

SECTION A

QUESTION 1

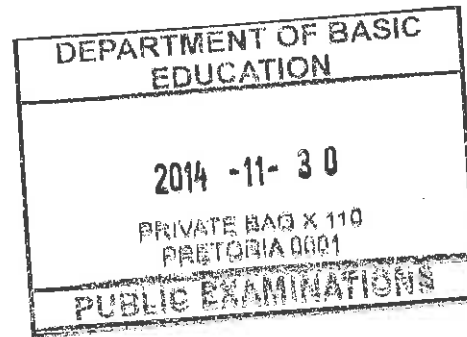
1.1 MULTIPLE-CHOICE QUESTIONS

| | |
|--------|--------|
| 1.1.1 | C✓ |
| 1.1.2 | D✓ |
| 1.1.3 | A/B✓ |
| 1.1.4 | B✓ |
| 1.1.5 | C✓ |
| 1.1.6 | A/B✓ |
| 1.1.7 | D✓ |
| 1.1.8 | A✓ |
| 1.1.9 | B/C/D✓ |
| 1.1.10 | B✓ |

(10)

1.2 MATCHING ITEMS

| | |
|--------|------|
| 1.2.1 | E✓ |
| 1.2.2 | K✓ |
| 1.2.3 | A✓ |
| 1.2.4 | I/J✓ |
| 1.2.5 | H✓ |
| 1.2.6 | D✓ |
| 1.2.7 | F✓ |
| 1.2.8 | I/J✓ |
| 1.2.9 | L✓ |
| 1.2.10 | B✓ |



(10)

1.3 ONE-WORD ITEMS

| | |
|--------|---|
| 1.3.1 | point of sale✓ /POS✓ |
| 1.3.2 | baked Alaska✓ |
| 1.3.3 | malva pudding✓ |
| 1.3.4 | salmonella✓ |
| 1.3.5 | stewing✓ |
| 1.3.6 | glazing✓ |
| 1.3.7 | Churros/sonhos ✓ |
| 1.3.8 | plated/plating/silver/English✓ |
| 1.3.9 | franchise✓ |
| 1.3.10 | baking blind/blind baking/vol au vent/ bouchee/ barquette/short crust shell ✓ |

(10)

1.9

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1.4 SELECTION ITEMS

| | | | |
|-------|----|----|------------|
| 1.4.1 | A√ | D√ | E√ (Any 2) |
| 1.4.2 | A√ | C√ | D√ |

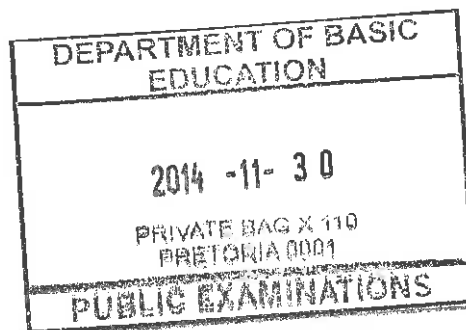
(5)

1.5

| | | |
|-------|--|---------|
| 1.5.1 | Claret√ / Pinotage√ / Merlot√ | (3) |
| 1.5.2 | Sauvignon blanc√ / Chardonnay√ / Chenin Blanc√ | (Any 2) |

(5)

TOTAL SECTION A: 40

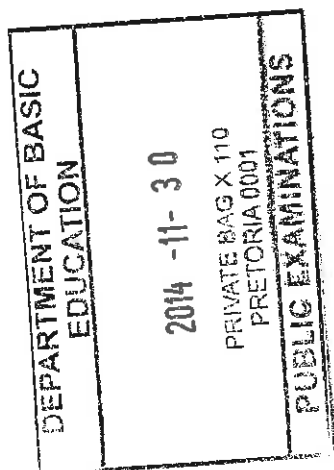


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**SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY**

