This memorandum consists of 12 pages.
SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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

1.2 MATCHING ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1.2.1</td>
<td>F√</td>
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<td>D√</td>
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<td>A√</td>
</tr>
<tr>
<td>1.2.4</td>
<td>C√</td>
</tr>
<tr>
<td>1.2.5</td>
<td>G√</td>
</tr>
<tr>
<td>1.2.6</td>
<td>E√</td>
</tr>
<tr>
<td>1.2.7</td>
<td>I√</td>
</tr>
<tr>
<td>1.2.8</td>
<td>K√</td>
</tr>
<tr>
<td>1.2.9</td>
<td>L√</td>
</tr>
<tr>
<td>1.2.10</td>
<td>B√</td>
</tr>
</tbody>
</table>

1.3 ONE WORD ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.3.1</td>
<td>Italian meringue√</td>
</tr>
<tr>
<td>1.3.2</td>
<td>Hors 'd oeuvres√</td>
</tr>
<tr>
<td>1.3.3</td>
<td>Short crust√</td>
</tr>
<tr>
<td>1.3.4</td>
<td>Veal√</td>
</tr>
<tr>
<td>1.3.5</td>
<td>Tongue√</td>
</tr>
<tr>
<td>1.3.6</td>
<td>Liver√</td>
</tr>
<tr>
<td>1.3.7</td>
<td>Binding√</td>
</tr>
<tr>
<td>1.3.8</td>
<td>Vegan√</td>
</tr>
<tr>
<td>1.3.9</td>
<td>Diabetes√</td>
</tr>
<tr>
<td>1.3.10</td>
<td>De-alcoholised wine√</td>
</tr>
</tbody>
</table>
1.4 **SELECTION**

<table>
<thead>
<tr>
<th>1.4.1</th>
<th>1.4.2</th>
</tr>
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<tbody>
<tr>
<td>B √</td>
<td>D √</td>
</tr>
<tr>
<td>E √</td>
<td></td>
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(5)

1.5 **MATCHING ITEMS**

<table>
<thead>
<tr>
<th>1.5.1</th>
<th>1.5.2</th>
<th>1.5.3</th>
<th>1.5.4</th>
<th>1.5.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>T-bone steak√</td>
<td>Club steak√</td>
<td>Pickled and corned beef√</td>
<td>Stocks√</td>
<td>Steak tartare√</td>
</tr>
</tbody>
</table>

(5)

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

QUESTION 2

2.1 2.1.1 Diarrhoea√
Fever√
Stomach pain/abdominal pain√  
(Any 2)  (2)

2.1.2

<table>
<thead>
<tr>
<th>DISEASE</th>
<th>INCUBATION PERIOD</th>
<th>TRANSMISSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hepatitis A</td>
<td>15–45 days√</td>
<td>- personal contact with infected person√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- consuming food prepared by infected person√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- drinking hepatitis A contaminated water√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Any 2)</td>
</tr>
<tr>
<td>Gastro-enteritis</td>
<td>24–48 hours√</td>
<td>- viral√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- drinking infected water√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- carried by flies contaminated by human and animal waste√</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Any 2)</td>
</tr>
</tbody>
</table>

2.2 2.2.1 - Chemically treat all liquids√ e.g. boil or pasteurise√
- Clean and cook food properly to avoid raw or undercooked food√
- Wash hands thoroughly with soap√
- Cholera vaccines are available√
- Do not use uncooked fish or shellfish√
- Cover food to protect from flies√
- Use treated water to wash fruit√

(Any 4)  (4)

2.2.2 - Absenteeism by staff√
- Work output is slow√
- Loss of business opportunities and income√

(Any 2)  (2)

2.3 Yes, √
- The staff dress code creates order√, discipline√, and neatness√.
- Safety and hygiene of employees is maintained√
- Creates a sense of pride and dignity when wearing a uniform√
- Creates a positive image of the employee and the establishment which will ensure repeat business and good word of mouth. √
- The public will be of the opinion that if the staff has a professional appearance then the service will also be professional. √
- First impressions are important and the professional looking staff will look trustworthy and efficient. √

(Any 4)  (4)
2.4 - Waiters use hand-held computer technology to put the orders through to the kitchen\(\sqrt{\text{ }}\),
- It is a fast and accurate transmission of guest orders\(\sqrt{\text{ }}\)
- Order goes directly to the kitchen and the bar\(\sqrt{\text{ }}\)  

(Any 2)  

TOTAL SECTION B:  20

SECTION C: NUTRITION AND MENU PLANNING

FOOD COMMODITIES

QUESTION 3

3.1 3.1.1  R180 x 20\(\sqrt{\text{ }}\)

\[= R3\ 600\sqrt{\text{}}\]  

