



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2012

MARKS: 200

TIME: 3 hours

This question paper consists of 17 pages and a 1-page answer sheet.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A: Short questions	(40)
SECTION B: Hospitality concepts and health and safety	(40)
SECTION C: Food preparation	(80)
SECTION D: Food and beverage serving	(40)
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Answer SECTION A on the attached ANSWER SHEET. Write the centre number and your examination number at the top of the ANSWER SHEET, detach it and place it in the FRONT of the ANSWER BOOK.
5. Answer SECTIONS B, C and D in the ANSWER BOOK.
6. Write neatly and legibly.

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

Various options are provided as possible answers to the following questions. Choose the answer and make a cross (X) in the block (A–D) next to the question number (1.1.1–1.1.10) on the attached ANSWER SHEET.

EXAMPLE:

1.1.11 A good source of vitamin C is ...

- A milk.
- B oranges.
- C meat.
- D bread.

ANSWER:

A	<input checked="" type="checkbox"/>	C	D
---	-------------------------------------	---	---

1.1.1 A marketing plan describes

- A your administration or record-keeping system.
- B your cash position on a monthly basis.
- C the target market you intend capturing.
- D the legal requirements in your business.

(1)

1.1.2 A form of advertising that gives personal attention to an individual is a/an ...

- A newspaper.
- B flyer.
- C e-mail.
- D television.

(1)

1.1.3 A plan that shows the detail costs of manufacturing, delivering, stock control, marketing and storing:

- A Operating plan
- B Staffing plan
- C Financial plan
- D Marketing plan

(1)

- 1.1.4 ONE of the following activities will NOT result in the transmission of HIV and Aids:
- A Sharing needles
 - B Casual kissing
 - C Unprotected sex
 - D Breastfeeding a baby
- (1)
- 1.1.5 A broken or sprained limb is immobilised by using a ...
- A sling.
 - B splint.
 - C strap.
 - D brace.
- (1)
- 1.1.6 When treating a minor burn, ... reduces the temperature and prevents a blister from forming.
- A oil
 - B ointment
 - C water
 - D butter
- (1)
- 1.1.7 A guideline that should be taken into consideration when storing linen:
- A Inverted folds should face inwards to facilitate counting.
 - B Linen should be covered to avoid dust settling on it.
 - C Additional linen should not be held in the food service area.
 - D Different sizes of linen can be packed together on shelves without a lining.
- (1)
- 1.1.8 Gross profit is the difference between the selling price and the ...
- A total cost.
 - B overhead cost.
 - C food cost.
 - D labour cost.
- (1)
- 1.1.9 ONE of the following is NOT a course on a formal dinner menu:
- A Hors d'oeuvres
 - B Dessert
 - C Entrée
 - D Tea and coffee
- (1)

1.1.10 A serving style in which the main course with vegetables is placed in different dishes allowing guests to help themselves:

- A Gueridon
- B Family
- C Silver
- D Plated

(1)

1.2 MATCHING ITEMS

Choose a definition from COLUMN B that matches the term in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) on the attached ANSWER SHEET.

COLUMN A TERMS	COLUMN B DEFINITIONS
1.2.1 Canapé	A a small crêpe served with caviar
1.2.2 Paté	B a sweetbread with roast tomatoes and feta cheese
1.2.3 Croûte	C fish rolled with rice, wrapped with nori leaves and sliced into rounds
1.2.4 Caviar	D toasted bread cut into different shapes and sizes and served as appetizers
1.2.5 Sushi	E fish roe from sturgeon fish served on blini
	F cubes of fried bread served with soup
	G a finely textured spread of minced chicken liver served with Melba toast
	H a slice of bread with a savoury topping

(5 x 1)

(5)

1.3 FILL IN THE MISSING WORD(S)

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1–1.3.5) on the attached ANSWER SHEET.

- 1.3.1 A touch-screen computer that relays messages to the kitchen to place orders is known as a ...
- 1.3.2 A small oval or boat-shaped case made from shortcrust pastry is a ...
- 1.3.3 The French term for a vanilla egg custard sauce is ...
- 1.3.4 A ... coloured roller mark on meat indicates that it is very tender.
- 1.3.5 ... wine is produced when extra alcohol is added to stop the fermentation process. (5)

1.4 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.10) on the attached ANSWER SHEET.

