



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2015**

**HOSPITALITY STUDIES  
MEMORANDUM**

**MARKS: 200**

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This memorandum consists of 14 pages.

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**SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

- 1.1.1 B ✓
- 1.1.2 C ✓
- 1.1.3 B ✓
- 1.1.4 A ✓
- 1.1.5 D ✓
- 1.1.6 B ✓
- 1.1.7 D ✓
- 1.1.8 C ✓
- 1.1.9 A ✓
- 1.1.10 B ✓ (10 x 1) (10)

**1.2 ONE WORD ITEMS**

- 1.2.1 Sorbet ✓
- 1.2.2 Mise-en-place ✓
- 1.2.3 Kosher ✓
- 1.2.4 Trussing ✓
- 1.2.5 Tip/Gratuity ✓
- 1.2.6 First-in-First-out ✓
- 1.2.7 Boerewors ✓
- 1.2.8 Gueridon service ✓
- 1.2.9 Cover ✓
- 1.2.10 Basting ✓ (10 x 1) (10)

**1.3 MATCHING ITEMS**

- 1.3.1 D ✓
- 1.3.2 A ✓
- 1.3.3 B ✓
- 1.3.4 E ✓ (4 x 1) (4)

**1.4 CHOICE ITEMS**

- 1.4.1 A ✓
- 1.4.2 B ✓
- 1.4.3 C ✓
- 1.4.4 E ✓
- 1.4.5 F ✓
- 1.4.6 G ✓ (6 x 1) (6)

1.5 **MATCHING ITEMS**

- 1.5.1 C ✓
- 1.5.2 F ✓
- 1.5.3 E ✓
- 1.5.4 A ✓
- 1.5.5 B ✓ (5)

1.6 **SELECTION**

- 1.6.1 Cream of mushroom ✓ Tomato and Basil ✓ Curried butternut ✓ Potato and leek ✓ (Any 3 x 1)
- 1.6.2 Gazpacho ✓ Mulligatawny ✓ Potato and corn chowder ✓ (Any 2 x 1) (5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

- 2.1 2.1.1 Escherichia coli/E-coli ✓ (1)
- 2.1.2
- Fever ✓
  - Vomiting ✓
  - Diarrhoea ✓
  - Kidney failure ✓ (Any 3 x 1) (3)
- 2.1.3
- Food ✓
  - Moisture ✓
  - Temperature ✓
  - Environment ✓
  - Time ✓
  - Oxygen ✓ (Any 4 x 1) (4)
- 2.2
- The establishment should make provision for emergency generators. ✓
  - The staff should stay calm and attend to the guests. ✓
  - Treat all electrical points as active even though there is power failure. ✓
  - Switch all appliances off and remove the plugs from the sockets. ✓
  - Only essential equipment should be running from the generators. ✓
  - Use gas in the kitchen. ✓
  - Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature. ✓
  - Release automatic door mechanisms to allow access. ✓
  - Keep temporary lighting such as candles and lamps readily available. ✓
  - When the power is back on, all appliances should be plugged in again and checked. ✓ (Any 4 x 1) (4)
- 2.3
- All staff members must cooperate and gather at a certain point to receive orders. ✓
  - Staff members must guide guests on safe evacuation routes. ✓
  - Move the guests to a safe place on the same premises or transport to another place where it is safe. ✓
  - When transporting the guests to other premises, a staff member should be in each vehicle to see to the needs of the guests. ✓
  - Calm the guests. ✓
  - Offer them something to drink and try to make them comfortable. ✓
  - Make sure that all guests are safely evacuated by comparing a guest list with the safely evacuated guests. ✓
  - Divide the guests into groups and appoint a staff member to look after each group. ✓ (Any 4 x 1) (4)
- 2.4 2.4.1
- Storage areas represent a large sum of money in terms of stock value. ✓
  - Storage areas are vulnerable to theft and to carelessness. ✓
  - Loss of stock by theft or because it has spoiled both represents a loss of income. ✓ (Any 2 x 1) (2)

