

## MARKING GUIDELINES

| EXAMINATION      |  | NATIONAL SENIOR CERTIFICATE |  |
|------------------|--|-----------------------------|--|
| GRADE            |  | 12                          |  |
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| SUBJECT          |  | HOSPITALITY STUDIES         |  |
| PAPER            |  | 1                           |  |
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|              | MARKS      | Low order<br>30% | Middle order<br>50% | High order<br>20% |
|--------------|------------|------------------|---------------------|-------------------|
| Question 1   | 40         | 31               | 9                   |                   |
| Question 2   | 20         | 3                | 15                  | 2                 |
| Question 3   | 40         | 5                | 17                  | 18                |
| Question 4   | 40         | 6                | 27                  | 7                 |
| Question 5   | 30         | 9                | 17                  | 4                 |
| Question 6   | 30         |                  | 18                  | 12                |
| <b>TOTAL</b> | <b>200</b> | <b>54</b>        | <b>103</b>          | <b>43</b>         |

## SECTION A

### QUESTION 1

|        |                                  |          | Master<br>Pg | Ch   |
|--------|----------------------------------|----------|--------------|------|
| 1.1.1  | B✓                               |          | 124          | 13   |
| 1.1.2  | D✓                               |          | 60           | 8    |
| 1.1.3  | B✓                               |          | 44           | 7    |
| 1.1.4  | C✓                               |          | 45           | 7    |
| 1.1.5  | B✓                               |          | 53           | 7    |
| 1.1.6  | A✓                               |          | 10           | 2    |
| 1.1.7  | C✓                               |          | 194          | 20   |
| 1.1.8  | D✓                               |          | 52           | 7    |
| 1.1.9  | D✓                               |          | 20           | 3    |
| 1.1.10 | C✓                               |          | 49           | 7    |
|        |                                  | (10x1) = | (10)*        |      |
| 1.2.1  | Champagne✓                       |          | 159          | 17   |
| 1.2.2  | Amuse bouche✓                    |          | 54           | 7    |
| 1.2.3  | Labour costs✓                    |          | 60           | 8    |
| 1.2.4  | Type 2 diabetes✓                 |          | 48           | 7    |
| 1.2.5  | Laundry ✓                        |          | 4            | 1    |
| 1.2.6  | Doorman/bellboy/porter✓          |          | 6            | 2    |
| 1.2.7  | Islam ✓/ Muslims                 |          | 44           | 7    |
| 1.2.8  | Food allergy/ allergic reaction✓ |          | 50           | 7    |
| 1.2.9  | Insulin ✓                        |          | 47           | 7    |
| 1.2.10 | Banquet ✓                        |          | 53           | 7    |
|        |                                  | (10x1) = | (10)*        |      |
| 1.3.1  | C✓, ii✓                          |          | 23           | 4    |
| 1.3.2  | A ✓, iv✓                         |          | 26           | 4    |
| 1.3.3  | D✓, i✓                           | (3x2) =  | (6)*         | 27 4 |



|     |   |               |     |    |
|-----|---|---------------|-----|----|
| 1.4 | B✓,D✓,F✓,H<br>(Any order) Mark the 1st four answers | (4x1) = (4)** | 114 | 12 |
| 1.5 | B✓,C✓ (Any order)                                   | (2x1) = (2)** | 21  | 3  |
| 1.6 | C✓, E✓, F✓ (Any order)                              | (3x1) = (3)** | 12  | 2  |
| 1.7 | E✓, C✓, B✓, D✓, A✓ (In order)                       | (5x1) = (5)*  | 189 | 20 |

[40]

