

MARKING GUIDELINES

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		NOVEMBER 2025	
SUBJECT		HOSPITALITY STUDIES	
PAPER		1	
MARK TOTAL		200	
DURATION (HOURS)		3	
NUMBER OF PAGES		21	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT

FINAL APPROVED MARKING GUIDELINES

DATE OF MEETING	
UMALUSI MODERATOR	
CHIEF MARKER	
INTERNAL MODERATOR	

SECTION A

QUESTION 1

1.1 MULTIPLE CHOICE QUESTIONS

- | | | |
|--------|-----|-----|
| 1.1.1 | A ✓ | (1) |
| 1.1.2 | C ✓ | (1) |
| 1.1.3 | D ✓ | (1) |
| 1.1.4 | C ✓ | (1) |
| 1.1.5 | B ✓ | (1) |
| 1.1.6 | C ✓ | (1) |
| 1.1.7 | C ✓ | (1) |
| 1.1.8 | D ✓ | (1) |
| 1.1.9 | C ✓ | (1) |
| 1.1.10 | D ✓ | (1) |

(10x1) (10)

1.2 MATCH ITEMS

- | | | |
|-------|-----|-----|
| 1.2.1 | C ✓ | (1) |
| 1.2.2 | E ✓ | (1) |
| 1.2.3 | A ✓ | (1) |
| 1.2.4 | B ✓ | (1) |
| 1.2.5 | D ✓ | (1) |

(5x1) (5)

1.3 ONE-WORD ITEMS

[ABBREVIATIONS, ACRONYMS AND EXAMPLES WILL NOT BE CONSIDERED AS VALID ANSWERS]

- | | | |
|--------|---|-----|
| 1.3.1 | Sterilising ✓ | (1) |
| 1.3.2 | Vegan ✓ | (1) |
| 1.3.3 | Éclair ✓ | (1) |
| 1.3.4 | Labour costs ✓ | (1) |
| 1.3.5 | Elastin ✓ | (1) |
| 1.3.6 | Friandise ✓ | (1) |
| 1.3.7 | Doorman/bellboy ✓ | (1) |
| 1.3.8 | De-alcoholised/non-alcoholic/alcohol free ✓ | (1) |
| 1.3.9 | Charlotte Royale ✓ | (1) |
| 1.3.10 | Budget ✓ | (1) |

(10x1) (10)

1.4 CHOOSE ITEMS

- | | | |
|-------|-----|-----|
| 1.4.1 | D ✓ | (1) |
| 1.4.2 | F ✓ | (1) |
| 1.4.3 | A ✓ | (1) |
| 1.4.4 | C ✓ | (1) |
| 1.4.5 | B ✓ | (1) |

(5x1) (5)

1.5 SELECTION

- | | | |
|-------|-------------------------|-----------|
| 1.5.1 | B ✓, C ✓, E ✓, G ✓, I ✓ | (5x1) (5) |
| 1.5.2 | B ✓, D ✓, F ✓, H ✓, I ✓ | (5x1) (5) |

(10)

TOTAL SECTION A: [40]

SECTION B: KITCHEN AND RESTAURANT OPERATIONS, HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 Study the article below and answer the questions that follow:

A class of grade 7 learners and 12 staff members from a preparatory school in Johannesburg attended an outdoor educational camp in KwaZulu-Natal Province from 20 to 27 January 2017. Outdoor education included water activities such as river studies, swimming in the local dam and free time around the river. One facility was used for food preparation to serve the different groups camping in the valley. In addition, the learners participated in a group activity where they bought food from local retailers, which they had to prepare themselves.

On the evening of 27 January 2017, the day they returned to Johannesburg, some learners and teachers experienced diarrhoea. A concerned parent, also a doctor, notified the National Institute for Communicable Diseases (NICD) Outbreak Response Unit (ORU) through the NICD hotline during the weekend of 28/29 January 2017 about her child who attended the camp and developed diarrhoeal symptoms. Outbreak investigations were facilitated by collection of stool specimens from all patients presenting with diarrhoea and full participation of both affected and unaffected persons in the investigation of public health events.

