	LO3A S5 (4)
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- 4.2 • Nuts LO3
 • Legumes AS5
 • TVP
 • Soya products (4)
 • Eggs

4.3 LO3
 4.3.1 Over coagulation of eggs. broken emulsion ,low volume AS5

4.3.2 Low volume due to excess water evaporation

4.3.3 Collapsed puffs or flat puffs.

4.3.4 Moist , collapsed puff due to excess water evaporation (4)

- 4.4 • Increase the proportion of gelatine to liquid LO3
 • Fruit must be evenly distributed AS5
 • Fruit must be chopped in smaller pieces
 • Use canned or cooked pineapples (3)
 • Jelly must show signs of setting

4.5 Pastry LO3
AS5

4.5.1 Puff pastry (1)

4.5.2 Butter, flour, salt, ice water, lemon juice (3)

4.5.3 Roll and fold the pastry
 Adding the butter between the folds.
 Allow the pastry to rest in the refrigerator between the rolling and folding. (3)

4.6		LO3 AS5
4.6.1	Fillings with a high percentage of cream are likely to deteriorate if not refrigerated Can turn sour. Will soften the pastry	
4.6.2	To prevent the breakage of any of the pastries.	(3)
4.6.3	To prevent the pastries from becoming soft and thereby losing their crispness.	
4.7.1	<ul style="list-style-type: none"> • Bring milk to the boil • Separate the eggs • Whisk the sugar and egg yolks until light and fluffy, in a separate bowl. • Gradually little by little add the hot milk to the eggs stirring continuously • Return the mixture to the stove. • Stir continuously with the metal spoon until thick and a layer form at the back of the spoon. • Add the salt and vanilla essence. • Remove from the heat immediately 	LO3 AS5 (5)
4.8	<ul style="list-style-type: none"> • Hydrate gelatine • Remove from the heat and add the gelatine. • Cool, then fold in whipped cream into the thickened mixture • Pour into mould and chill 	LO3A S5 (2)
TOTAL SECTION C		(40) [80]

SECTION D
QUESTION 5

- | | | |
|-------|--|--------------------|
| 5.1.1 | <ul style="list-style-type: none"> • Original order form/purchase order form of what was ordered • Invoice /delivery note showing what has been delivered. | LO4 AS1
(2) |
| 5.1.2 | <ul style="list-style-type: none"> • Check brand, quantity, size • Check that what was ordered was delivered. • Check the sell-by-dates • Make sure that crates and cases contain the right number of bottles. • Agree that empties are returned with the delivery person. • Report shortages and other discrepancies to the delivery person. • Once satisfied sign the invoice. • Check that all items are stored correctly • Lock the storeroom when the delivery is over | LO4 AS1

(6) |
| 5.2.1 | <ul style="list-style-type: none"> • Red and White wine • Red and White grapetiser | LO4 AS2
(2) |
| 5.2.2 | <ul style="list-style-type: none"> • Types of wine available/non-alcoholic beverages available • Vintage • Characteristics • Origin • Sizes | (5) |
| 5.3.1 | National Liquor Act | LO4 AS2

(1) |
| 5.3.2 | <ul style="list-style-type: none"> • Prohibits the serving of alcohol to underage and intoxicated guests | LO4 AS2

(2) |
| 5.4 | <ul style="list-style-type: none"> • Clearing should be carried out with as little noise as possible. • Never scrape or stamp the dishes on the table. • Stack dishes and cutlery safely to prevent accidents. • Before the dessert is served everything must be removed from the table except the water glasses and coffee cups. • The table is crumbed down. | LO4 AS4

(4) |
| 5.5.1 | <ul style="list-style-type: none"> • The original goes to the supply point/ kitchen • The second copy is sent to the cashier for billing. • The third copy is retained by the serving staff. | LO4 AS4 |

- 5.5.2
- Table number
 - Number of covers
 - The orders of the guests
 - Date
 - Signature of the waitron
- LO4
AS4
(4)
- 5.6.
- Clear tables – Take dirty dishes to wash up area
 - Collect dirty linen and pack away clean linen.
 - Switch off all electrical appliances such as coffee machines, urn.
 - Place all condiments on side table
 - Dispose of waste correctly
 - Get everything cleaned and returned with the specific period of time.
 - Make sure you count and pack all items into their containers.
 - Ashtrays should be emptied and cleaned if it is a smoking area.
 - Place chairs on table
 - Clean restaurant in preparation for the next day
 - Make sure that the waiter station is clean and well organised
 - Check supplies and report shortages
- Lo4A
S3

(5)
- 5.7.
- Can be achieved by using table decoration
 - Use colours
 - Invitations matching the theme
 - Plates with African prints on them
 - Table cloths, serviettes and tiebacks in African print
 - Quills
 - Local pottery
 - Calabashes to serve food
- LO4
AS1

(6)

TOTAL SECTION D: [40]

GRAND TOTAL: 200