- 1.4.1 An entrepreneur who presents a threat by opening the same business as you
- 1.4.2 The operating plan that refers to expenses and production costs
- 1.4.3 Meals prepared daily and delivered to people who are unable to cook for themselves
- 1.4.4 The term that indicates absolute confidence in the ability of chefs to deliver an excellent service product
- 1.4.5 A burn caused by an acid or an alkali
- 1.4.6 An order written by staff for goods required in a restaurant
- 1.4.7 The label on Jewish food products indicating that dairy products have been used
- 1.4.8 The procedure done on a regular basis to ensure correct records of equipment in the hospitality industry
- 1.4.9 A fee charged when guests take their own alcohol into a restaurant
- 1.4.10 Equipment that uses candles or flammable gel to keep food hot (10)

1.5 MATCHING ITEMS

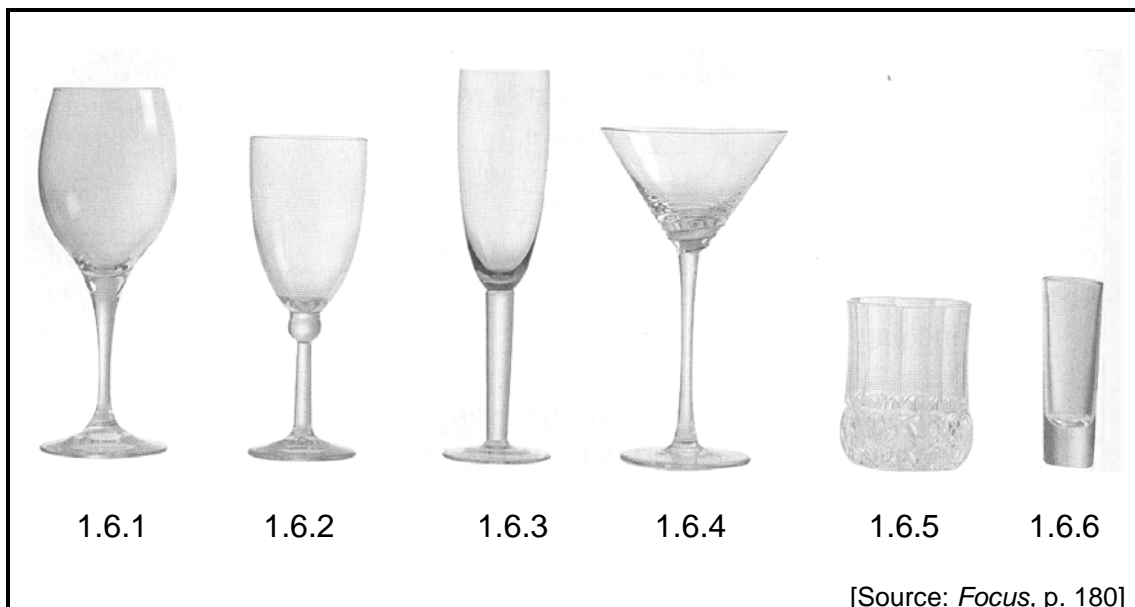
Select TWO statements from the list below that are applicable to each of the following religions. Write only the letters (A–F) next to the correct religion on the attached ANSWER SHEET. Tabulate your answer as follows:

RELIGION	ANSWER
1.5.1 Christianity	
1.5.2 Judaism (Kosher)	

- A Hot cross buns and Easter eggs are consumed
- B Strictly forbidden to eat dairy products and meat together
- C Alcohol and products containing alcohol are forbidden
- D Bread and wine are served at Holy Communion
- E No shellfish or snails may be eaten
- F The food eaten must be halaal (2 x 2) (4)

1.6 IDENTIFICATION ITEMS

Identify the types of glasses below. Write only the name of the glass next to the question number (1.6.1–1.6.6) on the attached ANSWER SHEET.



(6)

TOTAL SECTION A: 40

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

2.1 Study the marketing tool below and answer the questions that follow.



- 2.1.1 Identify the type of advertisement used by Emihle. (1)
- 2.1.2 State THREE disadvantages of using this advertisement. (3)
- 2.1.3 Name THREE food-related opportunities available to Emihle as an entrepreneur. (3)
- 2.1.4 Do you consider the above advertisement appropriate? Motivate your answer. (7)

2.2 Study the extract below and answer the questions that follow.

'I have experienced unforgettable service excellence at the Southern Sun Hotel. The staff displayed a professional dress code and showed superb teamwork. Southern Sun is more than just a place of good food and authentic dining. It has become "a home away from home" for many guests.'
This was a comment from a regular guest.