[Source: <https://www.nicd.ac.za/wp-content/uploads/2017/12/Article2.pdf>]

2.1.1 Identify the disease that could have caused the learners to get ill. Give a reason for your answer. (2)

- Gastro-enteritis ✓
- Reason: Gastro-enteritis was caused by the water which was infected with bacteria which contaminated the food. ✓

2.1.2 Give THREE symptoms that the above learners could have experienced other than diarrhoea. (3)

(Any THREE of the following)

- Vomiting ✓
- Headache ✓
- Fever ✓
- Dehydration ✓
- Abdominal pains ✓



2.1.3 Recommend preventative measures that could have been followed by the learners to avoid the above situation. (4)

(Any FOUR of the following)

- Learners should not have handled food if they have diarrhoea. ✓
- Always wash their hands after visiting toilet, handling refuse and handling your body, hair, nose, etc. ✓
- Wash their hands before handling food. ✓
- Food should be thoroughly cooked especially chicken, fish and eggs. ✓
- Keep rubbish in a closed dustbin to keep it away from flies. ✓
- Cover food to prevent flies settling on it. ✓
- Do not allow waste to accumulate. ✓
- Avoid cross-contamination between raw and cooked foods. ✓
- Do not store food on the floor. ✓

2.2 Explain how you can maintain 'good service' in a restaurant. (4)

(Any FOUR of the following)

- Staff attitude: encourage every employee to act like the company/ restaurant is their own. ✓
- Make customers feel welcome by greeting them as soon as they arrive. ✓
- Creating a good first impression which may influence the customer's decision to come back or not. ✓
- Responding in a timely manner, guests do not like to wait. ✓
- Well trained staff according to service aspects and knowledge of dishes. ✓
- Professional appearance- well-groomed waiters and chefs portray the image of the establishment. ✓
- Ensure employees are motivated and rewarded accordingly. ✓



2.3 A professional appearance conveys a message that employees have pride in their job. Discuss FOUR such aspects by referring to the chefs below.



[Source: <https://www.silwood.co.za/wp-content/uploads/2024/03/silwood-school-of-cookery-chefs-in-training.jpg>]

(4)

(Any FOUR of the following)

- The chefs are wearing clean uniforms. ✓
- The male chefs are clean shaven. ✓
- Their hair is out of their face. ✓
- They are all wearing head gear. ✓
- They are not wearing excessive jewellery. ✓
- They look clean, meaning they shower or bath daily. ✓

2.4 To enable a business to make a profit, stock needs to be checked regularly. Explain how the information listed on a computerised stock sheet will benefit an establishment.

(3)

(Any THREE of the following)

- It will be less time consuming when using a computer because you don't have to count everything manually. ✓
- Easy to determine the quantity of stock that should be in the store at any given time. ✓
- If a computerised control system is used, it is possible for the chefs to request stock from the storekeeper and the storekeeper types in the requested items into the computer. ✓
- Stock figures can be compared; differences can be highlighted. ✓
- The total cost of the stock will be recorded instantly and will be deducted from the stock list. ✓

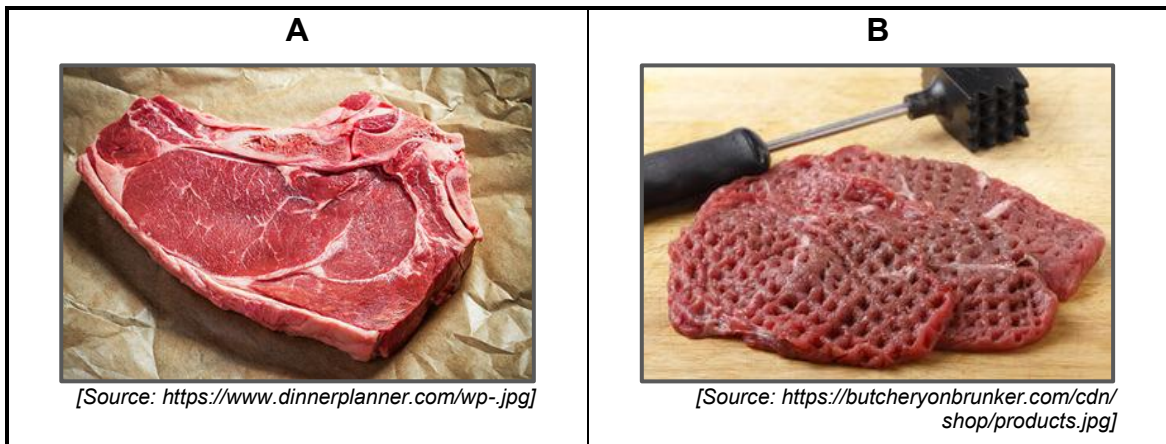
TOTAL SECTION B: [20]

