MARKS: 200

These marking guidelines consist of 13 pages
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1 D√
1.1.2 B√
1.1.3 B√
1.1.4 C√
1.1.5 A√
1.1.6 B√
1.1.7 A√
1.1.8 D√
1.1.9 A√
1.1.10 B√

1.2 MATCHING ITEMS

1.2.1 C√
1.2.2 A√
1.2.3 G√
1.2.4 B√

1.3 ONE-WORD ITEMS

1.3.1 Human Resources/HR√
1.3.2 Overheads√
1.3.3 Crepe Suzette√
1.3.4 Collagen/white connective tissue√
1.3.5 Elastin√
1.3.6 Chakalaka√
1.3.7 Phyllo√
1.3.8 Glazing√
1.3.9 Electronic√
1.3.10 Eighteen/18√

1.4 SELECTION

1.4.1 A√ C√ D√ F√ (in any order) (4)
1.4.2 A√ D√ E√ (3)
1.4.3 A√ C√ (2)
1.4.4 B√ C√ (2)

1.5 MATCHING ITEMS

1.5.1 D√
1.5.2 H√
1.5.3 F√
1.5.4 B/C√
1.5.5 A√

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

QUESTION 2

2.1 2.1.1 Constant coughing/longer than three weeks
Fever/Chills
Night sweats
Chest pains
Coughing blood
Loss of appetite
Weight loss
Constant tiredness/fatigue
Shortness of breath/ Dyspnoea
(Any 3) (3)

2.1.2 No /Worker must go on sick leave
TB is contagious/ To avoid it being spread
It can be spread to other members of staff, food and guests.
(3)

2.1.3 There will be a workflow disruption
Less workers will lead to low productivity
There will be a need for retraining and hiring of workers
It will increase indirect costs related to care and treatment of employees
There will be vacant posts/job opportunities for others
Less money will be available for investment
The worker doesn’t earn money/no money to spend or pay tax
Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect
(Any 3) (3)

2.1.4 People with HIV have a weakened immune system leaving the body more vulnerable to TB
A weakened immune system allows TB to infect other parts of the body other than the lungs
TB increases the formation of HIV viruses
(Any 2) (2)

2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor
By speaking to guests about the safety of their belongings (must be related to keeping their belongings safe)/sending alerts to their devices
Must be visible at entrance
Search staff when they enter the workplace or when they leave
(Any 2)
2.2.2 Good teamwork will lead to good team spirit/positivity that will leave a good impression. √
Good teamwork will increase productivity √
Good impression will lead to satisfied customers that are willing to pay √
Satisfied customers become loyal customers that return to the business √
Customers will come up with positive word of mouth that attract more customers √
More customers will increase the income and profits √ (Any 3) (3)

2.3 Computers can assist chefs in the following ways:
Dish sales can be recorded √
Unpopular dishes can be removed from the menu √
The chef can search dishes for the menu on the internet √
The menu and the ingredient costs can be calculated √
Selling price can be calculated easily √
Profit can be calculated easily √
Developing and changing of recipes can be simplified √
Recipes and ingredients can be listed √
Order lists can be compiled easily and accurately √
Metric conversions can done automatically √
Serving sizes can be printed on a recipe √
Nutritional values can be determined √
Online dictionary for translating menu/ingredient terms √ (Any 4) (4)

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

QUESTION 3

3.1 3.1.1 Cold dessert √ (1)

3.1.2

<table>
<thead>
<tr>
<th>Ingredients</th>
<th>Crème Pâtissière</th>
<th>Crème Brûlée</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starch: corn flour/ cake flour√</td>
<td>No starch: no corn flour/ cake flour√</td>
<td>Caramelised sugar√</td>
</tr>
<tr>
<td>No caramelised sugar√</td>
<td></td>
<td>Only egg yolk √</td>
</tr>
<tr>
<td>Whole egg√</td>
<td></td>
<td>(Any 1)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preparation method</th>
<th>No baking√</th>
<th>Boiled / stirred / On top of bain-marie on stove plate/cook in a pot√</th>
<th>Baking√</th>
</tr>
</thead>
<tbody>
<tr>
<td>No bain marie√</td>
<td>No boiling and stirring √</td>
<td>Inside bain-marie in oven√</td>
<td>Sugar caramelised using a blow-torch/under the grill in the oven√</td>
</tr>
<tr>
<td>Not using blow-torch √</td>
<td></td>
<td></td>
<td>(Any 1)</td>
</tr>
</tbody>
</table>

