SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.1.1</td>
<td>A√</td>
<td>(1)</td>
</tr>
<tr>
<td>1.1.2</td>
<td>C√</td>
<td>(1)</td>
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<tr>
<td>1.1.3</td>
<td>A√</td>
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<td>1.1.4</td>
<td>C√</td>
<td>(1)</td>
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<tr>
<td>1.1.5</td>
<td>C√</td>
<td>(1)</td>
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<tr>
<td>1.1.6</td>
<td>D√</td>
<td>(1)</td>
</tr>
<tr>
<td>1.1.7</td>
<td>D√</td>
<td>(1)</td>
</tr>
<tr>
<td>1.1.8</td>
<td>A√</td>
<td>(1)</td>
</tr>
<tr>
<td>1.1.9</td>
<td>B√</td>
<td>(1)</td>
</tr>
<tr>
<td>1.1.10</td>
<td>B√</td>
<td>(1)</td>
</tr>
</tbody>
</table>

1.2 MATCHING ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.2.1</td>
<td>B√</td>
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<tr>
<td>1.2.2</td>
<td>D√</td>
</tr>
<tr>
<td>1.2.3</td>
<td>E√</td>
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<tr>
<td>1.2.4</td>
<td>C√</td>
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1.3 ONE-WORD ITEMS

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1.3.1</td>
<td>Gastroenteritis√</td>
</tr>
<tr>
<td>1.3.2</td>
<td>Cholera√</td>
</tr>
<tr>
<td>1.3.3</td>
<td>Fleurons√</td>
</tr>
<tr>
<td>1.3.4</td>
<td>Phyllo√</td>
</tr>
<tr>
<td>1.3.5</td>
<td>Kosher√ / Kasher√</td>
</tr>
<tr>
<td>1.3.6</td>
<td>Canapé√</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Bombe/Baked Alaska√</td>
</tr>
<tr>
<td>1.3.8</td>
<td>Rigor mortis√</td>
</tr>
<tr>
<td>1.3.9</td>
<td>Service cloth√ / Waiters cloth√</td>
</tr>
<tr>
<td>1.3.10</td>
<td>Host√ / Hostess√</td>
</tr>
</tbody>
</table>

1.4 MATCHING ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.4.1</td>
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<tr>
<td>1.4.3</td>
<td>E√</td>
</tr>
<tr>
<td>1.4.4</td>
<td>F√</td>
</tr>
<tr>
<td>1.4.5</td>
<td>B√</td>
</tr>
<tr>
<td>1.4.6</td>
<td>C√</td>
</tr>
</tbody>
</table>
1.5.1 IDENTIFYING ITEMS

A √  C √  D √  G √  H √  

(Any order)  (5)

1.5.2 IDENTIFYING ITEMS

C √  D √  

(Any order)  (2)

1.5.3 IDENTIFYING ITEMS

B √  C √  F √  

(Any order)  (3)

TOTAL SECTION A:  40
SECTION B: KITCHEN AND RESTAURANT OPERATIONS; HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 2.1.1 Healthcare workers
Immigrants of countries where TB is common
People with HIV infection
Malnourished children and adults/poor immune system from the elderly
Drug users injecting themselves
People with diabetes or cancer
People who received incomplete TB treatment in the past
People living/working with TB infected persons
People using non ventilated areas
(Any 3) (3)

2.1.2 Food handlers with TB should be put on sick leave and receive treatment/stay home
Only go back to work seven days/ confirmation from the doctor after the onset of effective treatment
Avoid sneezing and coughing onto food cover your mouth
Use only pasteurised milk from a company with a good reputation
Keep food on buffet tables/in kitchens covered
Maintain good hygienic practices, e.g. washing hands
(Any 2) (2)

2.1.3 The symptoms of TB may be confused with the symptoms of other diseases.
Although it primarily affects the lungs / the lymph system, nervous system/ blood circulation there are many other symptoms:
Fever/chills
Night sweats
Chest pains
Constant coughing for more than 3 weeks
Coughing blood
Loss of appetite and weight loss
Constant tiredness
Dyspnoea – shortness of breath
(Any 4) (4)

2.2 2.2.1 - Sam/The staff will not have pride in their work/ respect
- They will not enjoy their work
- They will not work quickly/hard/decrease speed/be less productive
- They will not work efficiently / team work
- They will not work neatly
- They may work unsafely because they are nervous
- It creates an unpleasant atmosphere for staff and guests
- It creates unhappy staff members / negative attitude
- Staff will resign / look for jobs elsewhere
- Absenteeism increases
(Any relevant answer) (3)
2.2.2 - Sam's bad mood will impact negatively on the profitability of the restaurant √
- Poor service will lead to dissatisfied customers not willing to pay √
- Loss of business/ customers will not return √
- No positive word of mouth √
- Fewer customers decrease income/profit √ (Any relevant answer) (3)