SECTION C: NUTRITION AND MENU PLANNING, FOOD COMMODITIES

QUESTION 3

3.1 Nelson’s Eye Restaurant is regarded as the best steak house in Cape Town. They boast that their meat is wet aged for up to twenty-one days and then cut to order before your very eyes. All their beef is halal and comes from halal butchers.

Study the pictures below and answer the questions that follow.



3.1.1 Identify the steaks in the picture and write down the name of the beef cut from which each is obtained. Tabulate your answer as follows:

Name of the steak	Name of the beef cut
A Club steak ✓	Wing rib ✓
B Tenderised steak ✓	(Any ONE of the following) Bolo ✓, Topside ✓, Thick flank ✓

(4)

3.1.2 Describe the process of wet ageing.

(2)

- Beef is vacuum packed. ✓
- Refrigerated for two weeks. ✓

3.1.3 Motivate why a moist or a combination heat cooking method is used for steak B rather than a dry heat cooking method.

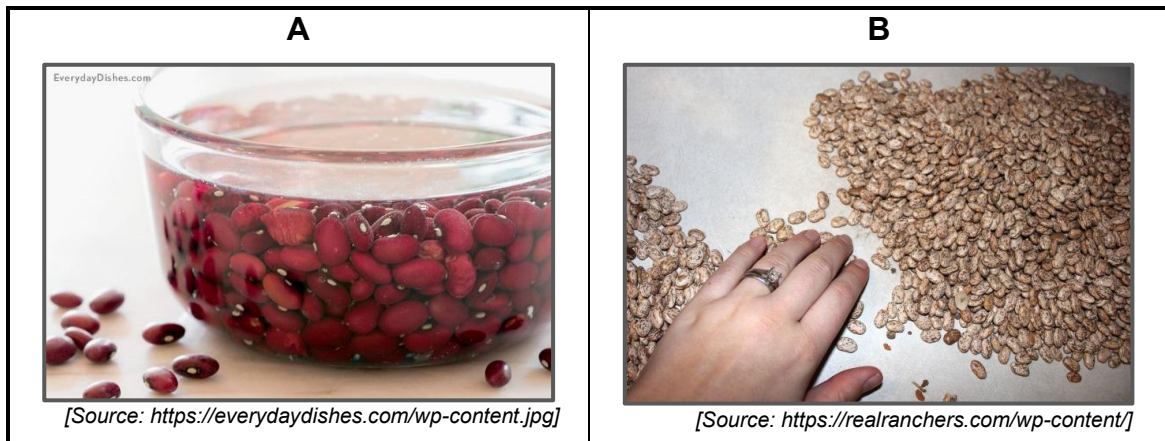
(2)

(Any TWO of the following)

- B has more connective tissue/collagen/tougher meat cut. ✓
- Moist heat changes the collagen into gelatine. ✓
- This will make the meat softer. ✓



3.2 Name and explain the preparation methods of beans in the pictures A and B below:



A – Soaking ✓

(Any ONE of the following)

- This is done to soften ✓, rehydrate ✓, make cooking time shorter. ✓
- The soaking water is discarded to prevent flatulence and fresh water is added. ✓

(2)

B – Sorting ✓

- This is done to remove stones, plants or foreign articles and broken beans. ✓

(2)

3.3 Recommend a suitable nut to be used in each of the following:

3.3.1 Cheapest nutty spread

(1)

- Peanuts ✓

3.3.2 Baklava

(1)

- Pecan nuts ✓

3.3.3 Classic pesto sauce

(1)

- Pine nuts ✓

3.4 Clients from different religions and cultures frequently visit the Nelsons Eye restaurant. Define the following concepts:

3.4.1 Halal

(1)

- Food that is lawful and permitted according to the rules of Mohammed to be eaten by Muslims. ✓

3.4.2 Haram

(1)

- Food not permitted for consumption by a Muslim. ✓

3.4.3 Parev

(1)