QUESTION 2



- 2.1 2.1.1
- Show tolerance by recognising others in the establishment√
 - Show support and accept others/ respect√
 - Willingness: They must be prepared to work with others/ √
 - Display fairness/honesty with the team√
 - Co-operating with one other√
 - Work toward the same objectives√
 - Everyone pulling their weight√
 - Sharing successes and failures√
 - Clarify the job description of each staff member. √
 - The employer to give incentives to improve working relations √
 - Talk to each other/communication √
 - Objectivity: Do not be biased against other people√
 - Ask for help when needed√
 - Understanding: have some thought for your fellow workers and do not be selfish. √
 - Teamwork: practice to work together/do team building exercises √
 - Positive attitude: Enjoy working with each other. √
- (Any 5) (5)
- 2.1.2
- The maitre d' should make a good impression in order attract clients. √
 - Ensure that the guest is satisfied and will become a loyal customer for return business√
 - A satisfied customer will be willing to pay for the service which will result in boosted profits√
 - Good service by the maitre d' can lead to positive word of mouth attracting more customers√
 - More customers will bring in more money √
- (Any 3) (3)
- 2.2
- Lower productivity√, work will not be done on time or to the expected standard√.
 - Increases absenteeism√, as sick workers are not fit to work√
 - Jobs are created√
 - Costs incurred in retraining and rehiring workers√
 - Low employee morale where other workers have added work because of staff shortages√
 - Workflow disruption √
 - Inhibits/ decreases economic growth √
- (Any 4) (4)
- 2.3
- Data from the reception is sent to the housekeeping section. √
 - Improves housekeeping coordination, increases efficiency, improving guest service√
 - At a glance the housekeeping department is able to determine the number of rooms that need to be prepared for check-in

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guests/ Saves time/quicker

- The reception is able to see how many rooms are available for new bookings.
- Guest requests can be viewed by housekeeping e.g. extra cot in room.
- More accurate information
- Assists with stock taking

(4)

(Any 4)

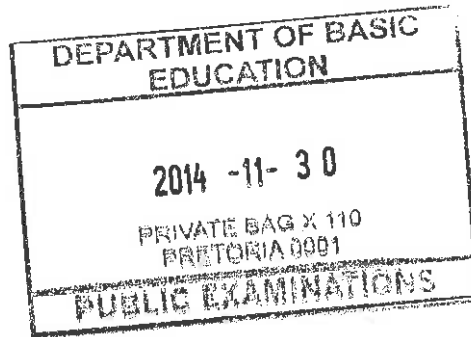
2.4

- Identification numbers✓/passport numbers/copies of passports
- Fill in a registration card✓
- Sign printed copy of registration form✓
- Number of guests in the group✓
- List of guest names and allocation of the rooms keys/cards/codes✓
- Contact details: telephone number✓ , address, ✓ email address✓
- Credit card details may be required additional costs
- Type of room requested by tourists : smoking or non-smoking✓, single or double✓, room views✓
- Updating additional costs/extra services✓
- Confirmation of the group booking ✓

(Any 4)

(4)

TOTAL SECTION B: 26



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

QUESTION 3

3.1 3.1.1 Puff ✓ (1)

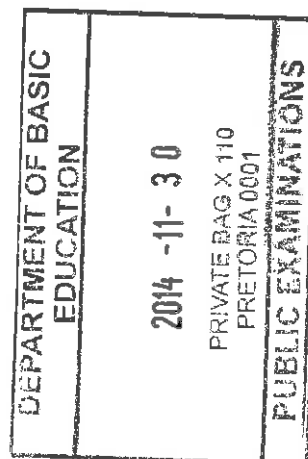
- 3.1.2
- Measure ingredients accurately ✓
 - Keep work surface, ingredients, utensils and hands ice cold ✓
 - Handle the dough lightly ✓
 - Use minimum flour when rolling ✓
 - Incorporate as much air as possible ✓, roll and fold ✓
 - Détrempe should be rolled in a rectangle of even thickness ✓
 - Place butter in centre of dough ✓
 - Fold dough around the butter enclosing it completely ✓
 - Roll the block of dough and butter into an even rectangle ✓
 - Fold the dough into a business letter ✓
 - Fold dough into three and pinch the open edges together to trap the air ✓
 - Don't stretch the pastry ✓
 - Rotate block of dough 90° on the work surface ✓
 - Roll out again and fold again. ✓
 - Rest and chill pastry for 30 minutes after each stage of making and assembling
 - Repeat rolling process 4–5 times ✓