- 2.2.1 The Southern Sun Hotel staff displayed good teamwork. Explain how this was achieved. (5)
- 2.2.2 What do you understand by a *professional dress code*? (4)

2.3 Read the extract below and answer the questions that follow.

An elderly person in a restaurant experiences some difficulty in swallowing due to eating in a hurry and not taking time to chew the food properly.

- 2.3.1 Identify the problem being experienced by the person. (1)
- 2.3.2 Describe the procedure that should be performed in the situation above. (3)
- 2.3.3 State whether the same procedure is suitable for babies. Motivate your answer. (2)

2.4 Distinguish between the symptoms of gastro-enteritis and tuberculosis. Tabulate your answer as follows:

DISEASE	SYMPTOMS
Gastro-enteritis	
Tuberculosis	

(6)

2.5 Study the statement below and answer the questions that follow.

A guest with a food allergy visits a restaurant.

- 2.5.1 Name ONE food that can cause an allergy. (1)
- 2.5.2 Name TWO symptoms of food allergies. (2)
- 2.5.3 Suggest TWO precautions that the guest should take when ordering food to avoid a bad reaction to the meal. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

3.1 Read the extract below and answer the questions that follow.

The head chef is preparing a cocktail party for a friend's 21st birthday. The friend has a budget of R30 per person. The head chef calculated the cost of the dishes below.

DISHES REQUESTED	FOOD COST FOR EACH DISH (10 PORTIONS EACH)
A Petit medallions on croûte	R50
B Marinated mini beef kebabs with pepper sauce	R40
C Spicy meatballs	R28
D Vegetarian spring rolls	R15
E Basil pesto palmiers	R10

- 3.1.1 Explain how the head chef can use the computer to assist with the menu planning for the function above. (4)
- 3.1.2 Calculate the total food cost per person. Show ALL calculations. (3)
- 3.1.3 Calculate the selling price of the menu for one person if the profit percentage is 40%. Show ALL calculations. (2)
- 3.1.4 Determine whether it is possible to prepare this menu to suit the friend's budget. Motivate your answer. (2)
- 3.1.5 Name TWO expenses other than food costs. (2)

3.2 Study the statement below and answer the questions that follow.

Effective stock control is important in a catering establishment in order to receive maximum returns.

- 3.2.1 Discuss the above statement. (3)
- 3.2.2 Suggest TWO ways of maintaining large kitchen appliances. (2)

3.3 Study the extract below and answer the questions that follow.

The COP 18 International function will be hosted at the Durban International Convention Centre. A welcoming cocktail party and a gala dinner will be prepared for the delegates.

3.3.1 Suggest FOUR savoury cocktail snacks that can be served to vegans on the above occasion. (4)

3.3.2 Describe the aspects that will determine the number of snacks to be served per guest. (2)

3.3.3 Name TWO local game products that can be served at the function. (2)

3.4 At the conference you are advised that certain international guests will be present. Name ONE traditional dish that can be served to the delegates from the following countries:

3.4.1 China (1)

3.4.2 America (1)

3.4.3 India (1)

3.5 Study the list of dishes below and answer the questions that follow.

Spinach and feta stuffed salmon
Deep-fried crumbed mushroom
Honey-glazed gammon
Grilled lamb chops
Medley of steamed vegetables
Grilled skinless chicken breast
Croquembouche
Fruit salad

From the list above, name FOUR dishes that you will remove from a diabetic diet and give ONE reason for each. (8)

3.6 International guests at an upmarket hotel were very upset because they had to wait for a long time to be seated for dinner. Recommend guidelines that should be adhered to in order to avoid this situation. (3)
[40]