**TOTAL SECTION A: [40]**

## SECTION B: KITCHEN AND RESTAURANT OPERATIONS | HYGIENE | SAFETY AND SECURITY

### QUESTION 2

|       |  |       | Pg. | Ch |
|-------|--|-------|-----|----|
| 2.1.1 | <b>The team members' attitudes resulted in the restaurant winning the award. Discuss how this was achieved under the following headings:</b>   | (3)** | 30  | 5  |
|       | a) <b>Tolerance</b> - team members should recognise others as individuals with different personalities/ Respect differences ✓<br>b) <b>Willingness</b> -team members should be willing and prepared to work with others. ✓<br>c) <b>Honesty</b> - team members must be fair and honest with their team mates. ✓  |       |     |    |
| 2.1.2 | <b>Discuss the impact the award will have on the profitability of Siba Restaurant.</b>   | (3)** | 33  | 5  |
|       | <b>(Any THREE of the following)</b> <ul style="list-style-type: none"> <li>• Good service leads to satisfied customers who are willing to pay. ✓</li> <li>• Satisfied customers become loyal customers that return to the business. ✓</li> <li>• Positive word of mouth that attracts more customers. ✓</li> <li>• More customers increase the income and profits. ✓</li> </ul>            |       |     |    |
| 2.1.3 | <b>Describe THREE ways in which employees of Siba Restaurant can achieve a professional appearance.</b>  | (3)** | 30  | 5  |
|       | <b>(Any THREE of the following)</b> <ul style="list-style-type: none"> <li>• Shower or bath daily. ✓</li> <li>• Use deodorant. ✓</li> <li>• Wear clean clothes and uniform./Dress more professionally ✓</li> <li>• Males should be clean shaven. ✓</li> <li>• Hair should be kept clean and out of the face. ✓</li> <li>• Head gear should always be worn when handling food. ✓</li> </ul> |       |     |    |



- Keep fingernails clean and short. ✓
- Footwear should be clean and safe. ✓
- Avoid excessive jewellery. ✓
- Do not smoke in food areas. ✓
- Cover open burns and cuts with waterproof dressing. ✓
- Hands should be washed immediately after using the toilet, smoking or dealing with refuse. ✓

2.2.1 **Identify the disease that could have caused the symptoms in the above-mentioned couple.** (1)\* 22 4

- Hepatitis A ✓

2.2.2 **Give TWO other symptoms that the above couple could have experienced.** (2)\* 22 4

**(Any TWO of the following)**

- Upset stomach ✓
- Fever ✓
- Loss of appetite ✓
- Stomach pain ✓
- Diarrhoea ✓
- Dark yellow urine ✓
- Light-coloured stools ✓

2.3 **Defend the following statement:** (2)\*\*\* 26 4

**A food service worker who has HIV/Aids should be fired.**

**(Any TWO of the following)**

- According to the Institute of Food Science and Technology, food service workers known to be infected with HIV need not be restricted from work unless they have other infections or illnesses such as diarrhoea or hepatitis. ✓
- The institute stresses the fact that the transmission of HIV/AIDS by food and beverages is not a risk and neither is sharing utensils such as knives, forks or using same bathroom facilities. ✓
- The virus dies slowly at room temperature but is rapidly destroyed at 55C. ✓
- Food handlers should follow all standard hygiene practices and always wear surgical gloves when treating someone who sustained a cut or an open wound. ✓



2.4 **Explain how online shopping for ingredients saves an executive chef time.** (3)\*\* 36 6

**(Any THREE of the following)**

- Computers is a source of information regarding products/ access to a wide range of products. ✓
- Chef will have access to sales promotion information/ competitive prices. ✓
- Information on suppliers will be readily available. ✓
- Save time- no need to drive to the shops. ✓
- Ingredients can be delivered. ✓
- Product can be ordered immediately if out of stock. ✓

2.5 **Suggest how computers can be used to assist with making reservations for large numbers of tourists.** (3)\*\* 40 6

**(Any THREE of the following)**

- There are computer programmes which help determine which rooms and rates are available for a specific night or nights. ✓
- Prices and facilities that are offered by different hotels can be compared. ✓
- Pictures of hotels and rooms, environment can be found online. ✓
- Guests can book rooms on a computer by making use of online security. ✓
- No need to stand in queues/ physically go make the reservation. ✓

[20]

[20]