- 2.4.2
- Floors must be easy to clean. ✓
  - Floors must not be slippery. ✓
  - Floors must not have any cracks. ✓
  - There must be enough sturdy shelves. ✓
  - Shelves must be smooth and easy to clean. ✓
  - Shelves should be easily accessible. ✓
  - Shelves must not be overloaded. ✓
  - Windows must be fly and bird proof. ✓
  - Walls should be smooth and easy to wash and wipe. ✓ (Any 3 x 1) (3)
- 2.4.3
- The section or kitchen in need of the product. ✓
  - Requisition number. ✓
  - Amount and unit of the item needed. ✓
  - Clear description of the item. ✓
  - Unit price. ✓
  - Name of the person who placed the order. ✓
  - Date of the order. ✓ (Any 3 x 1) (3)
- 2.5
- Poisonous chemicals and cleaning compounds need to be labelled correctly. ✓
  - Chemicals and cleaning compounds must be stored in a separate area away from food. ✓
  - Galvanised containers should never be used to store acid foods such as tomatoes. ✓
  - Fresh fruits and vegetables should be washed thoroughly before being used. ✓ (Any 3 x 1) (3)
- 2.6
- Heat small quantities of food at a time. ✓
  - Stir food frequently to ensure an even distribution of heat. ✓
  - Heat food as close to service time as possible. ✓
  - Never reheat food in a bain marie as the temperature rises too slowly. ✓
  - Heat must penetrate the food entirely. ✓ (Any 3 x 1) (3)

**TOTAL SECTION B: 30**

**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES**

**QUESTION 3**

3.1 3.1.1 Pumpkin –  $\frac{1,2 \text{ kg}}{1 \text{ kg}} \times R26,99 \checkmark$

= R32,39  $\checkmark$

Eggs –  $\frac{2}{12} \times R15,45 \checkmark$

= R2,58  $\checkmark$

Flour –  $\frac{180 \text{ g}}{1\,000 \text{ g}} \times R32,00 \checkmark$

= R5,76  $\checkmark$

Baking powder –  $\frac{6 \text{ g}}{75 \text{ g}} \times R12,99 \checkmark$

= R1,04  $\checkmark$

Sugar –  $\frac{45 \text{ g}}{1\,000 \text{ g}} \times R21,50 \checkmark$

= R0,97  $\checkmark$

Total cost of the ingredients = R42,74  $\checkmark\checkmark$  (12)

3.1.2 R42,74  $\div$  15  $\checkmark$

= R2,85 for one fritter  $\checkmark$

(1 portion = 3 fritters) = R2,85  $\times$  3  $\checkmark$

= R8,55 Cost per portion  $\checkmark$  (4)

3.1.3 • Labour costs  $\checkmark$

• Food costs  $\checkmark$

• Overhead costs  $\checkmark$  (3)

3.2 3.2.1 (a) Methods of cooking:

- There is no variety of methods of cooking  $\checkmark$  – Only moist heat cooking method has been used,  $\checkmark$  steaming has been used on both the carrots and the rice.  $\checkmark$  (Any 2 x 1) (2)

(b) Texture of the food:

- Limited variety of textures.  $\checkmark$
- Soup, mashed potatoes, and the custard has a smooth consistency.  $\checkmark$  (Any 1 x 1) (1)

(c) Colour in the food

- Colour combination not varied  $\checkmark$  – the menu lacks green.  $\checkmark$  (Any 1 x 1) (1)