QUESTION 4

4.1 Study the cut of lamb below and answer the questions that follow.



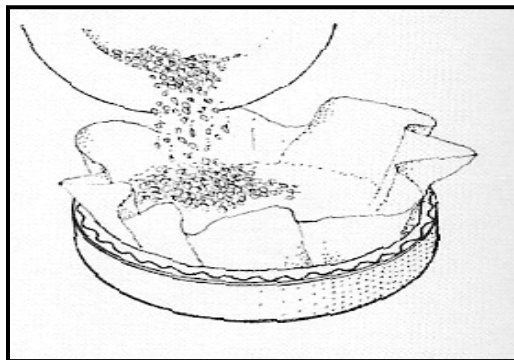
- 4.1.1 Identify the cut of meat used to prepare this dish. (1)
- 4.1.2 Describe THREE factors to consider when purchasing this meat cut. (3)
- 4.1.3 Name ONE traditional sauce served with roast lamb. (1)
- 4.1.4 Suggest ONE local South African dish that can be prepared from this cut when cubed before being cooked. (1)
- 4.1.5 Indicate the type of connective tissue found in this cut. (1)

4.2 Study the following desserts and pastries that were served on the buffet table at the Fantasia Hotel and answer the questions that follow.

Crème brûlée
Fresh fruit salad
Chocolate éclairs
Cream caramel
Pecan nut pie
Vanilla bavarois
Lemon sorbet
Mille-feuille with strawberries and cream

- 4.2.1 From the list above identify THREE desserts with a custard base. (3)

- 4.2.2 The pastry chef likes to prepare different varieties of bavaoiois. Name TWO fresh fruit purées that are NOT suitable for bavaoiois. Motivate your answer. (3)
- 4.2.3 Describe TWO different ways of preparing the mould for the bavaoiois. (2)
- 4.2.4 Identify a dessert that can be served between the fish and the meat course. Motivate your answer. (2)
- 4.2.5 Name the type of pastry used to make the following products:
- (a) Chocolate éclairs (1)
 - (b) Pecan nut pie (1)
 - (c) Mille-feuille with strawberries and cream (1)
- 4.2.6 Study the picture below and answer the questions that follow.



- (a) This procedure was used in preparing a pecan nut pie. Identify and describe the procedure. (3)
 - (b) The pastry chef over-handled and stretched the dough during the preparation. Explain the effect that it will have on the final product. (2)
- 4.3 4.3.1 Explain why éclairs are baked at TWO different temperatures. (2)
- 4.3.2 List THREE characteristics of chocolate éclairs. (3)

4.4 Study the extract below and answer the questions that follow.

Two finalists at a budding chef's competition are given the following ingredients in a mystery basket. They are expected to prepare a main course and each product may only be used once.

Mystery basket ingredients:

Murogo/Mfino, potato, fish, springbok, chicken, pork fillet, samp and green beans

4.4.1 From the above list, select the ingredients that the contestants should use for the following:

(a) Main course for a pesco-vegetarian (3)

(b) Main course using local South African products for a tourist (3)

4.4.2 On completion of the main course the contestants need to serve the judges. List FOUR guidelines regarding the serving procedure for a plated main course. (4)

[40]

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Study the bin card below and answer the questions that follow.

<u>NEDERBURG SHERRY</u> <u>Shelve DA 443</u>	
Minimum stock 5	Maximum stock 15
09/10/2011 Stock on hand 5 bottles	
10/10/2011 Received 10 bottles	
13/10/2011 Issued 5 bottles	
14/10/2011 Issued 2 bottles	
16/10/2011 Received 12 bottles	

Complete the record sheet below for the liquor stock.

White Diamond Restaurant			
Type of drink: 5.1.1		Par stock: 5.1.2	
DATE	RECEIVED	ISSUED	BALANCE
5.1.3			5
10/10/11	5.1.4		5.1.5
13/10/11		5.1.6	10
14/10/11		2	
16/10/11	5.1.7		5.1.8

(8)

5.2 Study the extract below and answer the questions that follow.

A couple is celebrating their first wedding anniversary and they order the following dishes:

A Caviar
 B Roast leg of lamb
 C Chocolate mousse

5.2.1 Suggest a suitable wine for each of these dishes. (3)

5.2.2 Give the French name for a wine waiter. (1)

5.2.3 Describe the procedures that should be followed when pouring wine. (4)

5.2.4 Describe FOUR steps that should be followed when presenting the bill to the guest. (4)

5.2.5 Name TWO methods of payment that can be used to settle a bill. (2)

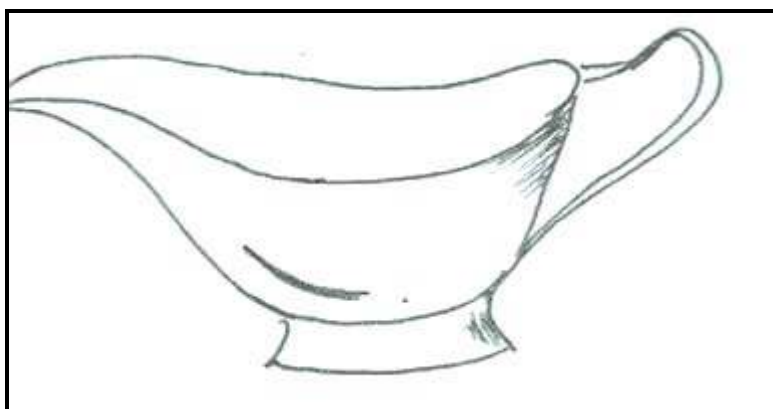
5.3 Your school is hosting a spring ball. Describe how you would achieve a spring theme with regard to the following:

5.3.1 Décor of the hall

5.3.2 Table decorations

5.3.3 Menu card (6)

5.4 Study the illustration below and answer the questions that follow.



5.4.1 Identify the equipment in the illustration above. (1)

5.4.2 State ONE use of this above equipment. (1)

5.5 Study the photo below and answer the questions that follow.



- 5.5.1 Evaluate the wine glass according to the following headings:
- (a) Position of the glass
 - (b) Number of wine glasses on the table. Motivate your answer. (3)
- 5.5.2 Design a checklist for the opening mise-en-place for this table setting. (4)
- 5.5.3 Indicate the space that should be allowed between the cutlery and the edge of the table. (1)
- 5.5.4 Suggest the type of food that would be served as the first course in this setting. Motivate your answer. (2)
- TOTAL SECTION D: 40**
GRAND TOTAL: 200

ANSWER SHEET

CENTRE NUMBER:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

EXAMINATION NUMBER:

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**SECTION A
QUESTION 1**

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	A	B	C	D	
1.1.2	A	B	C	D	
1.1.3	A	B	C	D	
1.1.4	A	B	C	D	
1.1.5	A	B	C	D	
1.1.6	A	B	C	D	
1.1.7	A	B	C	D	
1.1.8	A	B	C	D	
1.1.9	A	B	C	D	
1.1.10	A	B	C	D	(10)

1.4 ONE-WORD ITEMS

1.4.1		
1.4.2		
1.4.3		
1.4.4		
1.4.5		
1.4.6		
1.4.7		
1.4.8		
1.4.9		
1.4.10		(10)

1.2 MATCHING ITEMS

1.2.1		
1.2.2		
1.2.3		
1.2.4		
1.2.5		(5)

1.5 MATCHING ITEMS

1.5.1	Christianity		
1.5.2	Judaism (Kosher)		(4)

1.3 FILL IN THE MISSING WORD(S)

1.3.1		
1.3.2		
1.3.3		
1.3.4		
1.3.5		(5)

1.6 IDENTIFICATION ITEMS

1.6.1		
1.6.2		
1.6.3		
1.6.4		
1.6.5		
1.6.6		(6)

TOTAL SECTION A: 40



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NOVEMBER 2012

MEMORANDUM

MARKS: 200

This memorandum consists of 14 pages.

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

- | | | |
|--------|---|------|
| 1.1.1 | C | |
| 1.1.2 | C | |
| 1.1.3 | A | |
| 1.1.4 | B | |
| 1.1.5 | B | |
| 1.1.6 | C | |
| 1.1.7 | B | |
| 1.1.8 | C | |
| 1.1.9 | D | |
| 1.1.10 | B | (10) |

1.2 MATCHING ITEMS

- | | | |
|-------|------|-----|
| 1.2.1 | D, H | |
| 1.2.2 | G | |
| 1.2.3 | H | |
| 1.2.4 | E | |
| 1.2.5 | C | (5) |

1.3 FILL IN THE MISSING WORD(S)

- | | | |
|-------|------------------------|-----|
| 1.3.1 | Point of Sales/POS | |
| 1.3.2 | Barquette | |
| 1.3.3 | Crème anglaise | |
| 1.3.4 | Purple/Blue | |
| 1.3.5 | Fortified/ any example | (5) |