(Any 5) (5)

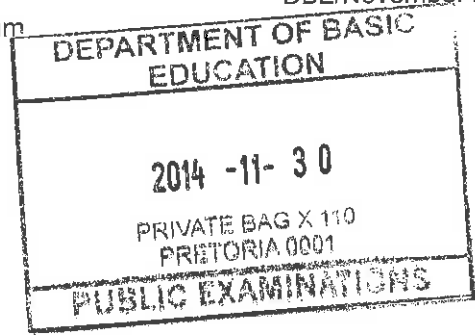
- 3.1.3
- Apple ✓
 - Gravy ✓
 - Raisin ✓
 - Mustard ✓
 - Cranberry ✓
 - Sauce Robert ✓

(Any 1) (1)

- 3.1.4
- almonds ✓
 - brazil ✓
 - cashews ✓
 - hazelnuts ✓
 - macadamia ✓
 - pecan ✓
 - pistachio ✓
 - walnuts ✓
 - peanuts ✓



(Any 2) (2)



- 3.1.5
- pigeon ✓
 - quail ✓
 - wild goose ✓
 - ostrich ✓
 - pheasant ✓
 - guinea fowl ✓
 - wild duck ✓
 - partridge ✓
 - emu ✓
- (3)
- (Any 3)

- 3.1.6
- Roast beef is not suitable ✓ because pollo-vegetarians exclude red meat ✓.
 - Chutney chicken is suitable ✓, pollo-vegetarians include poultry, milk products, eggs and vegetables ✓.
 - Grilled pork not suitable ✓ because they do not eat pork ✓.
 - Peach and coconut trifle is suitable, allowed to eat dairy and fruit ✓.
- (Any 3 of the above statements) (3x2)
- (6)

- 3.1.7
- Roast Beef Boucheés, Glazed Pork, Chutney chicken, Peach and Coconut Trifle
- (Any 1) (1)

- 3.1.8
- Vegetable lasagne ✓
 - Vegetable breyani ✓
 - Grilled tofu ✓
 - variety of vegetable soups ✓
 - vegetable patties ✓
 - salad/ vegetarian starter ✓
 - dessert ✓
- (Any dish that excludes beef or pork) (3)

- 3.2
- 3.2.1
- Protein ✓
 - Carbohydrates ✓
 - Fibre ✓
- (Any 1) (1)

- 3.2.2
- Sort the beans to remove impurities, broken pieces, stones ✓
 - Wash to remove dirt / Place the beans in a bowl, cover with water and remove any skin or items that might float to the surface ✓
 - Boil the beans rapidly for 3 minutes, remove from the heat, set aside for 1 hour ✓ OR Place the beans in a bowl and cover with cold water and soak overnight ✓
 - Drain the beans and discard the soaking liquid ✓
 - Rinse under running water ✓
- (Any 3) (3)

- 3.2.3
- Salt will react with the starch in the beans causing them to harden ✓.
 - Salt will slow the cooking process ✓
- (Any 1) (1)

- 3.3
- 3.3.1
- Leaf/Sheet ✓
- (2)

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- Powdered/Granulated ✓

(Any 2)

- 3.3.2
- Gelatine must be measured correctly/correct proportion ✓
 - Gelatine should be hydrated, dispersed properly ✓
 - Chef must ensure that the cheesecake is first properly set ✓
 - Put gelatine mixture to partially set in the fridge ✓

(Any 3) (3)

- 3.3.3
- To prevent the fruits from sinking to the bottom/or going to the top ✓
 - Ensures uniform distribution of fruit ✓
 - Enhance the appearance/garnish ✓

(Any 2) (2)

