



Province of the
EASTERN CAPE
EDUCATION



GRADE 11

HOSPITALITY STUDIES

NOVEMBER 2010

MEMORANDUM

MARKS: 200

This memorandum consists of 15 pages.

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

1.1.1	C	LO1 AS1	K	
1.1.2	B	LO1 AS1	K	
1.1.3	D	LO1 AS2	K	
1.1.4	A	LO1 AS2	K	
1.1.5	C	LO1 AS3	K	
1.1.6	C	LO1 AS3	C	
1.1.7	A	LO2 AS2	C	
1.1.8	A	LO3 AS4	K	
1.1.9	B	LO3 AS2	C	
1.1.10	D	LO4 AS2	C	(10)

1.2 MATCHING ITEMS

LO3AS1 APP

1.2.1	F			
1.2.2	B			
1.2.3	G			
1.2.4	D			
1.2.5	C			(5)

1.3 FILL IN THE MISSING WORD

1.3.1	Risotto/Arborio	LO3 AS5	C	
1.3.2	Code of conduct	LO2 AS1	K	
1.3.3	Salmonella	LO2 AS2	C	
1.3.4	Mould	LO2 AS2	C	
1.3.5	Evacuate	LO2 AS3	K	
1.3.6	Testimonial	LO1 AS1	C	
1.3.7	Labour	LO3 AS3	K	
1.3.8	Storage	LO3 AS2	K	
1.3.9	Overhead	LO3 AS3	K	
1.3.10	Ovo-vegetarian	LO3 AS4	K	(10)

1.4 ONE-WORD TERMS

1.4.1	Nguni	LO3 AS4	K	
1.4.2	Stock	LO3 AS5	K	
1.4.3	Culture	LO1 AS1	C	
1.4.4	Reception Head Waiter/Host/Hostess	LO4 AS1	K	
1.4.5	Restaurant Manager	LO4 AS1	K	
1.4.6	Complaint	LO4 AS2	K	
1.4.7	Portion/serving	LO4 AS3	C	
1.4.8	Closing Mise-en place	LO4 AS3	K	
1.4.9	Table d'hôte	LO4 AS4	K	
1.4.10	Docket book	LO4 AS4	K	(10)

1.5 MATCHING ITEMS

LO3AS5 APP

- 1.5.1 G
- 1.5.2 F
- 1.5.3 A
- 1.5.4 B
- 1.5.5 C

(5)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 The following are the requirements for the position: LO1 AS3 APP
- A nationally recognised food and beverage management qualification.
 - Three years management or assistant management experience.
 - Computer literacy
 - Good analytical and planning skills.
 - Excellent oral and written communication skills in two official languages.
 - Ability to work under pressure.
 - Willing to work shifts and overtime.
 - Proven leadership skills and the ability to work in a team. (Any 4) (4)
- 2.1.2 • Supervising all areas of food service and maintaining excellent service. LO1 AS3 C
- Hiring, training and terminating the services of food and beverage staff.
 - Accounting for all financial aspects of food and beverage services.
 - Keeping a daily payroll record of all food and beverage employees.
 - Assisting the general manager in preparing daily reports and deposits.
 - Maintaining counts of total meals served and reconciliation with reported revenue.
 - Maintaining appearance, cleanliness and proper set-up of all food and beverage venues.
 - Maintaining excellent service standards.
 - Handling guests complaints.
 - Promoting team participation and commitment. (Any 5) (5)

- | | | | | |
|-------|--|---------|-----|-----|
| 2.1.3 | <ul style="list-style-type: none"> Food service establishments can do research on the needs of possible clients, so that they could be treated with the necessary respect. NHRG will give the individuals their right to choose what foods they eat according to their cultural and religious beliefs and practices. The food service establishments will respect the consumer rights in the style of cuisine and service they provide. They will offer menus with a variety of foodstuffs and cooking styles. Customers may choose an establishment that suits their needs, since not all foods and cooking styles will appeal to people of all cultures and dietary practices. Any other appropriate answer. | LO1 AS1 | ASE | (4) |
| 2.1.4 | <ul style="list-style-type: none"> Afrikaner – biltong Xhosa – umngqusho Indian – curry San and Khoi – veldkos | LO1 AS1 | K | (4) |
| 2.2 | <ul style="list-style-type: none"> The front office informs Accommodation daily on when guests will arrive. When guests will depart. Special requests e.g. flowers in room, bottle of wine etc. Accommodation must inform the front office daily on the condition of rooms. Rooms that are ready for guests. Rooms that need redecoration or maintenance. | LO1 AS2 | APP | (3) |
| 2.3 | <p>2.3.1</p> <ul style="list-style-type: none"> Managers can be taken to court, if they are guilty of criminal offence. Can receive a fine of up to R100 000. Can be sentenced to go jail for up to 2 years Negative publicity may cause the establishment to lose money through loss of customers and legal fees. The establishment may shut down immediately. <p>2.3.2</p> <ul style="list-style-type: none"> The Occupational Health and Safety Act of 1993 (OHS Act) | LO2 AS1 | APP | (2) |
| | | LO2 AS1 | C | (1) |

