HOSPITALITY STUDIES

NOVEMBER 2011

MEMORANDUM

MARKS: 200

This memorandum consists of 12 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>C</td>
</tr>
<tr>
<td>1.1.2</td>
<td>B</td>
</tr>
<tr>
<td>1.1.3</td>
<td>B</td>
</tr>
<tr>
<td>1.1.4</td>
<td>B</td>
</tr>
<tr>
<td>1.1.5</td>
<td>D</td>
</tr>
<tr>
<td>1.1.6</td>
<td>B/C</td>
</tr>
<tr>
<td>1.1.7</td>
<td>A</td>
</tr>
<tr>
<td>1.1.8</td>
<td>D</td>
</tr>
<tr>
<td>1.1.9</td>
<td>D</td>
</tr>
<tr>
<td>1.1.10</td>
<td>B</td>
</tr>
</tbody>
</table>

(10)

1.2 CHOOSE THE CORRECT ANSWERS

1.2.1 B, D
1.2.2 C, D, F

(5)

1.3 FILL IN THE MISSING WORD(S)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>Organogram/staff plan/Operational plan/Duty sheet/job description</td>
</tr>
<tr>
<td>1.3.2</td>
<td>Non-conductive/wood/plastic/rubber</td>
</tr>
<tr>
<td>1.3.3</td>
<td>Cold compress/ ice pack/ cold jell pack</td>
</tr>
<tr>
<td>1.3.4</td>
<td>Upright/ recovery position/ Semi fowler position/ comfortable position</td>
</tr>
<tr>
<td>1.3.5</td>
<td>Fortified</td>
</tr>
<tr>
<td>1.3.6</td>
<td>Sparkling wine/ champagne / suitable example e.g. JC Le Roux</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Tot/optic</td>
</tr>
<tr>
<td>1.3.8</td>
<td>4–15 ºC</td>
</tr>
<tr>
<td>1.3.9</td>
<td>Cover</td>
</tr>
<tr>
<td>1.3.10</td>
<td>Maître d’hôtel/head waiter/ reception waiter</td>
</tr>
</tbody>
</table>

(10)

1.4 ONE-WORD ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.4.1</td>
<td>Computer, web-site, e-mails, telephone, cellphone, radio/TV</td>
</tr>
<tr>
<td>1.4.2</td>
<td>Meals on Wheels/outside caterers</td>
</tr>
<tr>
<td>1.4.3</td>
<td>Budget</td>
</tr>
<tr>
<td>1.4.4</td>
<td>Code of ethics/conduct/professionalism</td>
</tr>
<tr>
<td>1.4.5</td>
<td>Foie gras/ goose liver pâté</td>
</tr>
<tr>
<td>1.4.6</td>
<td>Insulin</td>
</tr>
<tr>
<td>1.4.7</td>
<td>Requisition</td>
</tr>
<tr>
<td>1.4.8</td>
<td>Gueridon</td>
</tr>
<tr>
<td>1.4.9</td>
<td>Table d’hôte/ formal dinner/ banquet</td>
</tr>
<tr>
<td>1.4.10</td>
<td>Buffet/ cocktail/finger food</td>
</tr>
</tbody>
</table>

(10)
1.5 MATCHING ITEMS

<table>
<thead>
<tr>
<th>1.5.1</th>
<th>G/D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.2</td>
<td>D</td>
</tr>
<tr>
<td>1.5.3</td>
<td>F</td>
</tr>
<tr>
<td>1.5.4</td>
<td>C</td>
</tr>
<tr>
<td>1.5.5</td>
<td>A</td>
</tr>
</tbody>
</table>

(Total Section A: 40)

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

2.1 2.1.1
- Delivered in refrigerated trucks.
- Lock in freshness.
- Cold chain not broken.

(Any 2)

2.1.2
- The company spent a year and a half planning.
- The product was well advertised on the net.
- Their target market was busy moms and these are the people who were family orientated.
- They ensured that visitors found the outsourcing proposition too inviting.
- They provided well balanced meals
- The delivery charges were reasonable.
- They ensured that the food was fresh and the cold chain was not broken.
- Hygiene practices were not compromised during delivery.
- Special are provided
- Variety are included
- Online ordering

(Any 7)

2.1.3
- Venison
- Ostrich
- Warthog
- Springbok
- Blesbok
- Kudu

(Any relevant answer/any three products)

(Any 3)
2.2 2.2.1

Bad:
• Too little information.
• Should have had it in point form.
• Flyer could have been more creative.
• The delivery cost will appeal to the family person.
• The font could vary to attract the target market /big lettering
• Should have some kind of design or pictures of food prepared.
• Could have added some colour.
• Use big space.
• No other contact details except website.