- 3.2.2 Replace carrot juliennes – pumpkin/butternut or beetroot or any yellow/red vegetable. ✓  
 Replace potatoes with – spinach, green beans, peas or any green vegetable. ✓  
 Replace coleslaw with – beetroot salad, greek salad, bean salad. ✓  
 (Any THREE relevant answers) (3)
- 3.2.3 The menu is not suitable ✓ – Jews do not consume meat and dairy products in the same meal. ✓ On the menu there is chicken, cream of the soup, ✓ mayonnaise in the coleslaw ✓ and custard sauce. ✓  
 (Any THREE reasons) (3)
- 3.2.4
- Guinea fowl ✓
  - Quail ✓
  - Duck ✓
  - Goose ✓
  - Wild turkey ✓
- (Any 1 x 1) (1)
- 3.2.5 When purchasing vegetables the following must be considered:
- Do not buy more than required amount; vegetables may wilt and spoil before use. ✓
  - Consider the purchase unit of vegetables. Vegetables are purchased loose, in punnets, per head or in bunches. ✓
  - Consider the price. Weather conditions, demand, and production may influence the prices of vegetables. ✓
  - Make sure that you have sufficient space for storage. ✓
  - Buy vegetables in season. ✓
  - Keep quality criteria in mind such as grading, appearance and texture. ✓
- (Any 3 x 1) (3)
- 3.2.6
- Eat vegetables raw where possible, to ensure that nutrients are not lost during the cooking period. ✓
  - Use a sharp knife when peeling, slicing or chopping vegetables, to prevent bruising and oxidation. ✓
  - Vegetables should be prepared as close to the serving time as possible, to prevent oxidation and loss of vitamin C. ✓
  - Do not soak vegetables in water, vitamins B, C and minerals are water soluble. ✓
  - Cut vegetables in even sizes or shred, to promote even cooking and to ensure an attractive end product. ✓
- (Any 2 x 1) (2)
- 3.2.7 Béchamel ✓ (1)

- 3.2.8
- Cream ✓
  - Yoghurt ✓
  - Silvered nuts ✓
  - Crème fraiche ✓
  - Sour cream ✓
  - Bacon bits ✓
  - Croutons ✓
  - Edible flowers ✓
  - Parsley ✓
  - Chives ✓
- (Any 2 x 1) (2)

3.3 (a) Mogodu – is thoroughly cleaned tripe that is boiled and simmered until soft. ✓

- (b) Morogo – is wild spinach. ✓
- (2 x 1) (2)

**[40]**



QUESTION 4

4.1 4.1.1 Proteins ✓ (1)

4.1.2 Shell fish/Crustaceans ✓ (1)

- 4.1.3 • Fish should have a slight sea smell or no odour at all. ✓
- Eyes must be bright/clear, full and not sunken. ✓
- Flesh must be covered by the shell and be smooth and moist. ✓
- Fish must be glistening without dark spots or bruises. ✓ (4)

- 4.1.4 • Lemon wedges ✓
- Tartar sauce ✓
- Butter sauce ✓
- Peri-peri sauce ✓
- Garlic butter ✓
- Rice, pasta, french fries or baked potato ✓
- Lemon butter ✓
- Vegetable coulis ✓ (Any 2 x 1) (2)

	HERBS	SPICES	
4.2	1. Fragrant leaves of non-woody plants. ✓	1. Roots, bark, stems, flowers, fruit or seeds of woody or non-woody plants. ✓	
	2. Can be used fresh or dried. ✓	2. Used in their dry form. ✓	
	3. Can be used whole, ground or chopped. ✓ (Any 2 x 1)	3. Purchased whole/ground. ✓ (Any 2 x 1)	(4)

4.3 4.3.1 Sponge cake – Chemical raising agent/baking powder ✓ (1)

4.3.2 Doughnuts – deep fat frying ✓ (1)

- 4.3.3 • Sponge cake should be light with a good volume. ✓
- Should have an even texture without tunnels. ✓
- The crust should be smooth, rounded and without sugary spots. ✓
- The colour should be attractive and brown on the outside. ✓
- It should have a delicate flavour. ✓
- Should have no cracks on top. ✓
- Should be tender not crumbly. ✓
- Should not be soggy and heavy. ✓ (Any 3 x 1) (3)

4.3.4 (i) Kneading – To develop gluten. ✓  
– To evenly distribute the ingredients. ✓ (2)

