



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 10

HOSPITALITY STUDIES

NOVEMBER 2006

This memorandum consists of 12 pages.

SECTION A**QUESTION 1****1.1**

1.1.1	D	(F. Pg 20 LO1 AS1)K	
1.1.2	B	(F. Pg 23 LO1 AS3)K	
1.1.3	D	(F. Pg 47 LO2 AS 2)K	
1.1.4	C	(F. Pg 43 LO2 AS1)C	
1.1.5	B	(F. Pg 62 LO3 AS1)K	
1.1.6	A	(F. Pg 25 LO4 AS2) App	
1.1.7	C	(F. Pg 49 LO2 AS1)C	
1.1.8	A	(F. Pg 36 LO2 AS1)A	
1.1.9	B	(F. Pg 110 LO3 AS5) A	
1.1.10	C	(F. Pg 48 LO2 AS2)K	
		(10 x 1)	(10)

1.2

1.2.1	Al dente	(F. Pg 119 LO3 AS5)K	
1.2.2	Protein	(F. Pg 83 LO3 AS4)K	
1.2.3	Hors d' oeuvres/Starters	(F. Pg 84 LO3 AS1)K	
1.2.4	Zester/Grater	(F. Pg 65 LO2 AS1)K	
1.2.5	Table d'hote	(F. Pg 43 LO3 AS1)K	
			(5)

1.3

1.3.1	Decaffeinated coffee		K
1.3.2	Demitasse		K
1.3.3	Plunger		K
1.3.4	Cappuccino		K
1.3.5	Iced coffee		K
		(F. Pg 129 LO3 AS5)	(5)

1.4

1.4.1	D		K
1.4.2	K		K
1.4.3	I		K
1.4.4	F		K
1.4.5	L		K
1.4.6	H		K
1.4.7	E		K
1.4.8	A		K
1.4.9	C		K
1.4.10	G		K
		(F.Pg 75/76 LO3 AS3)	(10)
		TOTAL SECTION A:	30

SECTION B: HOSPITALITY CONCEPTS

QUESTION 2

- 2.1 Prepares sauces, stews and hot hors d'oeuvres K
- 2.2 Prepares fish dishes K
- 2.3 Prepares roasted bruised and broiled meats and sauces K
(F. Pg 23 LO1 AS3) **[3]**

QUESTION 3

- 3.1
 - Employment opportunities
 - Brings in money which has a multiplying effect on the community
 - The income from tourism also benefits the cities infrastructure of better roads, etc
 - Tourists will get to know the culture in Soweto and this will improve the sharing of our diversity in South Africa (F. Pg 19 LO1 AS1) An **(3)**

3.2

Bed and Breakfast	Hotel
<ul style="list-style-type: none"> • Guests stays overnight and enjoys breakfast in the morning before leaving the hotel or they may sight see during the day and eat elsewhere. • The rate includes breakfast and accommodation only. Need not have own bathroom. 	<ul style="list-style-type: none"> • Can include restaurants, bars, swimming pools, gym and conference facilities, etc. • Provides accommodation, food and drinks for guests. • Always own bathroom included.

(SH. Pg 15 LO1 AS1) An **(6)**

3.3

- Food preparation
- Food and beverage
- Front office
- Accommodation (F. Pg 25 & 26 LO1 AS1) K **(4)**

3.4

- Executive chef/Head chef/Chef de cuisine
 - Sous chef
 - Chef de Partie
 - Commis (F. Pg 23 LO1 AS3) K
- [1 mark for ranking any 3 positions] **(4)**

TOTAL SECTION B: 20

SECTION C: HEALTH AND SAFETY**QUESTION 4**

4.1

4.1.1 The health and safety inspector

(SH Pg 44 LO2 AS1) Compr (1)

4.1.2

- The inspector visits all food services establishments like hotels, cafes, etc, where food and beverages are served.
- Writes a report if establishment is non-compliant, establishment is either fined or shut down.
- Checks them in terms of the health and safety act/law.

(SH Pg 44 LO2 AS1) Compr (2)

4.2

4.2.1 **Picture A**

- Person's beard
- Vest and shorts
- Uncovered hair
- Bare foot
- Touching face
- Meat open
- Open wasted bin

(SH Pg 42 LO2 AS1) Compr (4)

Picture B

- Jewellery
- High-heeled shoes

Compr (2)

Picture C

- Smoking

Compr (1)

Picture D

- Dress not according to requirements
- Cleaning close to guest
- Guest smoking

(SH Pg 42/43 LO2 AS1) (2)

4.2.2

- Dressed appropriately
- Correctly hygiene practices
- Correct storage of food

(SH.T Guide Pg 42 LO2 AS1) (3)

4.2.3

- Meat is uncovered
- Incorrect personal hygiene, e.g. touching his face

(SH.T Guide Pg 42 LO2 AS1) (2)

4.2.4

- Cockroaches
- Rats
- Flies
- Ants
- Mice

[Choose any 3]

(F. Pg 50 LO2 AS2) (3)

[20]

QUESTION 5

5.1

- Learners learn about recycable material.
- Learn about what pollution is and how it can be prevented.
- Aware about pollution and the effects of it.
- It is a way of getting the surrounding tidy.
- The school can make some money by recycling waste.