Good:
• Clear to read
• Bring new product under customer’s attention

(Any relevant good or bad plus motivation) (Any 6) (6)

2.2.2

• Competitions
• Give-aways
• Lucky Draws
• Buy one get one free
• Coupons
• Promotions/specials
• Samples
• Discounts
• Suitable explanations

(Any 2) (2)

2.3 2.3.1 An allergic reaction – swollen lips

2.3.2

• Itching and a skin rash.
• Face skin becoming flushed.
• Swelling of the face, tongue and lips.
• Area around the mouth may have a bluish tinge.
• Continuous coughing.
• Difficulty in breathing.
• Tightness of the chest.
• Chest pain
• Fast pulse or weak pulse.
• Dizziness, fainting
• Vomiting
• Stomach cramps
• Tingling sensation in your mouth
• Difficult to swallow

(Any 3) (3)

2.3.3

• Check all vital signs – breathing, pulse, blood pressure, temperature, skin colour and level of consciousness.
• Calm the patient.
• Find out if patient is taking any medication –administer/don’t give medication.
• Take patient to hospital/doctor/ ambulance immediately.
• Check vital signs regularly.

(Any 3) (3)
2.4 2.4.1

- Plated
- American

(1)

2.4.2

- Positive/negative plus suitable motivation
- Neat
- Professional
- Hair is covered.
- Have the proper chefs uniform
- Clean uniform/white uniform

(Any other relevant answer)

(Any 2)

2.4.3

- Tolerant
- Willing to work with others
- Be honest and fair with team members
- Do not be selfish
- All must work towards the same objective.
- Support and accept each other.
- Ask for help when needed. Co-operate with one another.
- Share successes and failures
- Have good communication skills.

(Any other relevant answer)

(Any 2)

2.5 2.5.1

<table>
<thead>
<tr>
<th></th>
<th>GASTRO ENTERITIS</th>
<th>HIV/AIDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spreading Medium</td>
<td>Contaminated food, airborne, contact with people that have gastro-enteritis.</td>
<td>Body fluids, needles, unprotected sex/sex, mothers milk.</td>
</tr>
<tr>
<td></td>
<td>Bad hygiene</td>
<td></td>
</tr>
<tr>
<td>Symptoms</td>
<td>• Diarrhoea</td>
<td>• Rapid weight loss</td>
</tr>
<tr>
<td></td>
<td>• Fever</td>
<td>• Dry cough</td>
</tr>
<tr>
<td></td>
<td>• Vomiting</td>
<td>• Fatigue</td>
</tr>
<tr>
<td></td>
<td>• Dehydration</td>
<td>• Swollen lymph gland</td>
</tr>
<tr>
<td></td>
<td>• Abdominal pains</td>
<td>• Diarrhoea that lasts for a week</td>
</tr>
<tr>
<td></td>
<td>• Headaches</td>
<td>• Night sweats</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• White spots on tongue, mouth and throat.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Pneumonia</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Purple blotches on the skin, mouth, nose or eye lids.</td>
</tr>
</tbody>
</table>

(Any other relevant answer)

(6)
2.5.2

- Drink plenty of fluids
- Anti diarrhoea agent
- Anti vomiting agent
- Anti-spasmodic to relieve the pain.
- Prescribed medication

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

3.1 3.1.1

<table>
<thead>
<tr>
<th>INGREDIENTS</th>
<th>NO OF UNITS REQUIRED</th>
<th>PURCHASE UNIT</th>
<th>UNIT PRICE</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bread</td>
<td>25</td>
<td>25</td>
<td>7,50/loaf</td>
<td>R187,50</td>
</tr>
<tr>
<td>Mutton</td>
<td>8 kg</td>
<td>8 kg</td>
<td>R59,00/kg</td>
<td>R472,00</td>
</tr>
<tr>
<td>Oil</td>
<td>100 mℓ</td>
<td>100m</td>
<td>R10,50/ℓ</td>
<td>R10,50</td>
</tr>
<tr>
<td>Spice</td>
<td>100 g</td>
<td>1 kg</td>
<td>R32,00/kg</td>
<td>R3,20</td>
</tr>
<tr>
<td>Potatoes</td>
<td>3 kg</td>
<td>3 kg</td>
<td>R5,99/kg</td>
<td>R17,97</td>
</tr>
</tbody>
</table>