2.3 2.3.1 Internet shopping/on-line shopping/ e-procurement/ telephonic order √ (Any 1) (1)

2.3.2 ONLINE SHOPPING:
- Ensure that he uses a credit card with a small limit √
- Use a secure connection, beginning with 'https' √
- Do business with a reputable organisation √
- Use a recommended/familiar website/secure web browser √
- Do not click on any hyperlink contained within a 'spam' e-mail √
- He should make sure he is on the website that he thinks he is on √
- Set the web browser to the highest level of security/notification/anti-virus protection √
- Use the most recent version of your web browser √
- Look for the closed padlock icon – indicates detail protection √
- Read the terms and conditions properly √
- Make use of computer privacy filters √

OR

TELEPHONIC ORDER:
- Check the order quantity √
- Do not give your banking details over the telephone √
- Request that the receiver repeats the order to you √
- Check that there is a correct address for delivery √
- Check for contact details for the person you are dealing with √
- Phone a reputable company √
- Confirm method of payment √
- Confirm the delivery time √ (Any other relevant answer) (4)

TOTAL SECTION B: 20
SECTION C: NUTRITION, MENU PLANNING; AND FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Rissoles are a blend of ground meat/minced meat, fish, poultry, vegetables, lentils, onions, dipped in bread crumbs, egg and seasonings√
Shaped into small balls √
Fried until brown√

3.1.2 ADVANTAGES
- A large number of people can be entertained at one time. √
- A fairly small space can be used. √
- Little cutlery and crockery is required. √
- A diverse mix of guests can be accommodated because guests can mingle easily. √
- The duration of the function is usually quite short as it only lasts 2 hours/waiters are only required for a short period.√
- The menus can be relatively cheap, while offering interesting food. √
- A variety of snacks is served which gives guests a choice of food items. √
- Less tables √
- No table plan√
- Less staff to serve guests√
- No waiting time for the food √

DISADVANTAGES
- Cocktail snacks require a lot of preparation/time-consuming√
- Guests might be uncomfortable standing for the duration of the cocktail party√
- Guests will dirty their fingers√
- Several snacks have to be prepared√
- Food items can be costly if protein is the main ingredient√
- People may be hungry at the time of the function and thus may eat more than the number of snacks provided per person√

(Any 3) (3 x 2) (6)

3.1.3 - Place the non-alcoholic drinks in an accessible spot with someone to serve them./Separate tables for drinks √
- Non-alcoholic cocktails may be served as the guests arrive, while juice, mineral water and non-alcoholic drinks can be served throughout the evening. √
- Bartending with flair can enhance the function and may add to the fun √.
- Use different Styles of glasses to serve the different types of drinks√
- Must be served cold and chilled√/ stock up with ice
- Waiters must use a non-slip tray/c special trays
- Garnish with appropriate accompaniments when serving√
- Carry the tray and move amongst the guests√
- Handle glasses by their bases if serving by hand√
- Do not overfill glasses to prevent wastage and spillage√

(Any 4) (4)

3.1.4 Slows down preparation√ / more time is needed√
Have to make another plan/ Other equipment can be used to prepare the pita and the bruschetta e.g. griddle pan, salamander, gas equipment. √
The pita and the bruschetta can be bought and used as a replacement√.
The samosas and the rissoles are fried and therefore the availability of the oven will not have an impact on these dishes.√
The snacks will be uncooked√
They will spoiled which will lead to wastage of ingredients√
Insufficient snacks√

(Any 4) (4)

3.1.5

<table>
<thead>
<tr>
<th>PURR PASTRY</th>
<th>SHORT CRUST PASTRY</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Differences</td>
<td></td>
</tr>
<tr>
<td>Small amount of oil√</td>
<td>Contains fat/shortening√</td>
</tr>
<tr>
<td>Ratio of flour to fat: almost no fat √</td>
<td>Ratio of flour to fat 2 : 1√ / 1 : ½ √</td>
</tr>
<tr>
<td>No eggs√</td>
<td>Crumbles easily√</td>
</tr>
<tr>
<td>Does not crumble√</td>
<td>May contain eggs√</td>
</tr>
<tr>
<td>Not as rich√</td>
<td>Soft short crust pastry√</td>
</tr>
<tr>
<td>Darker golden brown colour√</td>
<td>Rich pastry√</td>
</tr>
<tr>
<td>Pliable / flexible√</td>
<td>Thick pastry√</td>
</tr>
<tr>
<td>Thinner √</td>
<td>Lighter golden colour√</td>
</tr>
<tr>
<td>Fried√ (any 2)</td>
<td>Baked√ (any 2)</td>
</tr>
</tbody>
</table>