3.4 Example:

Mike's Homemade Products (**brand name**) ✓

Fig Jam (**name of food product/product name**) ✓

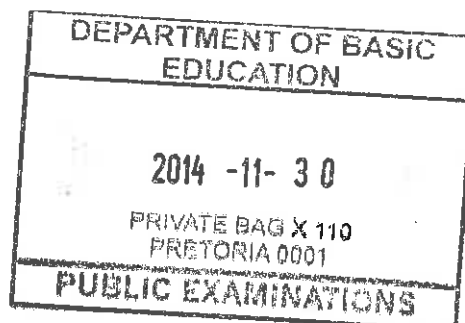
Description of the product e.g. whole, smooth ✓

| | |
|--|--|
| 44 Sandton Drive, Johannesburg, South Africa (name and address of supplier) ✓ | 410 g (weight) ✓ |
| Figs, sugar, water (ingredient list) ✓ | (Bar code) 6 004791 001 1378 ✓ |
| Refrigerate after opening (instructions for use) ✓ | 02/04/15 (use by, best before) ✓ |
| Produced in an area which uses peanuts. (allergens) ✓ | www.mikesjam.co.za (consumer feedback) ✓ |
| Manufacture date ✓ | |

(only one mark per heading)

(1 mark for design and Any 5 marks for information)

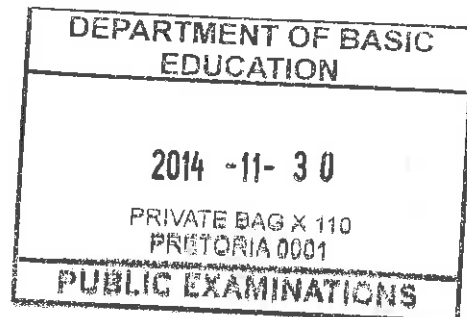
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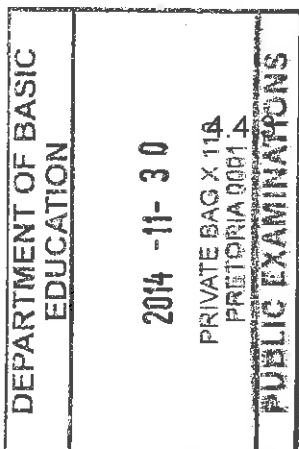
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QUESTION 4

- 4.1 4.1.1 (a) A: Paris Brest: Choux✓
B: Pastry case: Puff✓ (2)
- (b) A: Paris Brest: initial 200 °C/220°C reduced to 180 °C✓
B: Pastry case: 220°C /230 °C✓ (2)
- (c) A. Paris Brest
- crisp✓
- hollow and dry inside✓
- light in weight✓
- light brown in colour✓
- well puffed✓
- even sized ✓ (Any 2)
- B. Pastry case
- light✓
- flaky layers✓
- light golden brown in colour✓
- uneven surface✓
- rich, delicate taste✓ (Any 2) (4)
- 4.1.2 - cream puffs✓
- croquembouche✓
- gateau St Honore✓
- beignets✓
- churros/sonhos✓
- éclairs✓
- profiteroles✓
- swans✓
- gougere✓
- gnocchi ✓ (Any 2) (2)
- 4.2 4.2.1 Crown roast✓ (1)
- 4.2.2 - Mint sauce✓
- Brown gravy/Jus lie✓
- Apple jelly✓ (Any 1) (1)
- 4.2.3 150-200g/ 200g - 250g / 1 to 2 chops per person✓ (1)
- 4.2.4 A Trimming
- neatens the meat and clean the bones ✓
- a sharp knife is used to remove excess fat and sinew✓
- B Searing
- Browning the meat at high temperatures✓ surface is browned creating a desirable flavour / and colour✓ (4)