TOTAL COST R691,17

3.1.2

Profit 50% of the cost price 50/100 x 691,17 = R345,59

Give 1 mark for indicating correct formula, even if total is wrong. 4 marks is profit only was given and is correct

3.2 3.2.1

- Roast leg of lamb-Do not eat the hind quarter
- Leg of lamb with Mustard crust - Do not eat the hind quarter
- Pork chops with sour berries – abstain from eating pork

3.2.2

**MENU**

Vegetable Soup

Vegetable Lasagne with Cheese Sauce
Minted Squash and Apple Salad

Baklava

(3 marks for correct dishes, 1 mark correct format + 3 courses)

3.3 3.3.1

- Check monthly for faults and defects
- Faults and defects should be reported immediately and repair
- Use qualified people to do the repairs
- Do not use the appliance until it is repaired
- Always read instructions before using appliance
- Train staff how to use apparatus correctly/ensure learners exercise care in of handling apparatus

(Any 2)
3.3.2  
- Asset register
- Stock sheet
- Electronic records
- Inventory list
- Maintenance/repair records

3.4  
3.4.1 Cocktail function/any suitable function e.g. wedding

3.4.2  
- Serve both hot and cold Hors d'oeuvres
- It should be bite size
- It should look attractive
- Have a variety of colour, flavour and texture
- Number of snacks depends on the number of guests invited.
- Season
  (Any other relevant answer)  (Any 3)

3.4.3 No/it is not suitable
Too many snacks/should not serve more than 5 snacks before a meal

3.4.4 (a) India
(b) Italy

3.5  
3.5.1 7–10 pieces

3.5.2  
- Red wine
- White wine
- Rose wine
- Mixers
- Alcopop, etc.
- Water
- Beer
  (Any suitable examples of the above)

4.1  
4.1.1  
- Barding
  To cover a piece of meat with thin slices of fat or bacon

4.1.2  
- Yes
  - Meat will be tender
  - It will be moist/To prevent meat from drying out/improves texture
  - Tasty/enhances the flavour
  - Improves appearance

4.1.3 (a) It is a natural process of hanging meat in cold storage 0–5 °C for a few days so that it becomes tasty and juicy. Natural enzymes break down muscle fibres. Makes meat tender. Moist or dry method described.
(b) A post mortem phenomenon where the carcass undergoes certain chemical changes – muscle fibres contract and stiffen. When the carcass is in this state the meat is very tough.

4.2 4.2.1 Puff pastry (feuilletage /pate feuilliere) (1)
4.2.2 Baking (1)
4.2.3 Fillet (1)
4.2.4 • Pies
• Sausage rolls
• Bouchées
• Cream Horns
• Mille Feuilles
• Jam Tarts
• Palmiers
• Milk Tart
• (Any suitable relevant 3) (3)
4.2.5 • Measure accurately
• Keep everything ice cold – work surface, ingredients etc
• Incorporate as much air as possible.
• Light handling
• Rest and chill after each stage.
• Use butter for pastry (Any 3) (3)
4.2.6 • Trimming/remove sinew
• Brush with oil
• Well seasoned
• Seared/sealed (2)
4.3 4.3.1 • Forms the cell walls/egg coagulates
• Adds moisture
• Act as an emulsifying agent
• Increases the nutritive value (Any 2) (2)
4.3.2 Yes. For choux paste the proportion is flour/water to butter 2 : 2 : 1. In the above extract the proportion is the same. (2)
4.3.3 Beignets
Churros (1)
4.3.4 (a) Bake at a high temperature to set the outside gluten and for the production of steam which is the main raising agent. Formation of a cavity (1)
(b) To dry out the inside and to make it crispy. To prevent it from burning (1)
4.4 4.4.1 Charlotte Muscovite (1)

4.4.2
(a) Folding-in: Combine ingredients gently, using an oval shape motion to keep air from escaping/incorporating air. (2)

(b) Hydrating and soaking-The gelatin is first soaked in cold liquid for 10 minutes so that it can absorb the liquid and swell. (2)