1.4 ONE-WORD ITEMS

- | | | |
|--------|--|------|
| 1.4.1 | Competitor/Opposition | |
| 1.4.2 | Financial plan | |
| 1.4.3 | Meals on wheels/outside caterer | |
| 1.4.4 | Self respect/Positive attitude/Professionalism | |
| 1.4.5 | Chemical | |
| 1.4.6 | Requisition/order form | |
| 1.4.7 | Milchik | |
| 1.4.8 | Par stock/stock taking/inventory | |
| 1.4.9 | Corkage | |
| 1.4.10 | Chafing dish | (10) |

1.5 MATCHING ITEMS

- | | | | | | |
|-------|------------------|---|---|-----------|-----|
| 1.5.1 | Christianity | A | D | any order | |
| 1.5.2 | Judaism (Kosher) | B | E | any order | (4) |

1.6 IDENTIFICATION ITEMS

- | | | | | | |
|-------|--|--|--|--|-----|
| 1.6.1 | Red wine | | | | |
| 1.6.2 | White wine | | | | |
| 1.6.3 | Champagne/Flute/sparkling | | | | |
| 1.6.4 | Martini/Cocktail | | | | |
| 1.6.5 | Whisky/Water glass/Rocks glass/tumbler | | | | |
| 1.6.6 | Liqueur/shooter/shot/sherry/fortified | | | | (6) |

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Visual/ any visual example (1)
- 2.1.2
- It will only reach a contained market such as guests in a restaurant, passers-by at a certain point or a specific number of post boxes.
 - Badly designed visual tools will be associated with the product and the sales will be poor.
 - It can be costly.
 - If placed incorrectly they may not draw enough attention or interest.
- (Or any other relevant alternative answer)
(Any THREE) (3)
- 2.1.3
- Catering for functions e.g. weddings
 - Baking
 - Children's birthday parties
 - Novelty cakes
 - Meals on wheels
 - Selling products at events: vendor
- (Or any other relevant alternative answer)
(Any THREE) (3)
- 2.1.4 No
- Poor/Bad marketing tool
 - No price
 - Message is not clear
 - Not eye-catching
 - Tool is very cluttered
 - Font size not readable
 - No enough information
 - Pictures are not clearly
 - It lacks colour
 - No description of service offered
 - No contact details (phone/address)
- (Or any other relevant alternative answer) (7)
(Any SEVEN)
- 2.2 2.2.1
- They exercised courtesy
 - They were cooperative
 - Honest
 - Tolerant
 - Reliable
 - Good listening skills
 - Communicate clearly
 - Enjoy working with others
 - Understanding
 - Working towards the same objectives
 - Supporting one another
- (Or any other relevant alternative answer) (5)
(Any FIVE) (5)

NSC – Memorandum

- 2.2.2
- Wearing your uniform with pride and dignity
 - Keeping it clean and in good repair
 - Wearing comfortable shoes
 - Not wearing excessive jewellery.
 - Check yourself critically before serving customers.
- (Or any other relevant alternative answer)
(Any FOUR) (4)

2.3 2.3.1 Choking (1)

- 2.3.2
- Stand behind the person and place your fist on the abdomen below the rib cage.
 - Place the other hand over your fist.
 - Execute a fast in and upward movement.
 - This exerts pressure onto the diaphragm, thereby compressing the lungs within the rib cage to expel the food item from the passage.
 - Heimlich manoeuvre (3)

2.3.3 No
They are still very little and need to be handled carefully./You can harm the baby/break the rib cage/ rather pat the baby/turn upside (2)

2.4.1

DISEASE	SYMPTOMS
A. Gastro-enteritis	<ul style="list-style-type: none"> • Diarrhoea • Fever • Vomiting • Dehydration • Abdominal pains • Head aches
B. Tuberculosis	<ul style="list-style-type: none"> • Continuous coughing • Feeling tired all the time • Weight loss • Loss of appetite • Coughing up blood • Night sweats • Chest pains • Fever • Dispnoea /lack of breath

3x2 (6)