(SH Pg 52 LO2 As3)

(2)

5.2

5.2.1 Yes

(1)

5.2.2 HIV is not transmitted through food. It can only be transmitted through blood entering the skin and unprotected sexual intercourse. (F Pg 44 LO2 AS2) (2)

[25]

TOTAL SECTION C:**25****SECTION D: FOOD PRODUCTION****QUESTION 6**

6.1

EQUIPMENT	USES
6.1.1 Scale	Measuring ingredients
6.1.2 Muffin pan	Baking muffins
6.1.3 Pastry brush	Greasing baking sheets
6.1.4 Cooling rack	Cooling baked products

(F Pg 62-67 LO3 AS1)

(8)

6.2

- Do not walk around carrying knives.
- Knives should not be left hanging near the edge of a work surface.
- Blades should not be left with the blade pointing upwards.
- Blades should lie flat against the surface.
- Knives should not be hidden in a pile of partly prepared food, in a bowl or sink of water.
- Do not try to catch a falling knife.
- Do not use knives with looe handles.
- Never pass a knives with the blade pointing upwards towards the person you are passing it to.

[Any 4

]

(F Pg 68 LO3 AS1) (4)

[12]

QUESTION 7

7.1

- 250 ml flour
- 20 ml baking powder
- 2,5 ml salt
- 10 ml = 40 ml sugar **or** 12,5 ml = 50 ml sugar **or** 15 ml = 60 ml sugar
- 125 ml milk (F Pg 73 LO3AS3) **(3)**

7.2 Baking powder (F Pg 73 LO3AS5) **(1)**

7.3

- Rubbing-in method
- Sifting the dry ingredients
- Beating egg (F Pg 114 LO3As5) **(2)**

7.4 The dough will become hard. (F Pg 114 LO3AS5) **(1)**7.5 The additional flour changes the proportion of the scone dough.
(F. Pg 114 LO3AS5) **(1)**
[10]**QUESTION 8**

8.1

- Fruit juice (fresh dried, etc)
- Starch (Wholegrain)
- Protein (Egg, cheese, soya product, cold meat, etc) **(3)**

8.2

- Fruit, e.g. juice fresh dried, etc
 - Starch, e.g. wholegrain
 - Protein, e.g. egg, cheese, soya product, cold meat, etc. (SH Pg 133 LO2AS4) **(3)**
- [6]**

QUESTION 9

9.1

- Colour changes
- Taste changes
- Skin formation (HSP Pg 136 LO3AS5) **(3)**

9.2

9.2.1 UHT – Need not be stored in a fridge and no preservatives
Unopened will keep up to six months (F. Pg 125 LO3AS5) **(1)**9.2.2 Calcium (F. Pg 125 LO3AS5) **(1)**

9.3

Dis	EEN tipe kaas
9.3.1 Pizza	Mozzarella
9.3.2 Caesar salad	Parmesaan
9.3.3 Chees cake	Cottage chees, cream cheese, marscapone cheese

(3)

- 9.4 A Fresh
B Very stale
C Neither fresh nor stale

(F. Pg 99 LO3AS5) (3)

9.5

- Dry store
- Cold storage
- Fish fridges
- Freezers
- Equipment store
- Cleaning store

(F. Pg 99 LO3AS2) (4)

[15]

QUESTION 10

- 10.1 Soak lettuce leaves in a bolw with iced water, or place in a airtight container after washing. (F. Pg 112 LO3AS5) (1)

10.2

10.2.1 Vinaigrette dressing

- Olive oil
- Part vinegar
- Seasoning

(F. Pg 113 LO3AS5) (3)

- 10.2.2 Three parts olive oil
1 part vinegar

(2)

- 10.2.3 Greek salad and any green salad

(1)

10.3

Place on the menu	ONE salad in which it can be used
10.3.1 Appetizers	Greek salad, Green salad, Caesar salad, Nicoise and any other light salad
10.3.2 Side dish	Greek, Green, Potato, Carrot, Cucumber, Beetroot, Coleslaw and any logical answer
10.3.3 Dessert	Fruit salad (and versions) and any other sweet salad

(F. Pg 108 LO3AS5)(3)

10.4

Fuirt	ONE method of preservation
10.4.1 Apples	Drying
10.4.2 Peaches	Canning
10.4.3 Strawberries	Canning
10.4.4 Bananas	Dehydraing

(F. Pg 109 LO3AS5) (4)
[14]**QUESTION 11**

11.1 Maize/Mealie meal (1)

- It is cheap
- It is easy to store, because it does not need a fridge
- Stays fresh for a long period of time

(2)

11.2

11.2.1

- Mix with cold liquid (water or milk)
- Stir continuously
- Temperature must be low to medium

(3)

11.2.2

- Sprinkle with sugar
- Stir

(2)

[8]

TOTAL SECTION D: 65**SECTION E: FOOD AND BEVERAGE SERVICE****QUESTION 12**

12.1

- Customers who are blind sighted can be gently touched on the arm or hand to attract their attention.
- You can cut up their food to make it easier.
- Remove any obstacles that are on the way.
- Pull out the chair for the guest.