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites√
Crisp, paper-thin biscuits√
Baked into different shapes√
Twisted and curled after coming out of the oven, while still hot√ (Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting.√
Results in a smooth and shiny chocolate finish. √
It will be hard/set properly/snap on breaking √ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:
- a light brown colour/golden brown. √
- a pleasant caramel taste. √
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads.√ (Any 2) (2)

3.2.3 Praline√ (1)

3.2.4 Anaphylaxis: severe body allergic reaction √
Swelling, tongue, lips or eyes /tightening of throat√
Difficulty in breathing/choking√
Vomiting √
Diarrhoea√
Abdominal cramps√
Eczema/Hives: skin rashes/redness/itching√
Tingling sensation in the mouth√
Heart palpitations√
Lowered blood pressure/feeling faint√ (Any 4) (4)
3.3 It is not suitable √ because the trifle has:
(1) too much sugar/sugar will increase blood glucose√
(2) fat in the cream/ custard/ fat in egg yolks√
(3) only refined starch√
(4) no high-fibre ingredients/no complex carbohydrates√ (Any 2)

3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine√
Sprinkle powder over cold water/liquid√
Leave to stand / soak for two minutes or longer√ / to absorb liquid
and swell√ (Any 3)

3.4.2 Agar-agar/Gum from seaweed√

3.4.3 3,4-6g OR 10ml√ because:
1 sheet of gelatine is equivalent to 1,7g-3g/5ml √ therefore:
2 sheets are 1.7g x 2 = 3.4g or 5mlx2= 10ml √
(Note: multiply the amount by 2)

3.5 3.5.1 Pollo-vegetarian√
Pesco-vegetarian√
Pollo-pescatarian/semi-vegetarian√
Flexitarian√
Lacto-ovo vegetarian√
(Any 3)

Reason: Diet of the above vegetarians includes milk, dairy
products, eggs, and fruits √ (1)
3.5.2 It is high in protein/essential amino acids e.g. lysine √
Low in fat √
Cholesterol free √
Natural source of fibre √
Gluten free √
High in vitamin B √
High in minerals/ such as potassium/ iron / magnesium √
Rich in anti-oxidants √
Low GI √
It adds variety to the diet √
More affordable/relatively cheap √
Longer shelf life √
Readily/easily available √

(Any 5) (5)

3.6

<table>
<thead>
<tr>
<th>Sterilising of bottles</th>
<th>Sealing the bottle</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Explanation of how the technique is applied</strong></td>
<td><strong>Immediatly close bottle with lid/ while the mixture is still hot √</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sterilising of bottles</th>
<th>Sealing the bottle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wash bottles in hot, soapy water/give it an anti-bacterial wash √</td>
<td><strong>Immediately close bottle with lid/ while the mixture is still hot √</strong></td>
</tr>
<tr>
<td>Boil 10 minutes or more √</td>
<td><strong>No air able to enter or exit/ reduce oxidation √</strong></td>
</tr>
<tr>
<td>In a container with boiling water √</td>
<td>Micro-organisms cannot multiply/no deterioration √</td>
</tr>
<tr>
<td>Dry upside down in oven √</td>
<td><strong>Prolongs shelf life √</strong></td>
</tr>
<tr>
<td>Bottles can be microwaved until water boils √</td>
<td>(Any 1)</td>
</tr>
<tr>
<td>Sterilize the lids as above √</td>
<td>(Any 1)</td>
</tr>
</tbody>
</table>

| Reason for applying the technique | | |
| Destroys/kills bacteria/ micro-organisms √ | **Prolongs shelf life √** |
| Prolongs shelf life √ | (Any 1) |

(Any 1) (6)

[40]
QUESTION 4

4.1  4.1.1

<table>
<thead>
<tr>
<th>Dish</th>
<th>Beef cut</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Tournedo</td>
<td>Fillet√</td>
</tr>
<tr>
<td>B Grilled Sirloin</td>
<td>Loin√</td>
</tr>
</tbody>
</table>

4.1.2
- Stretches the portion√
- Gives more flavour√
- Improves appearance√
- Makes it more succulent and juicy/adds moisture/less dry√
- Creates more interesting dishes√
- Improves nutritive value√

(Any 4)  (4)

4.1.3
- Use a clean grill √
- Brush grill with lemon/rosemary/onion to add flavour√
- Use charcoal or non-poisonous wood√
- Grill ±10cm above moderate coals/do not put directly on coals/ not too hot√
- Grill should leave appetising crosshatch marks on the meat√
- Don’t season/salt meat before grilling√
- Keep/ rest steak at room temperature before grilling √
- Use meat tongs/don’t poke with a fork√
- Brush grill with oil to prevent sticking√
- Grill on one side, leave to loosen by itself and turn on other side√
- Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides√  (Any 3)  (3)