QUESTION 3

- 3.1 3.1.1
- Dish sales can be recorded and dish analysis can be done.
 - The menu and ingredient costs/production costs can be calculated.
 - Selling prices can be calculated.
 - Developing and changing recipes is simplified.
 - Finding new recipes on the Internet.
 - Recipes and ingredients can be listed.
 - Order lists can be compiled easily and accurately.
 - Metric conversions can be done automatically.
 - Serving sizes can be controlled.
 - Nutritional values can be determined.
- (Or any other relevant alternative answer)
(Any FOUR) (4)
- 3.1.2
- $$\begin{aligned} &R50 + R40 + R28 + R15 + R10 \\ &= R143 \div 10 \\ &= R14,30 \end{aligned} \quad (3)$$
- 3.1.3
- $$\begin{aligned} &R14,30 \times 0,4 / R14,30 \times 40 / 100\sqrt{\quad} \quad \text{or} \quad 14.30/.4\sqrt{\quad} = R35.70\sqrt{\quad} \\ &= R14,30 + R5,72 \\ &= R20,02/R20,00\sqrt{\quad} \end{aligned} \quad (2)$$
- 3.1.4
- Yes $\sqrt{\quad}$ it is possible to do the menu within the budget of R30,00 $\sqrt{\quad}$
No $\sqrt{\quad}$ it is more than R30 (2)
- 3.1.5
- Labour
- Overheads:
- Property rent
 - Tax
 - Water and electricity
 - Equipment
 - Cleaning materials
 - Stationary
 - Post, telephone, Internet services
 - Advertising
 - Hire
- (Or any other relevant alternative answer)
(Any TWO) (2)
- 3.2 3.2.1
- Only one person should have access to supplies in the storeroom.
 - Stocktaking records must be available each day for stocktaking at the end of each shift.
 - Requisitions are to be issued and should be completed in detail.
 - An issue form should be completed for each issue.
- (Or any other relevant alternative answer)
(Any THREE) (3)

NSC – Memorandum

- 3.2.2
- Faulty kitchen appliances must be reported immediately.
 - Irreparable equipment must be reported and replaced.
 - A competent and qualified person must repair items.
 - Staff should be trained to handle and maintain appliances.
- (Any other relevant answer)
(Any TWO) (2)
- 3.3
- 3.3.1
- Tofu kebabs
 - Baked baby potatoes
 - Sweet corn spring rolls
 - Cucumber cups
 - Potato samoosas
 - Sandwiches with no red meat
 - Savoury fritters
 - Vegetable sandwiches
- (Any other relevant answer)
(Any FOUR) (4)
- 3.3.2
- The type of function
 - Duration of the function
 - Time of the function
 - Number of guests
- (Any other relevant answer) (2)
- 3.3.3
- Springbok
 - Rabbit
 - Ostrich
 - Kudu
- (Any other relevant answer)
(Any TWO) (2)
- 3.4
- 3.4.1
- Spring rolls, fried rice, chop suey, sashimi, satay
(Any other relevant traditional dishes) (1)
- 3.4.2
- Hamburgers, chicken Maryland, brownies, pecan pie, doughnuts,
pumpkin pie
(Any other relevant traditional dishes) (1)
- 3.4.3
- Samoosas, biryani, sambals, poppadoms, Tandoori chicken
(Any other relevant traditional dishes) (1)

NSC – Memorandum

Honey glazed gammon – too high in sugar and fat

Grilled lamb chops – meat high in fat

Croquembouche – too much sugar/chocolate and starch

Fruit salad – high GI

(8)

3.6

- Acknowledge new customers within 30 seconds of them entering.
- Do not leave customers standing at the door.
- Greet customers as soon as they arrive.
- Apologise if they are kept waiting.
- Treat all customers equally, respectfully and with dignity.
- Make eye contact.
- Be sensitive to customer's moods.