**TOTAL SECTION B:**



## SECTION C: NUTRITION AND MENU PLANNING | FOOD COMMODITIES

### QUESTION 3

|       |  | Pg                     | Ch |
|-------|--|------------------------|----|
| 3.1.1 | <p><b>Recommend a practical hint when preparing the dessert to assure that the different layers and colours will not mix and disturb the layered appearance.</b></p> <ul style="list-style-type: none"> <li>• Allow the gelatine mixture to thicken to the consistency of thick egg white before adding the solid ingredients to ensure even distribution. ✓</li> </ul>  | (1) <sup>***</sup> 131 | 14 |
| 3.1.2 | <p><b>Give a brief description on the following:</b></p> <p><b>a) Hydrating the powdered gelatine.</b></p> <ul style="list-style-type: none"> <li>• Powdered gelatine should be sprinkled over cold liquid and left to stand for two minutes or longer so that it can absorb the liquid and swell. ✓</li> </ul>  | (1) <sup>**</sup> 128  | 14 |
| 3.1.3 | <p><b>Discuss THREE tips for successfully unmoulding a gelatine dessert.</b></p> <p><b>(Any THREE of the following)</b></p> <ul style="list-style-type: none"> <li>• Try not to insert a knife. ✓</li> <li>• Pull it away from the sides with your fingertips. ✓</li> <li>• Use a blow-torch briefly around the outside of the mould. ✓</li> <li>• Put a warm cloth around the mould to facilitate unmoulding. ✓</li> <li>• Dip the mould into hot water for 1-2 seconds. ✓</li> <li>• Invert the mould over a plate or place a plate over the mould and flip them over together. ✓</li> <li>• A few drops of water on the plate will allow you to move the gel if it is not in the correct spot. ✓</li> <li>• Greasing the mould beforehand. ✓</li> </ul> | (3) <sup>**</sup> 130  | 14 |
| 3.2.1 | <p><b>Motivate the following steps in the method:</b></p> <p><b>a) Step 4</b></p> <ul style="list-style-type: none"> <li>• Too little egg will result in a puff which has a small volume and a small cavity, ✓</li> <li>• Too much egg will result in a runny pastry which cannot be shaped properly. ✓</li> <li>• The result will be products with a poor shape. ✓</li> </ul> <p><b>b) Step 7</b></p> <ul style="list-style-type: none"> <li>• This is to dry out the pastry completely, ✓</li> <li>• the shell becomes crispy ✓ and</li> <li>• to prevent burning. ✓</li> </ul>  | (2) <sup>***</sup> 124 | 13 |



- Puffs that are not completely cooked and still light in colour when removed from the oven will collapse due to their high moisture content. ✓

|       |  |       |     |    |
|-------|--|-------|-----|----|
| 3.2.2 | <b>Suggest TWO deep-fried products that can be made from the choux pastry dough.</b>   | (2)*  | 125 | 13 |
|       | <ul style="list-style-type: none"> <li>• Beignets ✓</li> <li>• Churros ✓</li> </ul>  |       |     |    |
| 3.3.1 | <b>Identify the type of pastry used in PICTURE A.</b>  | (1)*  | 114 | 12 |
|       | <ul style="list-style-type: none"> <li>• Short crust pastry ✓</li> </ul>   |       |     |    |
| 3.3.2 | <b>Name and explain the technique applied in PICTURE B.</b>  | (2)** | 116 | 12 |
|       | <ul style="list-style-type: none"> <li>• Docking ✓</li> <li>• The base of the tart dough and sides are pricked with a fork or a special docking roller to allow air which is trapped between the dough and the dish to escape. ✓</li> </ul>  |       |     |    |
| 3.3.3 | <b>Suggest TWO types of vegetarians who will consume the quiche in PICTURE A.</b>  | (2)*  | 99  | 11 |
|       | <p><b>(Any TWO of the following)</b></p> <ul style="list-style-type: none"> <li>• Lacto-ovo vegetarian ✓</li> <li>• Pesco-vegetarian ✓</li> <li>• Pollo-vegetarian ✓</li> <li>• Pollo-pescatarian ✓</li> </ul>   |       |     |    |
| 3.3.4 | <b>Discuss how lentils can contribute to the nutritional value of a vegetarian diet.</b>   | (2)** | 101 | 11 |
|       | <p><b>(Any TWO of the following)</b></p> <ul style="list-style-type: none"> <li>• Lentils are high in protein. ✓</li> <li>• Low in fat. ✓</li> <li>• Cholesterol free. ✓</li> <li>• A natural source of fibre. ✓</li> <li>• Gluten free. ✓</li> <li>• High in Vitamin B9, potassium, iron and magnesium. ✓</li> <li>• Rich in antioxidants. ✓</li> <li>• Low in terms of glycaemic index. ✓</li> </ul> |       |     |    |