- 4.3 4.3.1 - Process of covering the surface of meat with thin slices of bacon or fat√ (1)
- 4.3.2 - Game meat is lean therefore it is very dry√
 - Barding prevents the meat from drying out√
 - Moistens the meat√
 - Adds flavour to the meat √
 - Improves the appearance √ (Any 2) (2)
- 4.4 4.4.1 Cocktail function, finger lunches (Any 1) (1)
- 4.4.2 - Little or no utensils are required√
 - Inexpensive√
 - Large number of people can be entertained at one time√
 - A small space can be used√
 - Duration of the function is short√
 - Variety of snacks is served√
 - Finger foods allow more creativity√
 - Few serving staff√ (Any 3) (3)
- (a) Total price of function = Profit + Total cost√
 = R4 800√ + (R7 500 + R2 200 + R1 500)
 or
 = R4 800 + R11 200√
 = R16 000√ (Any 3) (3)
- (b) Gross profit = Selling price – Food cost √
 = R16 000√ – R7 500√
 = R8 500√ (Any 3) (3)
- (c) Cost per person = Selling price/number of guests√
 = R16 000/100√ or R160 √ (Any 2) (2)
- 4.4.4 - Beverages/ Juice on the table√
 - Hiring of special equipment√
 - Hiring of furniture e.g tables, chairs√
 - Music/entertainment √
 - Chair covers√
 - Centre pieces√
 - Flower decoration√
 - Decorating the venue, e.g. Christmas eve, lighting√
 - Cost of waiters/staff/barman √
 - Special requests √
 - Service charge √ (Any 4) (4)
- 4.4.5 - Creates job opportunities when more hotels are built e.g. chefs, waiters√
 - Builds infrastructure, e.g. roads, hotels√
 - Brings valuable foreign currency into a country if guests are from abroad√

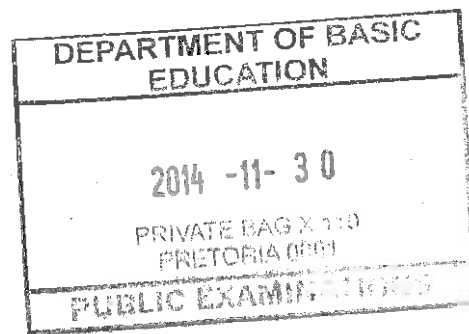


- Standard of living of community improves ✓
- When the hotel is fully booked they outsource casual staff to meet with the demand ✓.
- Increases the GDP (Gross Domestic Product) ✓ (4)
- Improves the local economy

(Any 4)

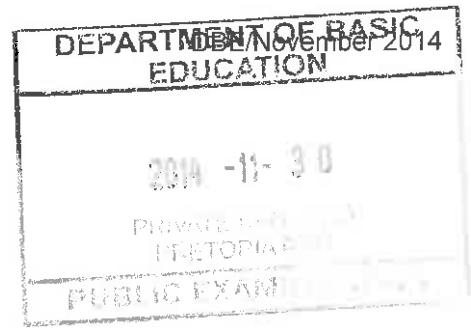
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TOTAL SECTION C: 80



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

QUESTION 5

- 5.1 5.1.1
- Attract the attention of the desired target market ✓
 - Bring new services or products to the attention of customers ✓
 - Supply correct, reliable and honest information ✓
 - Comply with standards recommended by publication board. ✓
- (Any 3) (3)
- 5.1.2. Elaine's Bakery uses packaging to:
- Protects the product ✓
 - Makes displaying the product easier ✓
 - Makes storage, handling and transportation of product easier ✓
 - Supplies information about the product ✓
 - Makes it easier to recognise what is inside the product ✓
 - The packaging can be used to market the product. ✓
 - Make the product attractive to catch the eye of the consumer ✓
- (Any 4) (4)
- 5.1.3
- The budget is not included in the financial plan which details how money will be utilised in the next financial year ✓
 - In the income statement the losses are not included ✓
 - Break-even analysis has been omitted ✓, it explains how much of an item you need to sell before you have covered your fixed costs and start making a profit on that product ✓
 - With overheads they only included rent ✓ and excluded hiring of equipment ✓, water and electricity ✓, maintenance of the equipment ✓
 - An exclusion of assets, liabilities and owner's equity of the business at the end of the financial year ✓
 - Budget/Providing for unforeseen circumstances ✓
 - A profit of R27000 is included. ✓
 - Cash flow analysis included / shows income and expenditure ✓
- (Any 8) (8)
- 5.2 5.2.1 Marketing manager
- Organizes all marketing activities/ such as promotions or special events at Elaine's Bakery. ✓
- (1)
- 5.2.2 Finance manager
- Oversees all financial procedures of Elaine's Bakery or Signs contracts with reliable service providers ✓.
- (Any 1) (1)

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- 5.3 - Marketing department is responsible for making potential customers aware of the products and services that Elaine's Bakery offers√.
- Good marketing will ensure that customers make use of their products and services which provides an income for Elaine's bakery√.
- The financial department ensures that the income is spent according to the budget√.
- Both departments work closely with one another to ensure the success of the establishment√.