(2)

3.1.2  R210 x 100\(\sqrt{\text{ }}\)

\[= R21\ 000\sqrt{\text{}}\]  

(2)

3.1.3  R1 000 + R3 600 + R21 000\(\sqrt{\text{ }}\)

\[= R25\ 600\sqrt{\text{}}\]  

(2)

3.2 - butternut\(\sqrt{\text{}}\)
- spinach/morogo\(\sqrt{\text{}}\)
- yams/madumbe\(\sqrt{\text{}}\)
- sweet potato\(\sqrt{\text{}}\)
- mealies/corn on the cob\(\sqrt{\text{}}\)  

(Any relevant answer)  

(4)

3.3 QUOTATION FORM\(\sqrt{\text{}}\)

Tosie Country Club  
501 Croftdene, Chatsworth\(\sqrt{\text{}}\)
Quotation (valid for 30 days of issue) \(\sqrt{\text{}}\)

Name of the client: British Golf Club\(\sqrt{\text{}}\)

<table>
<thead>
<tr>
<th>Description of menu items</th>
<th>Additional costs</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Music</td>
<td>R1 000(\sqrt{\text{}})</td>
<td></td>
</tr>
</tbody>
</table>

Total menu price for the function: \(R24\ 600\sqrt{\text{}}\)
Total price: \(R25\ 600\sqrt{\text{}}\)
Dietary requirements: 20 vegetarians\(\sqrt{\text{}}\)
Special requests: use local ingredients\(\sqrt{\text{}}\), vegetarian diet\(\sqrt{\text{}}\)
Terms of payment: internet transfer\(\sqrt{\text{}}\)
Deposit: \(R12\ 800\sqrt{\text{}}\)  

(Any 10)  

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3.4 3.4.1 3–5 savoury snacks per person √
2–3 snacks per person √
Reason: A full meal will follow the cocktail function and therefore not too many cocktail snacks should be served. √ (2)

3.4.2 - mince/steak samoosas √
- ostrich/springbok/spring rolls √
- beef strips √
- beef satays/skewers √
- meat balls √
- bacon quiches √
- sausage rolls √
- mince/steak pies √
- Chipolata/pork/beef sausages √ (Any relevant answer) (3)

3.4.3 - Guests can meet each other and socialise before being formally seated at tables. Often guests at a formal dinner only socialise with those at the table but the cocktail function allows for a more socialising. √
- Adds a special dimension to a function which combines informal and formal styles of service and sets a friendly tone to the evening. √
- An alternate small space can be used for the cocktail function which will not infringe on the dinner arrangements √
- All the golfers which is a large number of people can be entertained at one time √
- Can provide the hors d oeuvres for the dinner, if there are speeches at the dinner and people have to wait a long time to eat. √
- Little cutlery and crockery is required
- A table plan is not required so the work load is kept down and can be used for the dinner. √
- Duration of function is short √
- Variety is served giving guests a wide choice of food items √
- No need for serving staff who can use the time to prepare for the dinner. √ (Any 4) (4)

3.4.4 - Set up tables and chairs scattered around the venue √
- Place tablecloths on the table √
- Set up audio-visual equipment √, make sure that it is working correctly √
- Set up buffet tables for snacks if self-service format is used √
- Cover tables with tablecloths and position side plates and serviettes at the ends of the tables. √
- Place any cutlery in holders on the buffet tables √
- Set up the table you will use as a bar during the function √
- Decorate the room according to the theme √ (Any 6) (6)
3.4.5 You need to be aware of the following:
- Symptoms of allergies vary from person to person
- They can include sneezing, skin rashes, swelling, watery eyes, difficulty breathing, vomiting, and diarrhoea
- The amount of the ingredient or food needed to trigger a reaction also varies from person to person
- One of the most common food allergies is a sensitivity to peanuts, milk, eggs, shellfish, molluscs
- Other food allergies may be certain fruits, vegetables, spices (Any relevant answer) (5)

QUESTION 4

4.1 4.1.1 A - Christmas pudding
B - Pavlova (2)

4.1.2

<table>
<thead>
<tr>
<th></th>
<th>DESSERT A</th>
<th>DESSERT B</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Classification</td>
<td>Hot√ (1)</td>
<td>Cold√ (1)</td>
</tr>
<tr>
<td>(b) Cooking method</td>
<td>Steaming√ (1)</td>
<td>Baking√ (1)</td>
</tr>
<tr>
<td>(c) Description</td>
<td>- rich pudding containing dried fruit and mixed spice, often flambéed with brandy or rum√ (1)</td>
<td>- meringue cups filled with fresh fruit and whipped cream√ (1)</td>
</tr>
</tbody>
</table>