3.4.1 Study the menu below and answer the questions that follow:

|  |
|--|
| <p><b>MENU</b><br/> <b>Cocktail Party</b></p> <p><b>Savoury Snacks</b><br/>         Bobotie Spring Rolls<br/>         Angels on Horseback<br/>         Mini Chicken Pies<br/>         Smoked Salmon on Potato-rösti<br/>         Biltong and Cream Cheese Bouchée</p> <p><b>Sweet Treats</b><br/>         Mini Milk Tart<br/>         Mini Fruit Skewers<br/>         White Chocolate Truffles</p> |
|--|

Evaluate the suitability of the savoury dishes for the following guests:

a) Jewish guests (3)<sup>\*\*\*</sup> 44 7

(Any THREE of the following, a mark for correct dish mentioned)

- Not suitable ✓
- Angels on horseback – do not eat shellfish ✓
- and bacon ✓
- Biltong and cream cheese bouchée- milk products can't be consumed with meat ✓

b) Muslim guests (2)<sup>\*\*\*</sup> 44 7

- Not suitable ✓
- Angels on horseback contain pork and they are not allowed to eat pork. ✓
- Suitable
- Bobotie Spring rolls
- Smoked Salmon on Potato Rosti
- Mini Chicken Pie

c) Hindu guests (3)<sup>\*\*\*</sup> 44 7

- Not suitable ✓
- Bobotie spring rolls/ Mini Chicken Pies/ Smoked Salmon on Potato Rosti – orthodox Hindus follow a strict vegetarian diet. ✓
- Bobotie spring rolls - Other Hindus don't eat beef- cow is believed to be sacred. ✓
- Angels on horseback contains pork/ seafood- not allowed. ✓



- 3.4.2 Identify ONE food item from the above menu that can cause an allergic reaction and state THREE symptoms as a result of the reaction. (4)\*\* 50 7

**(Any ONE of the following)**

- Salmon/cream cheese✓/ milk tart✓/ wheat✓/ Mini Peanut Bars✓

**(Any THREE of the following)**

- hives – skin reaction, causing redness✓
- vomiting✓
- abdominal cramps✓
- eczema✓
- tingling sensation in mouth✓
- heart palpitations✓
- breathing difficulty due to swollen tongue✓
- anaphylaxis✓

- 3.4.3 Identify THREE dishes that are not suitable for a diabetic person and justify your answer. (6)\*\* 48 7

**(Any THREE dishes + THREE reasons)**

- milk tart, white chocolate truffles ✓ - too much sugar✓
- boucheé ✓ – refined starch✓
- bacon✓ - could be too fatty✓
- cream cheese ✓ - cream contains fat✓

- 3.4.4 Differentiate between a formal dinner and a banquet. Tabulate your answer as follows: (4)\*\*\* 53 7

**(Any TWO from each of the following)**

| Formal Dinner   | Banquet  |
|---|--|
| <ul style="list-style-type: none"> <li>• For smaller groups of people✓</li> </ul>           | <ul style="list-style-type: none"> <li>• 50 – 100 or more people✓</li> </ul>   |
| <ul style="list-style-type: none"> <li>• There may be speeches, not necessarily✓</li> </ul> | <ul style="list-style-type: none"> <li>• In honour of someone, something, - speeches etc. ✓</li> </ul>                       |
| <ul style="list-style-type: none"> <li>• Usually held in the evening✓</li> </ul>            | <ul style="list-style-type: none"> <li>• Can be any time of day, e.g. breakfast, lunch, year-end functions etc. ✓</li> </ul> |
| <ul style="list-style-type: none"> <li>• May have 5 – 12 courses✓</li> </ul>                | <ul style="list-style-type: none"> <li>• 4 – 5 courses✓</li> </ul>   |