(b) Example of pastry product

| Samosas√ (1) | Quiche√ (1) |

(6)

3.1.6 (a) Quiche √

(b) To ensure that the pastry case is thoroughly cooked √
To help the crust to become crisp / prevents it from being soggy√
To keep the crust from blistering √
(Any 2) (2)

3.1.7 - Cream puffs√ – Balls of 2–4 cm/round shapes filled with pastry cream or Chantilly cream. √
- Profiteroles√ – Small, sweet choux puffs filled with pastry cream or Chantilly cream √
Éclairs√ – Log or finger-shaped choux pastry filled with pastry cream or Chantilly cream and topped with chocolate

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- Croquembouche √ – A pyramid of filled cream puffs, covered with spun sugar √
- Swans √ - shell shaped puffs filled with Chantilly cream √
- Beignets √ – squares baked and dusted with icing sugar √
- Mini paris brest √ - choux pastry piped into small rings, topped with slivered almonds √

(2 marks for names of products and 2 marks for description) (4)

3.1.8 (a) \[
\frac{R3\,000}{0.5} = R6000 \sqrt{\ }
\]

(2)

(b) Gross profit = selling price – food cost
R6000 - R3 000 √ = R3 000 √

(2)

(c) No √ / It is not possible to calculate the net profit √
Reason:
Net profit = selling price – total cost √
The total cost cannot be determined √ / There is missing information √
Total cost = food cost + labour cost + overheads √
Labour cost and overhead costs were not provided √ (Any 3)

3.2 3.2.1 High cholesterol can lead to a stroke or heart attack √
Can contribute to high blood pressure √
Cholesterol will be left behind in arteries/blocks arteries/cause hardening of arteries √
Reduces blood flow √
If blood flow is reduced the organs get damaged √ (Any 1) (1)

3.2.2 Eat less fat, Use skim milk instead of full cream √
Avoid or restrict the intake of processed meat, e.g. salami, Russians √
Avoid or restrict refined carbohydrates (starch), e.g. white bread √
Offer dishes high in complex carbohydrates, e.g. brown rice √
Limit alcohol intake √
Incorporate fruits, vegetables √
Fibre rich foods √ (Any 3) (3) [40]
QUESTION 4

4.1 French meringue√
(b) Italian meringue√

4.1.1

4.1.2 A coulis is puréed√, raw or cooked strawberries/fruits√ with or without sugar syrup/adjusted in flavour√

4.1.3 It helps to stabilise the foam√

4.1.4 Store without the filling√
Store in an airtight container√
Store at room temperature/not in the fridge/cool dry place√
Do not store near onions or strong smelling foods√
Do not freeze Pavlova√
Must be individually stored making a space between them to avoid breaking√

4.1.5 Brush, pour or drizzle coulis over the fruit√
Brush, pour or drizzle gelatin over the fruit√
Brush, pour or drizzle thickened fruit juice over the fruit√
Brush, pour or drizzle melted jam over the fruit√
Brush, pour or drizzle or sugar syrup over the fruit√
Fruit is continuously cooked in a high concentrated sugar syrup until it forms a glaze√

4.1.6 Ovo-vegetarian√
Lacto-ovo vegetarian/ ovo-lacto vegetarian√
Pesco-vegetarian/ pescatarian vegetarian√
Pollo-vegetarian√
Pollo-pescatarian√
Semi-vegetarian√
Flexitarian√
Reason: May eat eggs and fruits√

4.1.7 Agar-agar√
The vegetarians may not eat gelatin because it is made from animal tissue√
Agar-agar is made from seaweed√

4.2 Gelatin leaves√ sheet gelatin√

4.2.1 Gelatin was hydrated/soaked in cold water√
Soak till very soft/liquid absorbed√
Excess water is squeezed out√

4.2.2 Melt the hydrated gelatin over steam/ hot water bath/ or bain-marie/Melt gelatin in the microwave for a few seconds√
Then stir into the strawberry purée/OR heated puree√

Reason:
The strawberry purée is cold/not hot enough to melt the hydrated gelatin, therefore the gelatin should be melted first√
The gelatin must be slightly cooled/not too hot when adding it to the strawberry purée√