(SH Pg 244 LO4AS2) (5)

12.2

12.2.1 Mrs Barker will be hurt and angry, disappointed and may not wish to do any business with that restaurant. (F. Pg 152/3 LO4AS2) (2)

12.2.2

- Apologise first, then accept the mistake.
- Be polite and helpful.
- Find from her, whether she needs to change the appointment for the next day or stick to her initial booking.
- You may even offer a discount to make her satisfied and make sure that she comes back again. (F. Pg 152/3 LO4 AS2) (3)

12.3

12.3.1 Extract 2 (1)

12.3.2

- Ready to help
- Cheerful
- Has good telephone manners (F. Pg 145 LO4AS2) (2)

12.3.3

- Name
- Date
- Time
- Day
- Number of people
- Smoking
- Non-smoking (F. Pg152/3 LO4AS2) (5)

12.3.4

- Repeat booking details
 - Write down details
 - Ask guest to repeat details
 - Inform the guest that it is confirmed (F. Pg153 LO4AS2) (4)
- [22]

QUESTION 13

13.1

Serving style	Plate	Buffet
13.1.1 Description	The food is placed on the plates in the kitchen or at a service point and then presented to the guest.	Buffet refers to a table on which a variety of hot and/or cold food is displayed for the guests to choose from.
13.1.2 Advantages	Food is served attractively. Not many waiters are necessary.	Service is fast. Guests help themselves and chef may only carve and serve meat.

(F. Pg 159/60 LO4AS4) (8)

13.2 Place the prepared tea and coffee, milk, lemon and appropriate sweeteners on a tray then to the table. Tea and coffee are generally placed on the table for guests to help themselves

(F. Pg 160 LO4AS4) (2)
[10]**QUESTION 14**

14.1

<p>MENU Light lunch</p> <p>Chicken stew Steamed rice Glazed carrots Green salad</p> <p>Coffee</p> <p style="text-align: right;">June 2006</p>

Cauliflower can be replaced with yellow vegetables, e.g. carrots or pumpkin and roast potatoes with green vegetables, for example cabbage, spinach, broccoli or peas to add colour to the meal.

(F. Pg 87 LO3AS6) (8)

14.2

- Flower arrangement will add to the overall effect but must be well-maintained.
- Comfortable temperature ensures customers' satisfaction, airconditioners can be used to keep temperatures fresh and cool.
- Lighting plays an important part in setting the mood.
- Music is another powerful tool for affecting the mood and atmosphere.
- The interior design and decor of the dining area is also important.
- The arrangement and setting of tables are further aesthetic components.

(F. Pg 151/2 LO4AS3) (4)
[12]

QUESTION 15

15.1

15.1.1 Menu A

- Soup spoon
- Fish fork and fish knife

15.1.2 Menu B

- Meat knife and meat fork
- Dessert spoon (F. Pg 158 LO4AS1) **(4)**

15.2

- Always carry cutlery on a tray lined with a napkin.
- If any piece of cutlery falls, pick it up and replace it with a clean item. (F. Pg 136 LO4AS1) **(1)**

15.3

- Handle with care.
- Do not allow crockery to vibrate against each other in the dishwasher.
- Do not heat plates over a direct heat or flame.
- Do not handle hot casserole dishes with a wet cloth.
- Do not take a casserole dish from the fridge and place it in the oven. (F. Pg 138 LO4AS1) **(2)**

15.4

- Dishes which are difficult to serve should be put where the server and the customer can reach them easily.
- Dishes should be arranged in the order of the menu, this will ensure a smooth flow of guests.
- Hot food should be placed at the end of the buffet service line.
- Place sauces and dressings next to the items they are for.
- For portion control, place expensive items where they are harder to reach or at the point of the display where customers have already filled their plates.
- All serving equipment should be spotlessly clean.
- Follow the principles of food and safety and hygiene (cover food when bringing it from the kitchen and taking it back).
- Place food commodities for special dietary requirements separately from all other food commodities. (F. Pg 163 LO4AS3) **(5)**

15.5

- Remove all dirty glasses and empty jugs.
- Clear all used serving dishes and utensils.
- Cover all leftover fruit with plastic and refrigerate.
- Clear all tables and remove table cloths.
- Wipe the counters and tables.
- Switch hot beverage machines off and clean them.
- Arrange the tables and prepare the dining room for the next service.
- Follow the correct cleaning procedures for the linen, cutlery, glassware and any other equipment.
- Store the linen, crockery, cutlery, glassware and equipment in the correct place and manner, making sure storerooms and cupboards are locked.

(F. p163 LO4AS4)

(4)**[16]****TOTAL SECTION E:****60****GRAND TOTAL:****200**