**[40]**



## QUESTION 4

Pg Ch

- 4.1 Study the scenario below and answer the questions that follow:

|  |                |
|--|----------------|
| <b>The following costs were incurred by the Baobab Restaurant for a banquet prepared for 120 guests.</b> |                |
| <b>Food costs</b>  | <b>R12 000</b> |
| <b>Overhead costs</b>  | <b>R1 500</b>  |
| <b>Labour costs</b>  | <b>R2 800</b>  |
| <b>Nett profit</b>   | <b>R19 700</b> |

- 4.1.1 Calculate the selling price. Show ALL calculations. (5)\*\* 62 8

Total cost = cost of ingredients + labour cost + overheads ✓  
 = R12 000 + R2 800 + R1 500 ✓  
 = R16 300 ✓

Selling price = total costs + profit  
 = R16 300 + R19 700 ✓  
 = R36 000 ✓

- 4.1.2 Calculate the gross profit. Show ALL calculations. (2)\*\* 62 8

Gross profit = selling price – food cost  
 = R36 000 – R12 000 ✓  
 = R24 000 ✓

- 4.1.3 Calculate the selling price per person. (2)\*\* 62 8

$36\,000 / 120$  ✓  
 = R300 ✓

- 4.2 Explain the following hors d'oeuvres served at the banquet:

- 4.2.1 Foie gras (1)\*\* 69 9

- Duck liver paté ✓

- 4.2.2 Bouchée (1)\*\* 70 9

- A small puff pastry basket that may be filled with a savoury sweet filling. ✓

- 4.2.3 Samosas (1)\*\* 70 9

- A small, spicy triangular-shaped pie made with puff pastry that has been deep-fried in oil. ✓



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

**Meringues**

|  |   |
|--|---|
|  | 1. Preheat the oven to 100°C and dust a baking sheet with cornflour or line with silicon sheet/baking paper.  |
| 1 egg white<br>12.5 ml white vinegar<br>1 ml essence of choice<br>225 ml castor sugar<br>25 ml boiling water | 2. Beat all the ingredients together with an electric beater until thick and glossy.<br>3. Pipe small meringues or nests and bake until dry and crispy. |
| 10 g dark chocolate (melted over steam)  | 4. When cool, drizzle with melted chocolate.  |

4.3.1 Identify the type of meringue used in the above recipe. (1)\* 140 15

- French (ordinary) meringue ✓

4.3.2 Meringue can also be prepared using different methods than the one in the recipe. Name the other methods and give a short description of each. (2X2) 140 15

=  
(4)  
2\*  
2\*\*

- Swiss meringue- ✓
- Combine egg whites and sugar and heat mixture over a bain marie until sugar is dissolved. Remove from heat and whip the mixture until soft peaks form and it is cooled down. ✓
- Italian meringue ✓
- Beat egg whites until soft peaks form. Slowly add hot sugar syrup, while beating. Whip until cool and stiff peaks form. ✓



- 4.4 **Distinguish between a Crème Pâtissière and a Crème Anglaise referring to the ingredients and the preparation method. Tabulate your answer as follows:** (4)\*\* 137 15

|                           | <b>Crème Pâtissière</b>   | <b>Crème Anglaise</b>   |
|---------------------------|---|---|
| <b>Ingredients</b>        | <ul style="list-style-type: none"> <li>Eggs, milk, sugar, flavourings and thickened with starch ✓</li> </ul>      | <ul style="list-style-type: none"> <li>Egg yolks, milk, sugar and vanilla ✓</li> </ul>                              |
| <b>Preparation method</b> | <ul style="list-style-type: none"> <li>Cooked on top of the stove until starch is fully gelatinised. ✓</li> </ul> | <ul style="list-style-type: none"> <li>Cooked in a bain-marie just until it coats the back of a spoon. ✓</li> </ul> |

- 4.5 **Study the meat cut below and answer the questions that follow:**



- 4.5.1 **Name TWO traditional dishes that can be prepared from a rack of lamb.** (2)\* 95 10
- Guard of honour ✓
  - Crown roast ✓
- 4.5.2 **Discuss the best way to roast a dish prepared from the rack of lamb.** (3)\*\* 90 10