4.2.3 (Any 4 vegetarians and ONE reason)
4.2.4 The gelatin in the strawberry purée was not thick enough or
The strawberry purée did not have the consistency of thick egg
white or strawberry purée was still too runny√
when adding the foam/beaten cream and egg white√
Not folded in correctly√ (Any 2)

4.3  4.3.1 Tongue√
Kidney√
Oxtail√ (Any 2) (2)

4.3.2 To brown the surface√
To create a desirable flavour/to add flavour√
Prevents loss of moisture√ (Any 2) (2)

4.3.3 After searing√ flat rib is cooked in liquid√ in a covered pan √
Placed on a bed of root vegetables/mirepoix√
Add enough liquid/stock to cover a quarter of the flat rib√
Put in the oven at 180 °C / on the stove top√ (Any 3) (3)

4.3.4 The white connective tissue/collagen bonds with water√
Changing the connective tissue/collagen to gelatin√
It makes the collagen more edible√
Yellow connective tissue/elastin is not affected by moist heat and it
remains chewy√ (Any 2) (2)

4.4  4.4.1 Rabbit√ OR
Kudu√, springbok√, blesbok√, impala√, cane rats√, porcupine√
(Any 2) (2)

4.4.2 Wood smoke contains compounds√
that slow down/inhibit the growth of microbes√
Slow down fat going off/It slows down the animal fat from going
rancid√
Preserves by drying/removing moisture √
Meat does not become contaminated easily√
Prevents enzymes from reacting with oxygen/prevents browning√
Increases shelf life√ (Any 2) (2)

4.4.3 Drying√
Salting√ / Curing
Vacuum packing√ (Any 2) (2)

TOTAL SECTION C: 80
SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 5.1.1 - The hospitality sector makes a contribution to the gross domestic product (GDP) of the economy of SA / income tax paid to government√
- An increase in demand for the products will create jobs√
- Secondary jobs in the companies that supply products to the manufacturers, such as food outlets√
- Local income will increase√
- Multiplier effect / Income generated contributes to development and improvement of the country's infrastructure√
- Funds are provided for maintenance and responsible utilization of natural resources√
- Tourists bring valuable foreign currency into the country√
- The esteem and living standard of the community will improve√ (4)

5.1.2 - Baking√
- Home industries√
- Function catering / Birthday party catering√
- Vendors√
- Meals on wheels√
- Restaurant /coffee shop√
- Tuck-shops√ (Any relevant food preparation opportunities) (3)

5.1.3 In designing the operational plan the following must be included:
- Costs for manufacturing/running the business√
- Purchasing and suppliers/merchandising√
- Who will supply their raw materials and equipment, where they are located, what their credit terms are√
- Delivery: whether they deliver or you will have to pick up your order√
- Personnel plan / staff plan√
- Stock control and storage√
- An organogram: who will be responsible for which task within your business√
- Job descriptions: a written list of tasks for every job in your company√
- Individual responsibilities: which employees will need to take responsibility for each task√ (Any 4)

5.1.4 - Cover page: name of the business / name of the owner√
- Business description: objectives /goals / address / map layout/ type of business / layout of business√
- Product/service description√
- Marketing plan / strategy√
- Financial plan / budget / cash flow analysis / income statement / balance sheet / break-even analysis√ (Any 2)
5.2 5.2.1 - Guest rooms / Accommodation√
- Food and beverage/restaurant√
- Bar√
- Spa treatments√ (Any 3) (3)

5.2.2 - Human resource / manager√
- Trainers√
- Recruitment officers√
- Administrative posts/clerk/secretary √ (Any 2) (2)

5.2.3 - Product is indicated in the advert√: accommodation, meals, spa √
- Promotion is indicated√: special packages: stay 2 nights, 3rd night free√
- Price is indicated√: R2 999, it seems more affordable than R3 000√
- Place/address of business is indicated√: 22 Avondale Road√
- People/Target market is indicated√: Parents and children√
- Packaging is not indicated√: no brand awareness/logo√
- Presentation not indicated √– no pictures of products√ (Any 6) (6)

5.2.4 - Promotional videos √
- TV√
- Advertisements (shown in movie theatres or on video walls) √
- Digital shows√
- YouTube / video clips√ (Any 2) (2)