(4)

5.4 Security staff should be:

- Vigilant and watch out for suspicious vehicles or activities in the car park of Elaine's Bakery√.
- Respond to customers' complaints and concerns about noise or security issues√
- Able to respond swiftly and appropriately to emergency situation√
- Able to protect people and workers from Elaine's Bakery√, customers' vehicles√, personal belongings, and the assets inside Elaine's Bakery√.
- Vigilant for stealing by staff and customers √
- Visible security at the door and inside so that customers will feel safe and the property protected. √

(Any 4)

(4)

5.5 5.5.1 Rack rate

- The price the room is available for/ the highest rate offered at the particular time the client arrives at the hotel√.

(1)

5.5.2 Revenue-generating area

- Areas in any establishment that generate income from services and products. √√

or

- Industry sells goods and services such as accommodation, food and beverages which generate income√√

(2)

5.5.3 Entrepreneurship

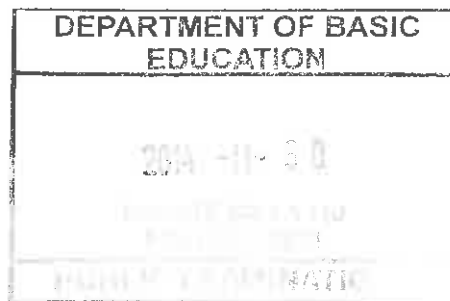
- is a process of starting your own business√√

or

- Someone who identifies a business opportunity and takes calculated risks to achieve success√√

(2)

[30]



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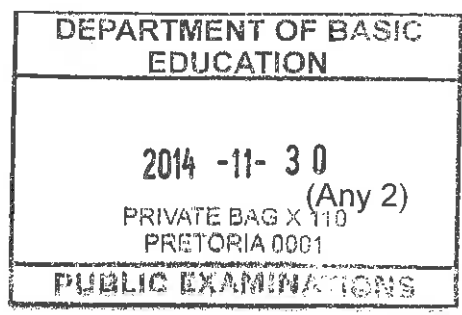
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QUESTION 6

- 6.1 6.1.1
- The cup, saucer and teaspoon must be placed in front of the customer ✓
 - Tea is served in a pot so that guests can pour for themselves ✓
 - The waiter must supply a strainer ✓
 - The waiter must provide milk, lemon, and the appropriate sugars ✓
 - The teapot accompanying the hot-water pot are not presented on an under plate ✓
 - Items not needed must be removed from the table, e.g. magazines ✓
 - The waiter is pouring the tea from the right hand side ✓
 - The cups ear is facing the wrong way ✓
 - The teaspoon is not correctly placed i.e. not parallel to the ear ✓
- (Any 3) (3)

- 6.1.2 The waiter:
- Should apologise ✓, sound sincere and convincing ✓
 - Needs to be polite ✓
 - Must deal with the situation calmly and professionally ✓
 - Should offer the guest a complementary meal voucher or other compensation ✓
 - Supply what is needed for cleaning the dress/service cloth
 - Offer to take to the dry cleaners ✓
 - Inform the manager/maitre d/supervisor ✓
 - Never offer anything you cannot provide ✓
- (Any 4) (4)

- 6.1.3
- cake fork ✓
 - cake lifter ✓
 - serving tong ✓
 - side plate ✓
 - cake stand/serving platter
 - cloche/dome/net ✓



(2)

- 6.1.4 The restaurant should:
- Apologise to the guest ✓
 - Turn off switch ✓
 - Make alternative arrangements to boil the water/alternative urn/Use a kettle ✓
 - Put pots of water on the stove ✓
 - Boil water on a gas stove ✓
 - Keep the guest informed of the attention the problem receiving ✓
 - Offer an alternative drink ✓
- (Any 3) (3)