4.1.4
- Moist heat is for tough meat cuts/forequarter√
- Steaks are tender/don’t have lots of connective tissue/collagen that needs softening√
- Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/rubbery√
- Meat juices will be lost in water/liquid resulting in less flavour√

(Any 2)  (2)

4.1.5
- Truffles√
- Foie gras/duck liver√
- Crouté√
- Any:
  - sauce (e.g. madeira sauce)√
  - vegetables (e.g. grilled vegetables)√
  - starch (e.g. mashed potatoes)√
  - salad (e.g. greek salad) √

(Any 2 relevant answers)  (2)

4.2  4.2.1

Total cost=total cost per person x number of guests + overheads/
200 x R200 = R40 000√
(R40 000) √ + (R500 + R300)√
= R40 800 √  (Any 3)

4.2.2

R40 800 x 50% (50/100)√
= R20 400 √

OR
R40 800 / 2 √= R20 400 √
4.2.3 A Aloe caterers √
B Witteklip Secondary School √
C 3½ hours/ 18:30-22:00 √
D 4 November 2018 √ (4)

4.3 4.3.1 Celebrations: birthdays √/ weddings √/ anniversaries √/ funerals √/ matric farewell/ tea party √
Social events/entertainment √
Prize giving functions / award ceremonies √
Marketing functions/product/media launches √
Business liaising/functions √/ fund raising events √ (Any relevant 3) (3)

4.3.2 Tiny, bite-sized √, savoury snacks √
Attractively garnished √
Three parts: base, spread and garnish √
May be glazed with aspic to prevent drying out √ (Any 3) (3)

4.3.3 (a) Appearance: Bad √
No colour variation: too many white and pink colours √
Not all bites are dainty/bite sized e.g. quiche √
Good √ - variety of shapes: round, long, etc. √
(Any 2 relevant answers) (4)

(b) Ingredients used: Good √
Applicable accompaniments √
Different food groups included √
Savoury and sweet snacks are included √
Bad √- Too many fish dishes: salmon, tuna, sushi √
High in starch/carbohydrates √
Rich in fat: mayonnaise, cream, chocolate √
Not sufficient vegetarian options √
(Any 2 relevant answers) (4)

4.4 4.4.1 A Short crust/pate sucree √
B Puff pastry/rough puff/flaky pastry √ (2)

4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare √
B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare √ (2)

4.5 4.5.1 If too much egg is added at a time, the mixture can’t be corrected/pastry is ruined because the fat isn’t emulsified properly √
Too much egg will result in a runny pastry √
The pastry cannot be shaped or piped properly √
End products have a poor shape/no cavity/flat/dense texture √ (Any 2) (2)

4.5.2 Piping bag/plastic bag √
Piping nozzle √
Two spoons/teaspoons √ (Any 2) (2)

[40]

TOTAL SECTION C: 80
SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Visual/poster √

5.2 Mamelodi school learners √ and teachers √ and non-teaching staff √
Municipal workers √
Mamelodi community members/people who want a quick meal/parents of the leaners √

5.3 Bright colours that will catch the eye √
Big letters/font easy to read √
Interesting pictures/photos √
A big space or a small advert on a clean blank page √
Neat and attractive √
Catch potential customers attention by using words such as FREE/indicate promotions √
All correct information is available √ no spelling mistakes or language errors √
Not cluttered / not too much information √
Apply art elements and principles √
Include business information such as: name/contact details/address √
Include product information such as: price/slogan/description of product √
Use simple understandable language √

5.4 Brochures, leaflets/ √
Printed media √ OR local newspaper √
Audio √ OR local radio station √
Audio-visual OR TV √
Electronic/e-mail/ online √
Social media: Facebook, Instagram, WhatsApp, Sms √
Product samples /promotional items √
Word of mouth √
Billboards √

5.5 Name of Owner/business √: Nomhle √
Business Address √: No 63 Mamelodi Extension √
Form of business √: Sole owner √
Type of business/Business description √: lunch café or take-away √
Operational plan/ Personnel plan √: Accountant, Chef, Sales lady √
Product/Service description √: Bunny chows, vetkoek with mince, hotdogs and burgers √
Marketing plan √: poster √
5.6 Home industries can order the bunny chows, vetkoek, hot dogs and burgers from Nomhle.
She can supply vendors selling from the trolley and stalls.
Children’s birthday parties to make hot dogs and burgers.
Delivery service of bunny chows, vetkoek, hot dogs and burgers (food) into people’s homes.
Waiter, maintenance, security.
Purchasing vegetables from a farmer.
Cleaner.
(Any other relevant 3) 