**(Any THREE of the following)**

- Baste the meat with fat or oil and roast uncovered in the oven at 150°C. ✓
- Season according to taste using condiments, herbs or basting mixtures. ✓
- Place meat, fat side up, on a rack in a roasting pan. ✓
- Food can also be placed on a rotating spit. ✓



|       |   |       |    |    |
|-------|---|-------|----|----|
| 4.5.3 | <b>Indicate the size of the portion that you would serve per guest.</b>   | (1)*  | 96 | 10 |
|       | <ul style="list-style-type: none"> <li>• 150-200 g ✓ / anything between 150g and 200 g ✓</li> </ul>   |       |    |    |
| 4.6   | <b>Explain each of the following terms:</b>   |       |    |    |
| 4.6.1 | <b>Vacuum packed<br/>(Any TWO of the following)</b>   | (2)** | 84 | 10 |
|       | <ul style="list-style-type: none"> <li>• It is when meat is placed in an airtight, moisture-proof, odourless and colourless packaging. ✓</li> <li>• Vacuum-packed meat stays fresh for up to 2 weeks in the refrigerator. ✓</li> <li>• Vacuum-packed meat that is stored in the refrigerator can mature or marinate. ✓</li> </ul>       |       |    |    |
| 4.6.2 | <b>Ripening or ageing</b>   | (2)** | 82 | 10 |
|       | <ul style="list-style-type: none"> <li>• Ripening is a natural process that improves the tenderness and flavour of the meat. ✓</li> <li>• During ageing, the natural enzymes in meat break down the muscle fibres to ensure that meat becomes tender. ✓</li> </ul>  |       |    |    |
| 4.6.3 | <b>Binding</b>  | (2)** | 86 | 10 |
|       | <ul style="list-style-type: none"> <li>• This is tying a roast with string and securing it with a knot at regular intervals. ✓</li> <li>• It ensures that the roast is evenly cooked and retains its shape after roasting. ✓</li> <li>• Racks of lamb are tied together to form either a guard of honour or a crown roast. ✓</li> </ul> |       |    |    |



- 4.7 **You are the supplier of homemade blueberry jam to the local food market. Design a label for your jam bottle. Include SEVEN important aspects that should appear on the label.** (7)<sup>\*\*\*</sup> 152 16

**Information on the label: (Any SEVEN of the following)**

- The brand name ✓
- The name of the food product. ✓
- Batch or serial number ✓
- Name and address of supplier ✓
- Mandatory warning statements, advisory statements and declaration of certain ingredients. ✓
- Ingredient list- in ascending order of mass used ✓
- Processing - type of liquid used for preservation or the method used. ✓
- Date (use by, best before) ✓
- Directions for use and storage ✓
- Nutritional information panel ✓
- Nett mass in kilograms/grams ✓
- Grading where applicable ✓
- Barcode ✓
- Country of origin ✓
- Allergens ✓

**[40]**

**TOTAL SECTION C: [80]**



## SECTION D: SECTORS AND CAREERS | FOOD AND BEVERAGE SERVICE

### QUESTION 5

Pg Ch

- 5.1 Study the extract below and answer the questions that follow:

**Kgotso has been in business for 5 years and distributes biscuits, cakes and bread to restaurants and shopping outlets.**

**The profile of employees at Kgotso's Bakery are as follows:**

**1 owner, 1 marketing manager, 1 financial manager, 3 pastry chefs, 2 cleaners, 2 security guards**

- 5.1.1 List **FOUR** criteria that Kgotso's Bakery needs to consider when developing a marketing tool. (4)\* 18 3

**(Any FOUR of the following)**

- A marketing tool should attract the attention of the desired target market. ✓
- It should offer a service to consumers. ✓
- It should bring new services or products to the attention of customers. ✓
- It should be honest, reliable and supply correct information. ✓
- It should comply with the standards recommended by the publication board. ✓