(c) Unmoulding: Turning set mixtures out of a mould. Use warm cloth over the mould for a short while before unmoulding. Do not use a knife. Use blowtorch. Fingertips pull away carefully. Dip in hot water. Put plate on top and turn. Wet plate. (2)

4.4.3
- Cutting into shapes
- Adding fillings, glazes and sauces
- Using different sizes and shapes of plate/attractive
- Decorating them with chocolate
- Tuilles, edible flowers, fresh fruit or dry fruit
- Sugar work – spun sugar
- Candied flowers
(Any other relevant answer) (Any 3) (3)

4.4.4
- Finger biscuits must be whole and same shape
- Good flavour/vanilla Bavarois
- It should have a good combination of colour
- Have variety of texture – and crisp (base) and soft (filling).
- Well-set Bavarois
- Smooth texture/no curdling
(Any 2) (2)

[40]

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

QUESTION 5

5.1 5.1.1
• Taken as soon as the guests arrive.
• Take orders on the right of the host
• Take special note of special requests.
• Specials of the day.
• Take orders anti clockwise.
• Take the host’s last.
• Take the order from the starter to the main meal.
• Repeat order to the guest.
• Transfer to the kitchen.
• Record for sale. (Any 3) (3)

5.1.2
• The first impression sets the tone for how a customer thinks he/she will be served.
• Guests feel confident/in reliable hands.
• Feel welcomed.
• May visit establishment again.
• May get positive feedback.
• Accept examples e.g. language of preference (Any other relevant answer) (Any 2) (2)

5.2 5.2.1 Correct/Good choice – red wine matches red meat (2)

5.2.2
• Stand on the right of the guest
• Hold wine with the service cloth
• The label facing the guest/show wine to guest
• Say the name of the wine and the vintage to the guest
• Allow the guest to check the temperature of the wine
• Open the bottle only if the host is satisfied. (Any 4) (4)

5.2.3
• Suitable
• Long stem
• Made of glass/clean glass
• Large enough
• Tulip shape
(Any relevant answer) (Any 2) (2)

5.3 5.3.1
• They should look shiny and bright
• Should be clean and polished before being placed on the table.
• Wash in clean, hot, soapy water.
• Rinse in clean, warm water.
• Add vinegar/lemon juice to rinsing water
• Wipe dry and polish using a clean cloth.
• If there are water stains, dip in hot water and wipe with a dry cloth
• Use a dry dish cloth to handle cutlery to prevent finger marks

(Any 5) (5)

5.3.2
• Cash
• Credit cards
• Debit cards
• Cheques
• Internet transfers
• Vouchers
• Charge accounts
• Travellers cheques
• Coupons

(4)

5.3.3
• Have African music
• Dark coloured furniture that are comfortable and durable
• Have colours like brown, orange or beige for the walls and curtains
• Use candles, low lighting or natural lighting
• Interior design and décor should blend with the ethnic theme
• Vases with animal print on corner tables and strategic points
• Tablecloths, serviettes and tie backs should be in African print
• Should have wall hangings with the African theme.
• Serving plates can have ethnic theme
• Menu cards should have pictures of ethnic theme
• Table decorations with an African theme.

(Any relevant answer) (Any 5) (5)

5.3.4
• Bain-marie
• Chafing dish
• Hot tray
• Serving tong

(Any relevant answer) (Any 3) (3)

5.3.5
• Table d’hôte/set menu
• All cutlery and glassware are placed on the table according to the set menu.

(2)

5.4
5.4.1
• Guests pay a fee for bringing their own wine.
• They pay to use glasses.
• To open the wine bottle.

(Any 2) (2)

5.4.2
• To prevent stealing
• Safeguard the profit of the business
• Wastage
• Forecast buying of new stock
• Identify popular drinks
• Rotation of stock

(Any 2) (2)
5.4.3

- Always have a requisition book and make sure you sign for it
- Always take stock before and after the shift
- Should make a record of what is left in the bar at the end of the shift
- Must only collect requisition from authorized personnel.
- Should collect stock at set times during the day
- Direct counting method
- Estimated method
- Bin-card
- FIFO
- Lock storeroom/stringent security

Any relevant answer

(Any 4) (4)

TOTAL SECTION D: 40
GRAND TOTAL: 200