- 2.3.3
- Bacteria, yeasts or mould present in food. LO2 AS2 C
 - Circumstances favourable for these micro-organisms to survive and multiply to form toxins.
 - Food must be contaminated by micro-organisms
 - Enough contaminated food must be eaten. (2)

2.4 2.4.1 LO2 AS2 ASE

	Bacteria	Yeasts	Moulds
Environment	Prefer neutral conditions. Does not tolerate acidic conditions	Tolerate acidic pH range (3 – 7,5).	Grow over a wide range of pH balances
Oxygen	Some bacteria do not need oxygen to grow. Some are killed by oxygen, and some need oxygen.	Yeast grow without oxygen, but multiply faster when it is available.	Moulds need a lot of oxygen, which is why they grow on the surface of food.

(6)

- 2.5 2.5.1
- By updating and maintaining evacuation plans, emergency numbers and first-aid equipment. LO2 AS3 APP
 - Evacuation plans should have been clearly displayed at a number of strategic points throughout the establishment.
 - Guests should have been made aware of evacuation plans and emergency exits.
 - Staff should have been trained to use emergency equipment such as fire extinguishers.
 - Ensure that security staff is well-trained and able to handle any emergency situation.
 - Ensure that all the staff members are conscious of emergency procedures. (5)

- 2.5.2
- The emergency generators must be maintained at all times.
 - Staff should stay calm and attend to patients.
 - Switch off electrical appliances that are not in emergency use.
 - Kitchen staff should use gas appliances.
 - Staff should report all crisis situations to their supervisors.
 - Electrical appliances should be checked and switched back on, once normal power is back.
- (4)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

- 3.1 3.1.1
- Check the quantity against the order form/delivery note.
 - Check the quality – grade, appearance and temperature
 - Compare the price on the order form with the price on the invoice/ delivery note.
 - Check that the containers or the boxes are unopened.
 - Sign the invoice. (Any 4)
- (4)
- 3.1.2
- Goods must be moved into the correct storage area immediately.
 - Old stock must be positioned in front and new stock at the back (FIFO).
 - Check the packaging that should be removed from chilled and frozen foods before storing.
 - Bulk items such as flour and sugar must be transferred to containers once it has been opened, to protect it from insects.
 - Food must not be stored on the floor where it can be in the way of workers. (Any 4)
- (4)
- 3.1.3
- Left the delivery unattended.
 - Did not check the delivery.
 - Left the boxes of frozen and chilled goods unpacked. (Any 2)
- (2)

3.2	3.2.1	• In charge of daily kitchen activities • Compile duty rosters • Training new staff • Responsible for the duties of the executive chef in his absence.	(Any 2)	LO3 AS1	K	(2)
	3.2.2	Responsible for all hot and cold desserts, puddings, baked items.				(2)
	3.2.3	This chef replaces staff members at the level of Sous Chefs and Chefs de Partie.				(2)
3.3	3.3.1	$R29,95 \times 1,125 \text{ kg} = R33,69$ $R13,50 \times 0,125 \text{ kg} \div 0,250 \text{ kg} = R6,75$ $R8,99 \times 0,125 \text{ kg} \div 0,200 \text{ kg} = R5,62$ $R3,99 \times 0,090 \text{ kg} = R0,36$ $R3,49 \times 0,250 \text{ l} = R0,87$ $R9,60 \div 12 = R0,80$ $R7,99 \times 0,225 \text{ kg} \div 0,400 \text{ kg} = R4,49$ $R4,99 \times 0,002 \text{ kg} \div 0,100 \text{ kg} = R0,10$		LO3 AS3	APP	(1)
						(1)
						(1)
						(1)
						(1)
						(1)
						(1)
		The total cost of the dish	= R52,68			(1)
	3.3.2	$R52,68 \div 4 = R13,17$				(2)
	3.3.3	$R13,17 \times 30\% \div 100 = (R3,95 + R13,17) R17,12$				(3)
3.4	3.4.1	• Plan according to the number of guests. • Balanced – nutrition and foodgroups • Reflect the event e.g. wedding, funeral, daily menu etc. • Age of the guests • Gender of guests • Religious, cultural and social traditions of guests • Staff and utensils available • Availability of ingredients • Dietary requirements and food preferences • Variety of cooking methods, colour, shape and texture. • Time of day • Money available	(Any 5)	LO3 AS4	C	(5)