- 5.1.2 Name **THREE** ways in which Kgotso can promote her business. (3)\* 15 3

**(Any THREE of the following)**

- She could use competitions. ✓
- Give-aways ✓
- Specials on special days. ✓
- Buy one get one free. ✓
- Lucky draws. ✓



|       |   |       |    |   |
|-------|---|-------|----|---|
| 5.1.3 | <b>Discuss the use of packaging by Kgotso's Bakery.</b>   | (5)** | 16 | 3 |
|       | <ul style="list-style-type: none"> <li>• It protects the product./ Keeps the product fresh ✓</li> <li>• It makes displaying the product easier. ✓</li> <li>• It makes the storage, handling and transportation of the product more convenient. ✓</li> <li>• It supplies information about the product. ✓</li> <li>• It makes it easier to recognise the product. ✓</li> </ul>   |       |    |   |
| 5.2   | <b>State ONE role of each of the following staff members of Kgotso's Bakery:</b>  |       |    |   |
| 5.2.1 | <b>Marketing manager</b>  | (1)*  | 5  | 2 |
|       | <ul style="list-style-type: none"> <li>• Organises all marketing activities such as promotions or special events. ✓</li> </ul>  |       |    |   |
| 5.2.2 | <b>Finance manager</b>  | (1)*  | 5  | 2 |
|       | <p><b>(Any ONE of the following)</b></p> <ul style="list-style-type: none"> <li>• Oversees all financial procedures of the establishment. ✓</li> <li>• Signs contracts with reliable service providers. ✓</li> </ul>  |       |    |   |
| 5.3   | <b>Security personnel play an important role in Kgotso's Bakery. Explain why.</b>   | (2)** | 6  | 2 |
|       | <ul style="list-style-type: none"> <li>• Security personnel are responsible for security of guests, personnel and property. ✓</li> <li>• They are also responsible for key control. ✓</li> </ul>  |       |    |   |
| 5.4   | <b>Discuss whether Kgotso's Bakery will contribute to the economy of the local area. Motivate your answer.</b>  | (5)** | 1  | 1 |
|       | <ul style="list-style-type: none"> <li>• Kgotso's business will increase the local income and economic growth will be stimulated. ✓</li> <li>• The income generated will contribute to the development and improvement of infrastructure within the community. ✓</li> <li>• Tourists will bring valuable currency into the community. ✓</li> <li>• The esteem and living standards of the community will improve. ✓</li> <li>• The business will enhance job creation. ✓</li> </ul> |       |    |   |



- 5.5 **Predict TWO threats that Kgotso's Bakery may encounter in their business. Motivate EACH threat. Tabulate your answer as follows.** (4)<sup>\*\*\*</sup> 10 2

**(Any suitable answer and motivation)**

| THREATS   | MOTIVATION   |
|---|--|
| <ul style="list-style-type: none"> <li>A person opening a similar business. ✓</li> </ul>                            | <ul style="list-style-type: none"> <li>This will result in loss of customers. ✓</li> </ul>   |
| <ul style="list-style-type: none"> <li>Inflation, rising fuel prices and frequent power interruptions. ✓</li> </ul> | <ul style="list-style-type: none"> <li>This will affect the profits negatively. ✓</li> </ul> |

- 5.6 **Explain the following concepts:**

- 5.6.1 **Home industries** (2)<sup>\*\*</sup> 8 2

- A home industry is a communal point for local people to sell homemade products to the public. ✓
- Products have to meet certain quality requirements and a percentage of the selling price is retained to pay expenses. ✓

- 5.6.2 **Meals on wheels** (3)<sup>\*\*</sup> 9 2

- Home-cooked meals are prepared and delivered on a daily basis to people who cannot cook for themselves. ✓
- Customers include the elderly, shift workers and busy moms who want to provide tasty and healthy food to their families. ✓
- These meals may be pre-packed and sold frozen. ✓

**[30]**



## QUESTION 6

Pg Ch

- 6.1 'Skye Bistro', a restaurant in the Midlands is very popular, but there are a few problems with service in the restaurant.