(ii) Punching down – To expel and redistribute the gas pockets/to release the carbon dioxide and to break up large bubbles. ✓  
– To relax the gluten to add a finer texture. ✓ (2)

- 4.4 4.4.1 Larding ✓ (1)
- 4.4.2
- To enhance the flavour. ✓
  - To prevent the chicken from drying out/to moisten it. ✓ (2)
- 4.4.3
- The meat will cook evenly. ✓
  - A boned joint is easy to carve. ✓
  - The bones are reserved for stock. ✓
  - Boned cuts lends itself to stuffing to stretch the meat and yield more portions. ✓
  - Interesting dishes can be prepared from less expensive meat cuts. ✓ (Any 3 x 1) (3)
- 4.4.4
- | CORNISH HEN                          | BROILER                                       |
|--------------------------------------|-----------------------------------------------|
| Age: 5–6 weeks. ✓                    | Age: 9–12 weeks. ✓                            |
| Texture: Very tender and delicate. ✓ | Texture: Smooth textured skin, tender meat. ✓ |
- (4)
- 4.5 4.5.1 Arborio rice ✓ (1)
- 4.5.2
- Store raw rice at room temperature. ✓
  - Store in a cool, dry, dark place. ✓
  - Store in a tight sealed container. ✓ (Any 2 x 1) (2)
- 4.5.3
- (a) Soak to soften the grains and to speed up cooking. ✓ (1)
- (b) Use fork when mixing to prevent damaging the grain. ✓ (1)
- (c) Stirring rice will rupture the granules and result in a sticky/gummy texture. ✓ (1)
- 4.6
- Once the stock starts boiling the temperature should be reduced to simmer. ✓
  - Frequently skim the scum, fat and impurities. ✓
  - Keep the water levels above the bones and add water if the stock reduces below this level. ✓
  - Simmer for the recommended length of time and never allow it to boil. ✓
  - Do not add salt to the stock. ✓ (Any 3 x 1) (3)

**[40]****TOTAL SECTION C: 80**

**SECTION D: SECTORS AND CAREERS  
FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

- 5.1 5.1.1 The successful applicants' responsibilities will be to:
- Prepare the station/opening mise-en-place. ✓
  - Greet the guests. ✓
  - Take guests' orders. ✓
  - Serve guests and clear the tables. ✓
  - Present the bill and receives payments for meal and drinks. ✓
  - Clean and clear the station/closing mise-en-place. ✓ (Any 3 x 1) (3)

5.1.2

UNIVERSITIES	UNIVERSITIES OF TECHNOLOGY
<ul style="list-style-type: none"> <li>• Focus on academic studies. ✓</li> <li>• Offer mainly degrees. ✓</li> <li>• Theory based ✓</li> <li>• High priority on research ✓</li> </ul> <p style="text-align: right;">(Any 2 x 1)</p>	<ul style="list-style-type: none"> <li>• Offer diploma and degrees ✓</li> <li>• Combines theory and practical ✓</li> <li>• Work integrated learning ✓</li> </ul> <p style="text-align: right;">(Any 2 x 1) (4)</p>

- 5.2 5.2.1
- The chef is wearing a clean chef's jacket. ✓
  - He is wearing a chef's hat. ✓
  - The chef's jacket has no missing buttons. ✓
  - He is not well shaven. ✓ (Any 3 x 1) (3)

- 5.2.2 By:
- Sharing the workload amongst each other. ✓
  - Showing team effort where everyone pulls their weight during preparation and service. ✓
  - Being responsible; arriving to work on time. ✓
  - Working towards a common goal to producing food of a high standard. ✓ (Any 3 x 1) (3)

- 5.3 5.3.1 The employer is responsible for:
- Compiling workplace policies and guidelines for health and safety. ✓
  - Setting up a health and safety committee. ✓
  - Electing safety representatives and hold regular meetings of workplace safety committee. ✓
  - Ensuring that all systems and machinery are safe. ✓
  - Ensuring that all potential hazards are eliminated. ✓
  - Maintaining a workplace that is free of risks. ✓
  - Ensuring proper training and supervision of staff. ✓ (Any 3 x 1) (3)

