HOSPITALITY STUDIES

NOVEMBER 2011

POSSIBLE ANSWERS

MARKS: 200

This memorandum consists of 11 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 °C</td>
</tr>
<tr>
<td>1.3.9</td>
<td>Cover</td>
</tr>
<tr>
<td>1.3.10</td>
<td>Maitre 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'hôtel/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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.1</td>
<td>G/D</td>
</tr>
<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.
- Locked 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.

(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)

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

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)

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)

2.5 2.5.1

<table>
<thead>
<tr>
<th>Spreading Medium</th>
<th>GASTRO ENTERITIS</th>
<th>HIV/AIDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contaminated food, airborne, contact with people that have gastro-enteritis. Bad hygiene</td>
<td>Body fluids, needles, unprotected sex/sex, mothers milk</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>GASTRO ENTERITIS</th>
<th>HIV/AIDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diarrhoea</td>
<td></td>
<td>Rapid weight loss</td>
</tr>
<tr>
<td>Fever</td>
<td></td>
<td>Dry cough</td>
</tr>
<tr>
<td>Vomiting</td>
<td></td>
<td>Fatigue</td>
</tr>
<tr>
<td>Dehydration</td>
<td></td>
<td>Swollen lymph gland</td>
</tr>
<tr>
<td>Abdominal pains</td>
<td></td>
<td>Diarrhoea that lasts for a week</td>
</tr>
<tr>
<td>Headaches</td>
<td></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)

2.5.2
- Drink plenty of fluids
- Anti diarrhoea agent
- Anti vomiting agent
- Anti-spasmodic to relieve the pain.
- Prescribed medication
(Any 1)

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>100ml</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  (1)

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)

3.4.3 No/it is not suitable
Too many snacks/should not serve more than 5 snacks before a meal  (2)

3.4.4  (a) India  (2)
(b) Italy

3.5 3.5.1 7–10 pieces  (1)

3.5.2
- Red wine
- White wine
- Rose wine
- Mixers
- Alcopop, etc.
- Water
- Beer
(Any suitable examples of the above)  (4)

QUESTION 4
4.1 4.1.1 Barding
- To cover a piece of meat with thin slices of fat or bacon  (2)

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)

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.  (2)

(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.  (2)
4.2
4.2.1 Puff pastry (feuillete /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 a warm cloth over the mould for a short while before unmoulding. Do not use a knife. Use blow torch Fingertips pull away carefully Dip in hot water Put plate on top and turn Wet plate

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)

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)

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)

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)
5.2

5.2.1 Correct/Good choice – red wine matches red meat

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