4.2 4.2.1 Setting agent√ (1)

4.2.2 Hydration√ (1)

4.2.3
- Rinse in cold water√
- Brush with oil√
- Lightly spraying mould with non-stick spray√ (Any 2) (2)

4.2.4
- Fresh pineapple will not allow the gelatine to set/ the proteolytic enzyme in fresh pineapple retards setting of the Bavarian cream√
- Canned pineapple does not contain the proteolytic enzyme bromelin and therefore the Bavarian cream will set.√ (2)

4.2.5
- Ensures even distribution√
- To prevent fruit from floating to the top√
- To prevent fruit from sinking to the bottom√ (1)
4.2.6
- Vegetable, meat and fish jellies/ used in aspic jelly√
- Tomato aspic used in salad √
- Brawn (meat to which aspic is added which resembles polony)√
- Clarifying agent in wines and fruit juice√
- Vegetable, meat and fish terrines √
- Covers food on display, e.g. canapés, sliced pâtés√ (Any 3) (3)

4.3
4.3.1 Other metals will leave a metallic taste in the chutney √ due to the reaction with the acid√ (1)

4.3.2 Use apricots√, add onions, garlic, dried fruit such as raisins or dates, sugar, spices and vinegar to taste.√ (any suitable ingredients can be included)
Wash fruit, core and remove pips√, cut and mince fruit√. Soak dried fruit if necessary then mince√. Boil mixture slowly allowing the taste to develop.√ Stir continuously to prevent burning√, rub cooked mixture through a sieve√ / puree in a food processor√. Spoon into sterilised jars and seal√. (Any 4) (4)

4.4
4.4.1 - Good source of protein√
- Low in fat√
- Cholesterol free√
- Natural source of fibre√
- Gluten free√
- High in vitamin B9√, potassium√, iron√ and magnesium√
- Rich in antioxidants√
- Low glycaemic index√ (Any 4) (4)

4.4.2 - Inspect whole lentils√
- Remove any debris or dirt√
- Rinse the lentils in cold water before cooking√
- Place lentils in a saucepan using 3 cups of fresh water for each cup of lentils√
- Bring to boil, reduce to simmer and cover√
- Boil lentils until tender√
- Skim off any foam that may form during cooking√ (Any 3) (3)

4.5
4.5.1 bright red√
pink red√ (Any 1) (1)

4.5.2 - Juices will run from the meat√
- Meat will become dry√
- Meat will lose its colour√ (Any 2) (2)
4.6 4.6.1
- Allows air trapped between dough and dish to escape √
- Prevents the pastry from rising during baking process √

(Any 1) (1)

4.6.2 Mille-feuilles
- Baked puff pastry √
- Rectangular in shape √
- 2 rectangles layered with cream and jam/ crème pâtissière √
- Topping dusted with icing sugar √

(Any 2)

Barquettes
- Baked short crust pastry √
- Oval √ or boat shaped √
- Baked blind √ and filled with a variety of fillings √
- Sweet or savoury fillings √

(Any 2) (4)

4.7 The temperature is lowered to dry the choux pastry and to finish the baking process √ and to prevent burning √

(Any 2) (2)

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 5.1.1
- Develops and communicates HR policies √
- Interprets, implements and enforces the laws √ and regulations required by government and the industry √
- Maintains appropriate standards of work-life quality √ and ethical business policies and practices √.
- Draws up employment contracts √, code of conduct √, procedures √, work schedules √ and rosters √.
- Settling disputes √.

(Any 2) (2)

5.1.2
- The advertisement attracts the desired target market e.g. those interested to apply for post √.
- The correct information is supplied in the advertisement √
- Advert has a short message with critical information √
- The salary does not indicate inclusions/exclusions √
- All the roles and responsibilities are not indicated √
- The qualifications are not specific e.g. diploma, certificate, etc. √
- No address added for a posted CV √
- No closing date/due date included √
- Qualification not clear

Any relevant answer (Any 5) (5)
5.2.  