5.2.5 The security team protects guests, staff and property so that claims which may lead to huge financial losses are prevented. √
Human resource officers oversee security staff affairs: such as employment, training, leave, salaries, bonuses, medical aid and problems experienced/counselling. √
Draws up employment contracts for security staff, work schedules and rosters, codes of conduct, procedures/disciplinary actions/settling of disputes. √
Security people make sure that the human resource staff are secure/safe√
Therefore these two departments work closely with one another to ensure the success of the establishment. √ (Any 4) (4) [30]
QUESTION 6

6.1 6.1.1 On-consumption / on-site license √

6.1.2 - The applicant / their spouse should have a clean record / not imprisoned for more than 10 years √
- The applicant should not be insolvent √
- The applicant should be over the age of 18 / under age √
- Adequate guest toilet facilities for males and females must be provided on or near the premises. √
- Ordinary meals must be available on the premises during the hours that liquor is sold. √
- Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking a meal on the licensed premises. √
- May only sell liquor to be consumed on the premises √.
- May not sell liquor to people under the age of 18 √
- People that are already intoxicated √
- It is illegal to add any liquids, such as water, to the liquor in a bottle √

(Any 3)

6.2 6.2.1 Suitable √ – it is a champagne √ , flute glass √ , used for sparkling wine √

Not suitable √ - the glass is shorter and is suitable for white wine √

(Any 2)

6.2.2 Unique name √: PeZulu Restaurant or any other suitable name √
Name of wine √: Sparkling wine √
Harvest year / Vintage √: 2015 √
Origin √: e.g. Paarl, Country: South Africa √
Producer: Estate / Manufacturer √
Alcohol √: e.g. 13% √
Bottle content √: 750 ml √
Logo √

(Any 4 for the items on the label, 1 mark for the design of the label)

6.3 6.3.1 Non-alcoholic cocktail / virgin drink √

6.3.2 Made from fruit juice or syrups / concentrate (prepared from sugar and water) √ and other flavourings, √ usually diluted with water, sodas or lemonade (Any 2)

6.3.3 Very dry wine √

6.3.4 Dry wine √

6.4 6.4.1 Cloche / plate cover / butter dish √

(Any 1)
6.4.2 Wash in clean, hot, soapy water √
Rinse in clean, hot water (± 60 °C – dries faster) √
Air dry and polish using a clean cloth / metal cleaner √
If water stains remain after washing, dip equipment in very hot water / steam √ for a few moments, and then polish with a clean, dry cloth √
Use a dishcloth or a service cloth to handle the equipment/cloche after polishing to prevent fingerprints √
(Any 2)

6.5 - Place similar items together on the waiter’s station:
Table numbers, menus, sugar pots, salt and pepper pots, condiments √
- Collect all linen, both clean and dirty; return the same quantities that were issued. Place soiled linen in different piles, e.g. tablecloths, serviettes, service cloths; return to the linen room. √
- Empty ashtrays into a fireproof container, and place apart from other dishes. √
- Empty coffee pots and milk jugs, wash and pack away. √
- Scrape off food debris, sort and throw away other rubbish before leaving items at the dishwashing area. √
- Place saucers and plates in neat piles, cups together, cutlery soaking in a bowl or sorted into the basket for the dishwasher √.
- Wipe clean bottles, jars and other containers used for accompaniments, check that they are closed properly and place those that must be kept chilled in the refrigerator. √
- Return all the equipment to their various storerooms. Pack away neatly according to shelf labels. √
- Bundle cutlery in groups of ten √
- Switch off electrical equipment: bain-marie, plate warmers, hot plates, refrigerated units, and urns when not in use √.
- Wipe down surfaces and wash out food containers. √
- Check that all the sideboards are completely empty √. (Any 5)

6.6 6.6.1 - He should have apologised sincerely. √
- The manager should have handled the situation positively and professionally. √
- He should have been calm √, helpful √ and friendly as much possible – and try to put aside any feelings of anger, hurt or embarrassment. √
- The manager should have communicated tactfully and sensitively. √
- He should have shown understanding and willingness to resolve the matter. √
- He should not have argued with the guest, √ instead listened and paid attention. √
- The manager should have acknowledged the complaint and moved the guests to his sister B&B. √
- The manager should have had alternative measures in place, e.g. buying water for drinking and a water tank / jojo for washing. √
(Any 4)
6.6.2 - The kitchen would have been closed during water cuts for the sake of hygiene. √
- Only beverages would be served as long as clean glassware and crockery were available. √
- Productivity of staff would have decreased. √
- Profits would have decreased. √
- Will lose customers √
- Bad word of mouth √

(Any 2) (2)

| TOTAL SECTION D: | 60 |
| GRAND TOTAL:     | 200 |