- 5.3.2 The employer:
- Will be guilty of criminal offence. ✓
  - Will be fined as much as R100 000. ✓
  - Can be sentenced to two years imprisonment. ✓
  - Establishment could be closed down. ✓ (Any 3 x 1) (3)

5.4 Bad hygiene can lead to:

- Food poisoning and sometimes death. ✓
- Contamination and customer complaints. ✓
- Pest infestation. ✓
- Food waste caused by food spoilage. ✓
- Legal action taken by guests affected by food poisoning. ✓
- Decontamination cleaning. ✓
- Loss of customers. ✓
- Legal costs and fines by the health authorities if they prosecute you for breaking the laws. ✓ (Any relevant answer.) (Any 3 x 1) (3)

5.5 Teaspoon, ✓ Cake fork, ✓ Sugar spoon, ✓ Butter Knife, ✓ Cake lifter ✓ (Any 3 x 1) (3)  
**[25]**

**QUESTION 6**

- 6.1 6.1.1 Plate service ✓ (1)
- 6.1.2
- Better portion control. ✓
  - Less wastage. ✓
  - More creativity from the chef who plate the food. ✓
  - Specialised training in terms of serving food from a platter is not required. ✓ (Any 3 x 1) (3)
- 6.2
- The interior design and décor should blend with the theme of the restaurant. ✓
  - The furniture should emphasise the character of the restaurant. ✓
  - The furniture should be comfortable and durable. ✓
  - Use different types of lighting e.g. candles, low lighting or natural light. ✓
  - Choose music that enhances the restaurant theme and the type of food. ✓
  - Choose soft classical music in a formal restaurant. ✓
  - Music should not be overwhelming. ✓
  - Room temperature should be comfortable. ✓
  - A well ventilated room is also important. ✓ (Any 5 x 1) (5)
- 6.3
- Take guests' orders as soon as guests have made their selection. ✓
  - Guide guests in their choices if they appear doubtful. ✓
  - Explain dishes and inform guests about special dishes. ✓
  - Take the order of the customer from the right of the host and work anti-clockwise around the table, finishing with the host. ✓
  - Repeat the order to the customers to make sure that the order is correct. ✓
  - Transfer the orders to the kitchen docket and place an order with the kitchen. ✓ (Any 4 x 1) (4)
- 6.4 6.4.1 Clearing the table. ✓ (1)
- 6.4.2
- Crumb down after the main course before the dessert. ✓
  - Hold the plate on the flat of your left hand with your hand under the centre of the plate. ✓
  - Hold a folded serviette with your right hand or between the fork and a spoon. ✓
  - Start from the right of the host. ✓
  - Stand between two guests. ✓
  - Brush down half-way from both guests onto the plate using a folded serviette. ✓
  - Pull down the handle of each piece of dessert cutlery facing you from both guests. ✓
  - Continue anti-clockwise in this way, brushing and pulling down cutlery by the stem, finishing with the host. ✓ (Any 5 x 1) (5)

- 6.5
- Remove all items that have been used from the table and reset for the next meal.
  - Vacuum the floors clean lightly and polish. ✓
  - Empty ashtrays into fireproof container and place apart from other washing up items. ✓
  - Empty all coffee pots and milk jugs, wash and pack away. ✓
  - Scrape off food debris, sort and throw away other rubbish before leaving items at the wash-up. ✓
  - Place all the crockery in their neat piles, cups together, cutlery sorted into the basket for the dishwasher. ✓
  - Wipe clean bottles and other containers used for accompaniments and check that they are properly closed. ✓
  - Switch off all electrical equipment. ✓
  - Return the consumables to the kitchen, or cover and store as required. ✓

(Any relevant answers.)

(Any 6 x 1)

(6)

[25]

**TOTAL SECTION D: 50**

**GRAND TOTAL: 200**