- Food that does not contain any dairy or meat ingredients. ✓

3.5 The Nelson’s Eye Restaurant buys steak cuts for R110.00 per kilogram.

3.5.1 Calculate the food cost for one portion of steak. Show all calculations. (3)

1 portion is 120g – boneless ✓
 $\frac{120\text{g} \times \text{R}110.00}{1000\text{g}}$ ✓
 =R13.00 ✓

OR

Any other answer within the range:

1 portion is 150 – 200g – on the bone ✓
 $\frac{150\text{g} \times \text{R}110}{1000\text{G}}$ ✓
 =R16.50 / R22.00 ✓

3.5.2 Calculate the selling price of steak if the food cost percentage is 35%. Show all calculations and formulas. (3)

Selling price = Food cost ÷ 35% ✓
 $\frac{\text{R}13.00}{.35}$ ✓
 = R37.14 ✓

3.5.3 Explain, by using THREE good examples, how the kitchen brigade can control the food cost for the above restaurant. (3)

(Any THREE of the following)

- By purchasing/ordering the correct food in correct quantities. ✓
- By applying correct receiving practices e.g. refrigerate as perishables arrive. ✓
- By storing stock correctly and keeping it safe from pilferage. ✓
- By issuing stock carefully – not too much or uncontrolled. ✓
- By using the correct preparation procedures: accurate measurements, mixing and cooking methods. ✓
- By portion control. ✓
- By avoiding wastage – too much trimming; shrinkage by cooking meat too long etc. ✓ (any well explained answers)

3.6 Study the following cocktail function menu and answer the questions that follow:

MENU
COCKTAIL FUNCTION

Amuse Bouche of Pickled Fish

Assorted Canapés
Salmon and Cottage Cheese Filled Herb Profiteroles
Mini Wraps with Smoked Ostrich
Individual Sesami Grilled Salmon Bites with Wasabi Mayonnaise

Vegetarian Samosas
Biltong, Sundried Tomato and Spring Onion Quiche

Meringue Kisses
Bouchees with Lemon Curd and Cream
Chocolate Truffles

15 October 2025

3.6.1 Evaluate the choice of the cocktail snacks on the menu with regards to the appearance and ingredients used.

(6)

(Any SIX of the following)

APPEARANCE

- Good ✓
- There are various shapes and dimensions. ✓
- All the snacks are dainty and neat. ✓
- They are colourful/variation in colour/colour contrast. ✓
- There are not too many fatty items. ✓
- Applicable accompaniments are used e.g. Salmon bites with Wasabi. ✓
- Variety of items to choose from: savoury, sweet and even vegetarian. ✓

INGREDIENTS

- Bad ✓
- Repetition of salmon/too many fish dishes. ✓
- There are too many pastry/starch items e.g. canapés, profiteroles, quiche, bouchees, samosas. ✓



3.6.2 List TWO types of functions that this cocktail menu can be used for. (2)

(Any TWO of the following)

- Product or media launches. ✓
- Fundraising events. ✓
- Business liaising. ✓
- Prize giving functions. ✓
- Celebrations. ✓
- Social events. ✓

3.6.3 Explain what a Samosa is. (2)

- A small, spicy, triangular-shaped pie. ✓
- Made with puff pastry that is deep-fried in oil with different fillings. ✓

3.6.4 Judge the suitability of the sweet snacks for a diabetic person. (3)

- Not suitable. ✓

(Any TWO of the following)

- High percentage of sugar in the meringue, lemon curd and truffles. ✓
- High fat content – bouchees and cream. ✓
- Refined starch – cake flour in the bouchees. ✓

TOTAL QUESTION 3: [40]

QUESTION 4

4.1 Study the following dessert and answer the questions that follow:



[Source: <https://retailworldmagazine.com.au/wp-content.jpg>]

4.1.1 Classify the dessert in the picture above. (1)

- Hot, steamed sponge ✓

4.1.2 Crème Anglaise is the most suitable accompaniment for this dessert, but it can curdle easily.

Explain how you would ensure a successful end product during the preparation process. (3)

(Any THREE of the following)

- Stir the custard constantly. ✓
- Prevent overheating/cook on top of a bain-marie. ✓
- It should just coat the back of the spoon. ✓
- Use yolks only, as they coagulate at 65°C and whites at 60°C. ✓