(3)

(Any relevant answer)

[40]

QUESTION 4

- 4.1 4.1.1 Lamb shank/shin/kleftiko (1)
- 4.1.2 Bright pink colour
Smooth fine texture
Firm to the touch/Doesn't leave a dent
Fat evenly distributed
Bones red and porous
Fresh smell
Sell by date
Packaging should be clean and whole (3)
- 4.1.3 Mint sauce (1)
- 4.1.4 Potjiekos/Curry/Sosaties/Stews (1)
- 4.1.5 Collagen/White connective tissue (1)
Elastin/Yellow connective tissue
- 4.2 4.2.1
- Crème Brulèe
 - Cream Caramel
 - Vanilla Bavarois
- (3)
- 4.2.2
- Pineapple
 - Pawpaw
 - Figs
 - Kiwi
- They all have proteolytic enzymes which prevent the jelly from setting. (3)
- 4.2.3
- Rinse the mould – do not wipe it.
 - Grease with oil or margarine or Spray&Cook.
- (2)
- 4.2.4
- Lemon sorbet
 - Used as a palate cleanser
- (2)
- 4.2.5 (a) Choux pastry
(b) Short crust/pate sucre
(c) Puff (3)
- (a)
- Blind baking ✓
 - Line the tart pan with pastry and dock it.
 - Line the case with foil, double layer of plastic wrap or grease proof paper which has been cut to the correct shape.
 - Weigh it down with dried beans or rice.
 - Bake pastry case in a preheated oven at 180 °C for 10–15 minutes.
 - Remove beans or rice and foil and bake for a further 5–10 minutes until the pastry is dry and light brown.
- (Any TWO) (3)

NSC – Memorandum

- (b) • Over-handling makes a tough pastry.
• When pastry is stretched it shrinks after baking.
• Hard crust (2)
- 4.3 4.3.1 • The first baking period is to produce steam which is the main raising agent.
• The second baking period is to set the outside and to dry out the inside/ prevent burning (2)
- 4.3.2 • Light
• Crisp
• Hollow and dry on the inside
• Light brown
• Chocolate should be glossy/firm
• Correct shape- long rectangular (3)
- 4.4 4.4.1 (a) Pesco-vegetarian – fish, potatoes, green beans/morogo
(b) Local products for tourists – morogo/mfino/geen beans, springbok, samp
NB Morogo and geen beens only once/ only mark first 3 (3 x 2) (6)
- 4.4.2 • All plates served from the right
• Anti-clockwise
• Ladies first, gents last
• Plated meat dish in front of guest at 6 o' clock
• Use service cloth to handle warm plates
• Do not touch the food or inside of plates
• Always stand behind guests
• Don't stretch your arms in front of guests (4)

[40]**TOTAL SECTION C: 80**

- 5.2.5
- Cash
 - Credit card
 - Vouchers
 - Debit card
 - Traveller’s cheque
 - EFT
 - Cheque
 - Pre-arranged account
- (2)

- 5.3
- (i) Colourful floral arrangement
Brightly coloured/white furniture/chairs with bows
Plants/Shrubs
Lighting such as candles or coloured bulbs
Can have wall frames with pictures of fruit or different types of food.
- (ii) The theme of the table appropriate for the type of function e.g. light coloured table cloths with contrasting overlays.
Tumblers can be clear
Serviettes can be plain, mixed with floral ones
Good flat floral arrangement as a centre piece
- (iii) Menus should always complement the décor.
It can have pictures of fruit or flowers.
The outside of the menu cards can have beautiful bows on them.
The menu should have lots of salads and foods that are refreshing
- 3x2 (Any relevant answers)
- (6)

5.4 5.4.1 Sauceboat /gravy boat (1)

5.4.2 Used to serve sauces/gravy (1)

- 5.5 5.5.1 (a)
- Glass is on the right-hand side
 - White wine glass should be placed before the red wine glass.
 - Should be placed above the main knife/ meat knife
 - Wine glass is touching the knife – should have a space (1)
- (b)
- Not enough glasses
 - There should be two/three glasses, one for fish/starter and one for main course and one for dessert
- (2) (3)

5.5.2

NO.	OPENING MISE-EN-PLACE	
1.	Waiters should prepare the work station	
2.	All serving equipment should be put in the sideboard.	
3.	Tables should have table cloths and overlays	
4.	Table napkins should be folded and left on the table	
5.	All sauce bottles and salt and pepper sets should be refilled.	
6.	Count the cutlery and crockery and put ready to be used.	
7.	Polish the cutlery.	
8.	Steam the glasses.	
9.	Table cloths ironed	

(4)

- | | | |
|-------|---|-----|
| 5.5.3 | 1 cm or a thumb | (1) |
| 5.5.4 | Fish dish
Fish knife and fork are placed on the table. | (2) |

TOTAL SECTION D: 40
GRAND TOTAL: 200