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|-------|--|---|-----|
| 3.4.2 | <ul style="list-style-type: none">• Small tea sandwiches• Biscuits• Fruit tartlets• Petit fours (small sponge cakes covered in marzipan and decorated)• Sweet meats• Quiches• Pies• Any other relevant response | K | (3) |
| 3.4.3 | <ul style="list-style-type: none">• Cake lifters• Food platters• Cake forks• Teaspoons• Cups and saucers• Side plates• Any other relevant response. | K | (2) |
- [40]**

QUESTION 4

- 4.1 4.1.1 A Butter sauces e.g. Buerre Blanc LO3 AS5 APP (3)
 B Mayonnaise-based sauces, spicy tomato or soy-based dipping sauces
 C Flavourful sauces e.g. Creole sauce or Beurre

- 4.1.2
- Mostly used as a snack or
 - Served with a cold buffet.
 - It is also as a fish course or as a main dish.
 - Pickled fish is also used in salads.
- (3)

- 4.2 LO3 AS5 ASE

SAUCE	THICKENING AGENT	LIQUID	USE
4.2.1 Hollandaise	4.2.1.1 Egg or Clarified butter (1)	4.2.1.2 Vinegar (1)	4.2.1.3 Accompaniment to grilled chicken, fish, meat and vegetables (1)
4.2.2 Velouté	4.2.2.1 roux (1)	4.2.2.2 White stock (fish or chicken) (1)	4.2.2.3 Accompaniment with chicken or fish dishes. Base of cream soups (1)

- 4.3 4.3.1 Seasoned rice dish which rice is sautéed before the liquid and other ingredients e.g. vegetables, meat, fish or poultry are added. LO3 AS5 K (2)

- 4.3.2 A Spanish rice dish. The only ingredients that are necessary: rice, tomatoes and saffron. Other ingredients that can be added are chicken, chorizo, sausage, mussels, squid, peppers and beans. (2)

- 4.4
- Accompaniment with main dishes
 - Salads
 - Dessert
- (2)

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|-----|---|---------|---|-----|
| 4.5 | <ul style="list-style-type: none">• Always put chicken on a tray at the bottom of a refrigerator or freezer to catch any blood that may drip.• Fresh poultry may be kept in a refrigerator for one or two days.• Poultry should be frozen immediately after it has been delivered.• Fresh chicken or smaller birds can be stored on ice or at 0 – 2°C for two, but not more than four days.• Frozen poultry should be kept at 18°C or below and can be kept for up to six months. | LO3 AS5 | C | (3) |
| 4.6 | <ul style="list-style-type: none">• Breast should be plump.• Breastbone should be pliable.• Flesh should be firm.• Skin should be unbroken, and white with a faint bluish tinge.• Legs should be smooth with small scales and spurs.• Older birds have scales. | | | (4) |
| 4.7 | 4.7.1 Leaves | LO3 AS5 | C | |
| | <ul style="list-style-type: none">• When stalks are not removed, keep in buckets of water• Washed spinach should be kept in airtight containers in the fridge | | | (2) |
| | 4.7.2 Flowers | | | |
| | <ul style="list-style-type: none">• Keep in airtight containers in the fridge | | | (2) |
| | 4.7.3 Fruit | | | |
| | <ul style="list-style-type: none">• Keeps well in a cool, dry place• Best kept in a vegetable store or covered in the fridge | | | (2) |