4.1.3 This dessert is often flambéed during the serving. Describe how this would be done during the serving process. (2)

- Brandy or rum is poured over. ✓
- Then set alight. ✓

4.1.4 Explain how you would know that a guest is having an allergic reaction after eating this dessert.

(5)

(Any FIVE of the following)

- The guest could have hives- a skin reaction causing redness, swelling and itching. ✓
- Severely lowered blood pressure. ✓
- Vomiting. ✓
- Abdominal cramps. ✓
- Tingling sensation in the mouth. ✓
- Heart palpitations. ✓
- Eczema. ✓
- Anaphylaxis. ✓

4.2 Candied citrus peel and raisins are examples of preserved foods. Explain how each item is preserved and why each method preserves the food item. Tabulate your answer as follows:

	Candied citrus peel	Raisins
Description of preservation method	Fruit is repeatedly cooked in a highly concentrated sugar syrup until it forms a glaze on the outside. ✓	Heat e.g. sun or ovens are used to remove moisture. ✓
Reason why it preserves the food item	<p>(Any ONE of the following)</p> <ul style="list-style-type: none"> • Heat destroys micro-organisms. ✓ • Concentrated sugar syrup prevents developing of micro-organisms. ✓ • Sugar makes water unavailable for microbial growth. ✓ 	<p>(Any ONE of the following)</p> <ul style="list-style-type: none"> • Heat destroys micro-organisms. ✓ • Micro-organisms need moisture to grow – removing the moisture retards growth. ✓

(4)

4.3 Your catering company has been asked to do the catering for an event. You were asked to include profiteroles on the menu.

4.3.1 Name the type of pastry used to make profiteroles. (1)

- Choux pastry ✓

4.3.2 Define “profiteroles”. (2)

- Profiteroles are small round cream puffs. ✓
- It is either filled with sweet or savoury filling, sometimes made plain and served with soup. ✓

4.3.3 Give FOUR characteristics of a successful profiterole. (4)

- The profiterole should be crisp on the outside. ✓
- Hollow and dry on the inside. ✓
- Light in weight. ✓
- Light brown in colour. ✓

4.3.4 Recommend the most suitable time to fill the profiteroles. Motivate your answer. (2)

- Choux pastry should be filled as soon as close to serving time as possible. ✓
- To prevent them from becoming soft and soggy making them unappetising. ✓

4.4 Study the recipe below and answer the questions that follow:

<p>Pineapple Bavarois 25 ml water 12.5 ml gelatine</p> <p>25 ml sugar 2 egg yolks, separated 250 ml milk, warmed</p> <p>2 ml vanilla essence</p> <p>100 ml grated, fresh pineapple 100 ml whipped cream</p>	<ol style="list-style-type: none"> 1. Sprinkle the gelatine over the water. 2. Beat together and pour into a double boiler. Stir continuously until the sauce coats the back of a spoon. 3. Add the vanilla essence and the gelatine and allow the mixture to set partially before the pineapple is added. 4. Fold the pineapple and cream into the partially set custard and spoon into prepared dariole moulds. 5. Place moulds in the refrigerator and allow to set. 6. Un-mould onto serving plates, decorate and serve.
---	--



4.4.1 Gelatine can be added to dishes in three phases.

Identify the three phases and write down the number of the step in the recipe above, that corresponds with each phase.

(6)

- Hydration ✓ step 1 ✓
- Dispersion/Melt ✓ step 3 ✓ (may not write dissolve!)
- Gelling/Setting ✓ step 5 ✓

4.4.2 Explain how the set bavarois is to be un-moulded onto the serving plate.

(3)

(Any THREE of the following)

- Do not cut loose with knife. ✓
- Pull away from sides with fingertips or use a blow torch around outside of mould/or put warm cloth around mould/ or dip mould into hot water for 1 – 2 seconds. ✓ **(Do not allocate more than 1 mark for this)**
- Invert mould over plate /or place plate over mould and invert. ✓
- A few drops of water on the plate will allow you to move the gel to the correct spot. ✓

4.4.3 The bavarois, however, did not set. Explain the possible reason for the unsuccessful bavarois.

(2)

- Proteolytic enzyme/bromalin in raw pineapple. ✓ (deactivate by cooking pineapple)
- Breaks down gelatin protein. ✓

4.5 During the preparation of puff pastry, the butter became soft and started to melt. Explain how you will prevent the butter from becoming soft and melting.