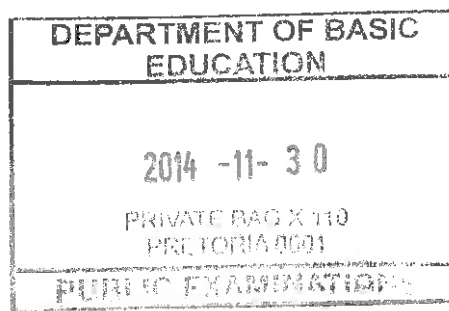
- 6.1.5
- Collect clean and dirty linen
 - Wipe the tables
 - Empty tea, coffee pots and milk jugs, wash and pack away
- (3)

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- Scrape the plates
- Place saucers, plates, cutlery into neat piles
- Wipe bottles, jars and other containers and close properly
- Return all equipment to their various store rooms

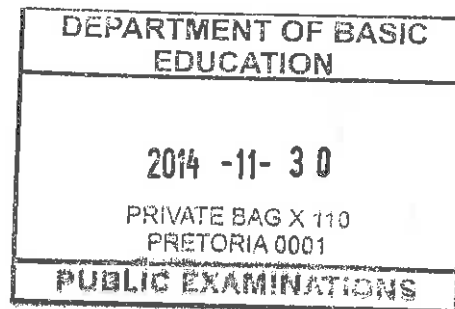
(Any 3)



f.g.

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- 6.2 6.2.1 - Acid flavours such as vinegar or lemon need to be matched with acidity✓
 - Wines should be sweeter than food or else it will taste flat or thin✓
 - Desserts require a more intense sweetness✓
 - Rich red wines go well with red meat dishes but will overpower lighter flavoured foods✓
 - Simpler foods (grills and roasts) work better with older wines✓
 - Drink white wine before red wine✓
 - Drink dry wine before a sweet wine✓
 - Serve the best wine last✓ (Any 3) (3)
- 6.2.2 - No person under the age of 18 may be served alcohol✓
 - Adequate guest toilets facilities for males and females must be provided on or near the licensed premises✓
 - Ordinary meals shall be available on the premises during the hours that liquor is sold✓
 - Liquor is sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may be sold to a person taking an ordinary meal on the licensed premises✓.
 - No liquor may be supplied or sold to a person who is drunk✓
 - All liquor bought on premises must be consumed on the premises✓
 - A person may bring his own liquor and pays a corkage fee✓
 - The premises must be licenced ✓ (Any 3) (3)
- 6.3 6.3.1 A - Stirred✓
 B - Blended✓ (2)
- 6.3.2 - blenders✓
 - knife✓
 - chopping board✓
 - glass✓
 - ice scoops✓
 - shaker ✓
 - smoothie maker ✓
 - tot measure ✓
 - ice crusher ✓ (Any 2) (2)
- 6.3.3 - umbrellas✓
 - swizzle sticks✓
 - straws✓
 - frosting ✓
 - fruit slice ✓
 - mint ✓
 - fresh edible flowers ✓ (Any 1) (1)
- 6.3.4 - Measure the ingredients accurately / use a tot measure for measuring ✓
 - Use good quality ingredients ✓



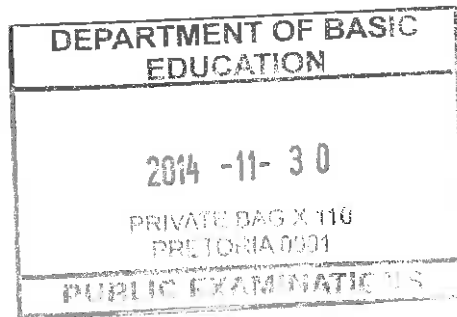
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- Mix the cocktails last when preparing a drinks order for particular table ✓
 - Prepare the garnishes and cover with cling film ✓
 - Don't overfill glasses, to prevent spillage ✓
 - Stir the mixture with ice in a mixing glass ✓
 - Strain into a highball glass ✓
 - Garnish with mint leaves and lemon ✓
 - Serve in chilled glasses ✓
 - Add the garnish last ✓
 - Use clean and clear ice ✓
 - First the ice then the non-alcoholic drink then the alcohol
- (4)
- (Any 4)

TOTAL SECTION D: 60
GRAND TOTAL: 200


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