4.8	4.8.1	• Overbeating • Sugar too coarse	(Any 1)	LO3 AS5 APP	(1)
	4.8.2	• Too much raising agent • Incorrect oven temperature • Oven door was opened while cake was in the oven – opened too early	(Any 1)		(1)
	4.8.3	• Too much sugar • Ingredients not properly mixed.	(Any 1)		(1)
4.9	4.9.1	• Milk tart • Pumpkin fritters • Umfino	(Any 2)	LO3 AS6 APP	(2)
4.1 0		• Must be steaming hot • No fat on surface • Flavoursome and tasty • Correct thickness • Correct colour • Attractive without too much garnishing	(Any 4)	LO3 AS5 K	(4)

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

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

- 5.1 5.1.1 ● Be polite to your team members. LO4 AS1 ASE
● Encourage everyone to express opinions and ideas. ASE
● Listen to team members.
● Take responsibility for your actions.
● Give positive comments and constructive criticism.
● Be tolerant to each other.
● Everyone must do their part
● Make sure communication is good.
● Notice when colleagues need support and give them.
● Deal with conflict successfully and promptly. (Any 5) (5)
- 5.1.2 ● Members have complementary skills in food and beverage service. LO4 AS3 C
● The team's performance depends on how the individual members work alone and together.
● Members are committed to the common goal excellent service.
● They are responsible to each other.
● Each member's responsibilities are clearly defined.
● Members have the knowledge and skills they need to carry out their tasks.
● Members care and trust one another.
● The team tries to make decisions that all members agree with. (5)
- 5.1.3 ● To teach his or her team to serve food and wine correctly. LO4 AS1 K
● Organise the preparation and the laying of guests' tables, station and buffet tables.
● Ensure that correct service and clearing procedures are followed.
● Take food orders.
● Serve guests at the tables of the station.
● Make sure all tables, station and buffets after service are cleared.
● Supervise staff and waiter-assistants at their stations (5)

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|-----|-------|---|---------|-----|-----|
| 5.2 | 5.2.1 | <ul style="list-style-type: none"> ● Tables and chairs must be steady, clean and in good repair, and positioned directly in front of the covers once they are laid. ● Floors must always be clean. ● Use the booking list to draw up the floor plan. ● Walls and windows should be clean. ● Replace any light bulbs or tubes that are faulty. ● Test music and/or public address system before diners arrive to make sure they are working properly. ● Check and switch on air-conditioners or fans. ● Wipe all counter tops, sideboards and window ledges. ● Any other relevant response. | LO4 AS3 | APP | (5) |
| | | <ul style="list-style-type: none"> ● Staff competency. ● Tables most frequently used by guests. ● Physical attractiveness of the station. ● Distance from the kitchen. ● Number of covers to be served. | LO4 AS4 | K | (4) |
| | | <ul style="list-style-type: none"> ● They should wear neat and clean uniforms. ● Suits, blazers and skirts should be well pressed and free from spots and stains. ● They should wear clean, well-polished comfortable shoes. ● Jewellery should be small or not worn at all. ● Male waiters should be clean shaven. ● Avoid strong perfumes and aftershaves. ● Nails should be well-trimmed and unvarnished. ● Cuts and burns should be covered with dressings. | LO4 AS4 | C | (6) |

(Any 6)

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|-------|---|-------------|-----|
| 5.2.4 | <ul style="list-style-type: none"> ● Let guest explain the problem without interrupting him/her. ● Thank the customer for bringing the matter to your attention. Keep calm. ● Keep eye contact with the person who is complaining. ● Be aware that a customer may be complaining to try and get a free cup of tea. ● Suggest another cup of tea. ● Bring a replacement tea quickly. ● Check that the customer is happy with the fresh tea. ● They must do what it takes to keep a customer, as it is cheaper than advertising for new business. ● Do not make excuses or blame someone else. | LO4 AS2 APP | (5) |
| | | | |
| 5.2.5 | <ul style="list-style-type: none"> ● Inform the parent/customer that you do not approve of his or her behaviour and it must stop. ● If the behaviour continues, report it to the manager. ● The manager should speak to the parent and warn him or her about the unacceptable behaviour. ● A warning should be given that if she/he does not stop, he/she will have to leave the restaurant. ● The manager may ask another waiter/student to serve the table. ● The manager can also warn the parent that police will be called if he/she continues. | LO4 AS2 C | (5) |

TOTAL SECTION D: 40

GRAND TOTAL: 200