5.7 Pays staff salaries.
Controls banking procedures.
Oversees the auditing of funds.
Ensures payment of VAT.
Safeguarding of business assets.
Pay debtors/monthly expenses/accounts.
Keeping track of money coming in and out of business.
Prepare financial reports.
Drawing up budgets.
Handle income tax/SARS.
Take care of account enquiries.
(Any 3) 

5.8 Laundry: for washing of table cloths.
Marketing: advertisement using poster.
Front office: sales lady to make contact with the customers.
Maintenance: to ensure stoves are in working order and plumbing is also in working condition.
Security: to guard the premises.
Human Resource: hiring and firing the staff.
(Any 3 × 2) 

[30]
QUESTION 6

6.1 6.1.1 (a) Maitre d’hôtel should investigate the problem√
Control your emotions; stay calm√
Show willingness to assist guests/ pay attention to customers√
Apologise sincerely√
He must not argue with the customer√
Acknowledge the complaint and thank the guest for bringing the matter to your attention√
Never place the blame on yourself or on somebody else√
He must not promise something he cannot provide√
Keep guests updated/ inform the guest on the progress of the food/√
Offer alternative dishes that won’t take that long √
Bring guests a complementary/free drink/bread rolls with the approval of the manager √ (Any 4) (4)

6.1.1 (b) Keep waiters / guests calm√
Control your emotions and keep charge of the situation√
Ask the customer politely but firmly to leave/lower voices√
No more alcoholic beverage should be offered√
Non-alcoholic drinks/coffee can be offered to the guests√
Keep the incident as quiet as possible√
Move the guests to a different table√
Call maître d/ security to handle the problem√
Apologise to the other guests for the noise √ (Any 5) (5)

6.1.2 Serve them a complimentary/free beverage√
Check the guest after a while that all is well√
Call the guest within the week to check that he/she is satisfied with how the problem was solved√
Build and maintain a good relationship√ (Any 1) (1)

6.1.3 Wash in clean, hot, soapy water√
Rinse in clean, hot water (±60ºC) √
Air dry√
Polish with a clean cloth√
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth√
OR
Ensure that clean cutlery is used√
Study menu and lay cutlery accordingly√
Ensure cutlery is straight/in line with the opposite cover√
Lay cutlery 1-2 cm from the edge of a table√
Use a dinner/entrée plate to determine the space between main course knives and forks√
Ensure that all covers look the same√ (Any 3) (3)
6.2 6.2.1 Pink/light red/ blush √
Motivation: It is a rosé/skins were removed/ blend of white and red wine √ (2)

6.2.2 6/7/8°C √ (1)

6.2.3 Brut: Very dry √ (1)

6.2.4

<table>
<thead>
<tr>
<th>Wine A</th>
<th>Wine B</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manufacturing Method</strong></td>
<td>Charmat (second fermentation in the tank) √</td>
</tr>
<tr>
<td></td>
<td>Cap Classique √</td>
</tr>
<tr>
<td></td>
<td>Tank method √</td>
</tr>
<tr>
<td></td>
<td>Carbonation √</td>
</tr>
<tr>
<td></td>
<td>Transfer method √ (Any 1)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Origin</th>
<th>Origin</th>
</tr>
</thead>
</table>
| Roederer Estate, Anderson Valley, California, USA √ | France √ | (4)

6.2.5 Caviar √
Oysters √ (Any 1) (1)

6.3 On-consumption/on premises √
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants √

Off-consumption/off premises √
For liquor stores who sell liquor that is consumed elsewhere √

Day/event Liquor licences √: licenses applied for only for a specific time/temporary √ (2 x 2) (4)

6.4 Informing the guests about promotions,/ dish of the day √
The waiter will ask the guests if they are ready to order √
Take the order of the customer on the right hand side of the host first √ and work anti-clockwise √ around the table finishing with the hosts order √
Take the order for starters and main courses √
Note any dietary requirements √
Repeat the order to make sure that the order is correct √
Transfer the order to the kitchen docket including special requirements √
Place the order with the kitchen √
Record the sale for billing purposes √ (Any 4) (4)

**TOTAL SECTION D:** 60

**GRAND TOTAL:** 200