(2)

- Keep everything cold: work surface, ingredients, utensils and your hands. ✓
- Pastry needs to be rested and chilled after each stage of making and assembling. ✓

4.6 Briefly describe what a Mille feuilles is.

(3)

- Baked puff pastries, usually rectangular in shape. ✓
- Two rectangles are layered with cream and jam or pâtisserie. ✓
- The top is dusted with icing sugar. ✓

TOTAL QUESTION 4: [40]

TOTAL SECTION C: [80]

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Read the scenario below and answer the questions that follow:

Zari wants a new phone that her parents cannot afford. She is determined to get the phone and decides to make some money to help.

As her biscuits are always complimented by others, she decided to convince the nearby guest house owners to include biscuits as friandise provided to guests. She proposed to have the biscuits individually wrapped for their convenience. The owners accepted her idea and placed their first order.

5.1.1 Identify and describe **THREE** strengths of Zari's business idea. (3)

(Any **THREE** of the following or other viable ideas)

- There is a guest house in her area – closeby for deliveries. ✓
- There is an established/operating guest house. ✓
- Her biscuits are popular – get compliments/great product. ✓
- She has the skill to bake/kitchen/facilities to bake. ✓
- She has free time to bake the biscuits/she can do it alone, no need for help. ✓

5.1.2 Identify and describe **FOUR** other opportunities for Zari's biscuits. (4)

(Any **FOUR** of the following or other viable ideas)

- Market to other guest houses ✓ / hospitals ✓ / tuck shops ✓ / supermarkets ✓ / fuel stations. ✓
- Develop other recipes for e.g. diabetics, gluten free, etc. ✓

5.1.3 Explain the requirements for the packaging of the biscuits. (5)

(Any **FIVE** of the following)

- Size of packaging should not mislead customer. ✓
- Packaging should be easy to handle. ✓
- Information on packaging should be clear. ✓
- Packaging should be suitable for biscuits – could be plastic/ paper/ foil etc. ✓
- Should be hygienic/clean and strong. ✓
- If possible, recyclable. ✓

5.2 Zari made the flyer below to drop off at the guest houses in her neighbourhood.

Order individually wrapped home-made biscuits from Zari Khan, 085 555 3225. Prices: R5/1 biscuit; R200/50 biscuits and R400/100 biscuits.

5.2.1 Evaluate the effectiveness of the:

a) Flyer as a marketing tool. (3)

(Any THREE of the following)

- Not effective as marketing tool. ✓
- It is too small making it difficult to read. ✓
- It is not interesting; it has no pictures or photos. ✓
- It does not use colour that will catch the eye. ✓

Or effective –

- It is cheap to produce and easy to distribute. ✓
- It states the name and price of the product. ✓
- Supplies the contact details. ✓
- It is simple, understandable and free from spelling mistakes. ✓

b) Promotional strategy on the flyer. (3)

(Any THREE of the following)

- It is effective. ✓
- She offers a discount for larger quantities. ✓
- It would be better to go personally – show the rusks, give them taste samples. ✓
- or any other e.g. give-aways; lucky draws; buy 1 get 1 free etc. ✓

5.3 Differentiate between Zari's business from a franchise. (4)

(Any FOUR of the following)

- A franchise has a well-established name ✓ whereas this business is new. ✓
- Products, prices are determined by the franchise, ✓ whereas Zari decides what type of biscuits to make and the price. ✓
- A franchise has a logo for all the outlets ✓ and she can have her own logo/image, etc. ✓



5.4 Name ONE area that can be both revenue-generating and non-revenue-generating in a hotel. Motivate the answer. (3)

- Laundry ✓
- Laundry service e.g. washing and ironing may be offered to guests and guests pay per item – generating income. ✓
- Washing and cleaning of establishment's linen such as bed linen – doesn't generate income. ✓

5.5 Explain how hotels can contribute to the GDP of the South African economy. (2)

- They bring in revenue/money by delivering goods/food ✓ and
- Services. ✓

5.6 Discuss the role of the maintenance department in a hotel. (3)

(Any THREE of the following)