5.2.1  
- Workers are non-revenue but are needed to generate revenue e.g. good customer service results in profit√
- Word of mouth of excellent service results in the hotel getting more profit√, more jobs are created because of increased demand√.
- Revenue generating areas receive income from sales√
- Examples of revenue generating areas: accommodation√, food and beverage√, laundry√
- Examples of non-revenue generating areas: front office√, marketing√, human resources√, finance√, laundry (washing of linen, towels, sheets etc.) and housekeeping√, maintenance√, and security√ (Any 6) (6)

5.2.2  
- The profitable establishment contributes to the gross domestic product (GDP) of the economy√
- Increase in demand creates more job opportunities√
- Increase product demand for local enterprises e.g. high influx of hotel guests in the area results in higher sales for locals, e.g. beadwork, attires etc.√
- Improves infrastructure e.g. better roads in rural areas√
- Payment of taxes and levy generates revenue for the economy√
- Tourism brings valuable foreign currency√
- Living conditions in the community improves√. (Any 3) (3)

5.3  

5.3.1  
Strengths:
- Chef has cooking skills√
- Opportunity is near her home√
- She already has a cart√ (Any 2)

Weakness:
- An established take away is already at the business park√
- The cart is limited in terms of providing bulk orders √
- The cart may be limited in terms of the equipment you can have√
- The cart may not create the same image as a takeaway shop √ (Any 2)

Opportunity:
- She can expand the business once it grows√
- She can acquire a take away and /or shop√ (Any relevant answer) (2)

Threat:
- Some workers may enjoy the food from the other take away√
- The owner of that take away may decide to expand the business√ (Any relevant answer) (2) (8)
5.3.2  -  Business address
-  Form of business, e.g. CC
-  Branding – name, logo
-  Her short, medium, long term goals, i.e. her targets
-  Map showing location in the business park (Any 4) (4)

5.3.3  -  Leaflets
-  Flyers
-  Posters
-  Brochures (Any 2) (2)

QUESTION 6

6.1  6.1.1 Special equipment:
-  Carving unit is a special trolley or area in which you care and portion meat joints or fish for guests
-  Bain marie is used to keep food hot during the function.
-  Chafing dishes keep food at the correct temperature
-  Serving utensils are spoons and forks used to serve food onto guest plates
-  Tongs are a type of serving utensil used to pick up portions of food and place them on guest's plate
-  Meat knives are used to cut through meat easily (Any 3) (3)

6.1.2 Tables:
-  The spacing between the tables is determined by the room set-up, the shape of the tables and the size of the chairs
-  The waiters must be able to move around easily
-  All tables must be numbered
-  The table numbers should be visible on stands so that they can be seen from the entrance to the room
-  Table numbers may be removed once all the guests are seated
-  A seating plan should be pinned to boards outside the entrance to the venue
-  The function cover (knives, forks, dessert spoons and dessert forks required for the planned menu items)
-  Functions usually have set menus and the cutlery is set according to the order of service of the menu items (Any 3) (3)

6.1.3 The venue:
-  Organisers' suggestions
-  Nature of function
-  Size and shape of the function room
-  Number of covers (Any 3) (3)
6.2 6.2.1
- The hotel should have a generator
- Have a braai for the guests as it doesn't require electricity
- Cook outside using wood
- Use gas stove
- Use equipment that does not require electricity e.g. candles, chafing dishes etc. (Any 4) (4)

6.3

<table>
<thead>
<tr>
<th>MENU</th>
<th>TYPE OF WINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prawn cocktail</td>
<td>Dry white√</td>
</tr>
<tr>
<td></td>
<td>Dry rosé√</td>
</tr>
<tr>
<td>Beef roast</td>
<td>Red √</td>
</tr>
<tr>
<td>Crème Caramel</td>
<td>Sweet white√</td>
</tr>
<tr>
<td></td>
<td>Dessert√ (Any 1)</td>
</tr>
</tbody>
</table>

6.4 6.4.1
- People prefer the taste of mineral water without ice
- Some guests drink mineral water because it is safer than tap water and if the ice added is made from tap water they will not be happy
- If the ice melts into the mineral water it will become diluted (3)

6.4.2
- Shaking and stirring
- Stirring and straining
- Blending
- Building (Any 2 relevant answers) (2)

6.5 6.5.1
- Alcohol may not be sold to persons under the age of 18
- Alcohol may not be moved from the premises
- Bar staff must be over the age of 18
- Adequate guest toilets for males and females must be available
- Liquor may be sold any day between 10:00 to 02:00
- Alcohol may not be sold to someone who is already drunk
- If people bring in their own liquor they must pay 'corkage fee'
- It is illegal to add any liquids, such as water to the liquor in the bottle (Any 4) (4)

6.5.2
- The drinks bill will be presented to the person ordering the round of drinks.
- The person can either settle the bill at the table or at the bar.
- The bill can be presented after each round of drinks or at the end of the evening
- The bill should be folded and placed on a side plate or in a billfold so that the amount to be paid cannot be seen by the other guests
- Allow enough time for the customer to place the correct amount of money in the folder.
- Remain alert for a while this is being done so that there no necessary delay in collecting the payment
- Collect the folder with the money and the bill, and take it to the cashiers (Any 5) (5)

TOTAL SECTION D: 60
GRAND TOTAL: 200