The following are items on their menu:

| <b>Skye Bistro Menu</b>   |
|---|
| <b><u>STARTERS</u></b>  |
| GREEN PEPPERCORN FILLET OF BEEF<br>CARPACCIO - R85<br>CHICKEN LIVER PARFAIT - R80                 |
| <b><u>MAINS</u></b>   |
| GRILLED KINGKLIP - R210<br>STUFFED MEANDER TROUT - R165<br>GREEN PEA AND ARTICHOKE RISOTTO - R150 |
| <b><u>SOMETHING SWEET</u></b>   |
| CHOCOLATE MOUSSE - R75<br>CHOCOLATE FONDANT - R75<br>LIME AND STRAWBERRY SORBET - R75             |

- Recommend **TWO** types of wine that should be on the wine list to accompany the dishes in the 'something sweet' section. (2)<sup>\*\*\*</sup> 159 17

(Any **TWO** of the following)

- Dessert wine✓ e.g. Hanepoot, Jerepigo and Muscadel
- Sweet white wine/ late harvest/ noble late harvest wines✓
- Fortified wines e.g. sherry, Port, vermouth✓

- 6.2 Explain what the following information (A-D) on the wine label mean: (4)<sup>\*\*</sup> 158 17

In the image below:

- A- **Layer Cake**- brand name of wine✓
- B- **Shiraz** – cultivar/ type of grape✓
- C- **2005**- vintage/ harvest year✓
- D- **14.5%**- alcohol volume in wine✓



- 6.3 **Discuss how the waiter should present the bill to the guests.** (2)\*\* 195 20
- Bill must be given to the host from the left-hand side. ✓
  - If there is no host, place it in the middle of the table. ✓
  - Bill should be folded and placed on a side plate or in a bill fold. ✓
- 6.4 **Evaluate the skills of the waiters in the restaurant and give them feedback on what was correct and incorrect.**
- 6.4.1 **The beverage list was handed across the table to one of the guests.** (2)\*\*\* 190 20
- Incorrect. ✓ Hand the beverage list to the host from the left side. ✓
  - Present the beverage list with the left hand, if customer does not take it, place it on the table. ✓
- 6.4.2 **White wine was ordered. The waiter filled their glasses to the top and left the wine on the table for the guests to help themselves to the rest of the wine.** (3)\*\*\* 166 17
- Incorrect ✓
  - Fill the glasses two-thirds./ three- quarters ✓
  - When you are finished pouring, place in an ice bucket ✓
  - Waiter must replenish often – top up their glasses ✓
  - (only if they insist, can they pour for themselves) ✓
- 6.4.3 **New customers queued at the door unattended for about 30 minutes, waiting to be seated.** (3)\*\*\* 190 20
- Incorrect ✓
  - Acknowledge new customers within 30 seconds and make them feel welcome. ✓
  - Maître d' hotel receives the guests at the door and greets them in a professional manner. ✓
  - If the maître d hotel is not present, any waiter that is not busy must greet the customer at the door. ✓
  - Make them comfortable – offer them seats ✓
- 6.4.4 **Plates were cleared as soon as each guest indicated that they had finished eating, while the rest were still busy eating.** (2)\*\*\* 193 20
- Incorrect ✓
  - Plates should only be cleared only when everyone at the table is done eating. ✓
  - Rude to remove plates whilst others are still busy. ✓



6.5 **There are established methods of preparing cocktails. Distinguish between a built and a shaken cocktail.** (4)\*\* 161 17

- **Built cocktail**- the ingredients are mixed in the glass in which it will be served. ✓
- The ingredients are floated on top of each other and swizzle sticks can be placed in the glass to allow the ingredients to be mixed. ✓
- **Shaken cocktail**- use a cocktail shaker and pour the mixture on top of the ice. ✓
- Shake for about 10 seconds. Strain into a cocktail glass. ✓

6.6 **Explain to a new waiter which closing mise-en-place procedures should be done.** (8)\*\* 181 18

**(Any EIGHT of the following)**

- Clearing dining and service areas – remove all used items ✓
  - Reset restaurant for next meal / session. ✓
  - Clear service & used equipment – platters, tongs, plates, glasses – wash. ✓
  - Ashtrays emptied, washed, stored in correct area. ✓
  - Collect all linen take to laundry. ✓
  - All equipment returned to correct storage area. ✓
  - Switch off all electrical appliances. ✓
  - All consumables to correct storage areas – leftover food – refrigerators etc. ✓
  - Lighting, music etc. switched off ✓
- (Any relevant answers)

[30]

**TOTAL SECTION D: [60]**

**GRAND TOTAL: [200]**