- To see to maintenance/repairs any time of day or night e.g. TV, plumbing, electricity, air-conditioning. ✓
- Routine maintenance e.g. gardening, painting, washing carpets. ✓
- Waste management and recycling also forms part of maintenance. ✓
- Maintenance and cleaning of swimming pool. ✓

TOTAL QUESTION 5: [30]

QUESTION 6

6.1 Pair a suitable natural still wine to each of the following dishes and state the serving temperature for each wine. Tabulate your answer as follows:

		Wine	Serving Temperature
a)	Salmon Mousse	(Any ONE of the following) <ul style="list-style-type: none"> White ✓ / Chardonnay ✓; Chenin Blanc ✓; Colombar ✓; Sauvignon Blanc ✓ 	7 - 10°C ✓
b)	Crepe Suzette	(Any ONE of the following) <ul style="list-style-type: none"> Sweet white wine ✓ e.g. late harvest ✓ / special late harvest ✓ / Very sweet white ✓ e.g. noble late harvest. 	7 - 10°C ✓

(4)

6.2 Discuss the legal requirements that restaurant owners must comply with when serving wine.

(3)

(Any THREE of the following)

- Liquor can only be served with a meal. ✓
- Liquor cannot be sold to anyone under the age of 18. ✓
- Liquor cannot be sold to guests who are already intoxicated. ✓
- Adequate toilet facilities must be provided. ✓
- Any liquor bought on the premises must be consumed on the premises. ✓

6.3 Discuss the position of a red and a white wine glass on a cover.

(3)

(Any THREE of the following)

- The red wine glass must be positioned 2.5 cm ✓ from the tip of the main course knife ✓ and at a 45° angle to the left of the white wine glass. ✓
- White wine glass first and red wine second. ✓

6.4 Due to lack of training, a few mistakes were made by the waiters. Suggest the correct actions/procedures that should be taught to the waiters.

a) The waiter filled the larger of the two glasses with white wine and left the bottle on the table.

(3)

- White wine is poured in the smaller glass. ✓
- White wine glass is filled 2/3 – not filled to the top. ✓
- White wine is placed in a wine cooler/ice bucket. ✓



- b) **The waiter placed the basket of bread rolls on the table, instead of using the silver service technique.** (4)

(Any FOUR of the following)

- Breadbasket carried on flat part or on left hand. ✓
- Use tongs (or spoon and fork) to transfer a bread roll. ✓
- To side plate on the left side of the guest. ✓
- Basket is removed from the table. ✓
- Move anticlockwise around table to serve all. ✓

6.5 Give guidelines on the following aspects for a fine dining restaurant:

6.5.1 Flowers for the tables. (3)

- Must not be too big as it will hamper the vision of the guests. ✓
- Colour of flowers must compliment the linen and restaurant in general. ✓
- Flowers should not have overpowering fragrance. ✓

6.5.2 Serviettes. (3)

- Must be handled as little as possible – hygiene reasons. ✓
- May be used to add height (type of fold) and colour. ✓
- Linen serviettes not paper, as this is a fine dining restaurant. ✓

6.6 Sexual harassment is prevalent in the hospitality industry. Women who mostly work for tips as their primary source of income are twice as likely to experience sexual harassment from their employers and customers.

6.6.1 Describe how a waiter should handle a situation where they experience sexual harassment from a customer. (5)

- A waiter should inform the customer that they are not happy with his or her actions. ✓
- If the situation does not stop, report it to the Maître d'hôtel or to the manager. ✓
- The manager should ask another waiter of a different gender to take over the service of the table. ✓
- Warn the customer that he or she will have to leave if his or her behaviour does not change. ✓
- The manager is entitled to call the police and open a case of sexual harassment. ✓



6.7 South Africans had to put measures in place due to the on-going load shedding. Describe plans owners implemented to overcome this obstacle, in order to protect the restaurant's reputation. (2)

(Any TWO of the following)

- Invest in a generator for critical appliances e.g. fridges and freezers. ✓
- They had to purchase gas stoves. ✓
- Ensure that there are enough candles/lanterns in the restaurant. ✓
- (Any great idea can be considered). ✓

TOTAL QUESTION 6: [30]

TOTAL SECTION D: [60]

GRAND TOTAL: [200]