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# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2024**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 19 pages.**

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

1.1.1	C✓	M113	F206
1.1.2	A✓	M150	F168
1.1.3	D✓	M174	F31
1.1.4	D✓	M86	F199
1.1.5	A✓	M175	F30
1.1.6	B✓	M185	F86
1.1.7	D✓	M69	F16
1.1.8	B✓	M81	F188
1.1.9	A✓	M157	F50
1.1.10	B✓	M99	F178

(10)

**1.2 MATCHING ITEMS**

1.2.1	C✓
1.2.2	D✓
1.2.3	E✓
1.2.4	B✓

M93-  
F193  
(4)**1.3 MATCHING ITEMS**

1.3.1	D✓
1.3.2	H✓
1.3.3	B✓
1.3.4	A✓
1.3.5	F✓
1.3.6	C✓

M143  
F155  
(6)**1.4 ONE-WORD ITEMS**

1.4.1	Chicken/Pork liver/Liver✓	M80	F190
1.4.2	Food allergy/Allergic reaction/Anaphalaxis/ Allergy✓	M50	F4
1.4.3	Meals on Wheels✓	M9	F131
1.4.4	Hypertension/High blood pressure✓	M49	F4
1.4.5	Granita/Sorbet✓	M139	
1.4.6	Hydration/sponging/blooming✓	M129	F161
1.4.7	Alertness/Attentiveness/ Awareness/Observant✓	M31	F88
1.4.8	Carving unit / Carving trolley/Guéridon trolley✓	M175	F 31
1.4.9	Product✓	M15	F134
1.4.10	Authenticity seal/Certification seal✓	M158	F53

(10)

**1.5 SELECTION ITEMS**

1.5.1 A✓, C✓, E✓, I✓, J✓

Any order M113  
F206  
(5)

1.5.2 B✓, C✓, E✓, H✓, I✓

Any order M6  
F125  
(5)**TOTAL SECTION A: 40**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS.  
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

2.1	2.1.1	Liver✓	M22 F76 (1)
	2.1.2	They could get a vaccination/immunisation✓	M22 F77 (1)
	2.1.3	Overseas guest with: <ul style="list-style-type: none"> <li>• chronic/lifelong diseases/liver disease✓</li> <li>• history of treatment with clotting-factor concentrate✓</li> <li>• sexual encounters with infected person✓</li> <li>• elderly people with a weakened compromised immune system✓</li> <li>• who did not get a vaccine/immunisation✓</li> <li>• who are using drugs✓</li> </ul>	M23 F77 (1) (Any 1)
	2.1.4	<ul style="list-style-type: none"> <li>• It is contagious/Food handlers working with food can spread to other food handlers and guests✓</li> <li>• Doctors book off people with Hepatitis A for 7 days✓</li> <li>• The person will be physically unfit to work in the kitchen/restaurant because they will be tired✓</li> <li>• Food handlers will show symptoms of diarrhoea, and it will be unsafe for them to handle food/ food handlers can contaminate the food✓</li> <li>• Food handlers will show symptoms of fever and should not be allowed to handle food in the kitchen ✓</li> <li>• Serving staff will look sick, they will display yellow skin and eyes/jaundice✓</li> <li>• When the symptoms appear, this will make guests uncomfortable✓</li> <li>• The disease may damage the reputation or image of the hotel✓/ and that may lead to financial losses✓</li> </ul>	M23 F77 (4) (Any 4)
2.2		<ul style="list-style-type: none"> <li>• It is correct/ Comment is true/Yes ✓</li> <li>• HIV weakens the body's immune system✓</li> <li>• Leaves the body vulnerable to TB ✓</li> <li>• A weakened immune system allows TB to infect parts of the body other than the lungs✓</li> <li>• HIV destroys the blood cells making the body unable to fight against TB✓</li> <li>• During stages 3 and 4 of AIDS, patients develop opportunistic infections, such as TB✓</li> <li>• TB increases the formation of HIV viruses therefore weakening the immune system✓</li> </ul>	M26 F79/82 (3) (Any 3)

- 2.3
- POS system will reduce the time spent doing inventory sales figures and other paperwork/ stock taking is easier✓
  - Faster to work out bill✓
  - Restaurant ordering process is streamlined/ quicker as orders are relayed automatically/ sent to the kitchen from the dining room/easier/quicker to do orders✓
  - Faster and accurate service✓
  - It assists the staff in making sure that items are not omitted from the bill or charged incorrectly/ less mistakes on the bill ✓
  - The POS will assist with online reservation for a table/online bookings✓
  - POS can be used for inventory, management✓/tracking employee time and attendance✓/scheduling staff✓
  - Order list can be compiled accurately✓/tracking of incoming and outgoing stock✓
  - Fewer staff is required in the restaurant / workload is simplified✓
- (Any 4 relevant answers)
- M38  
F105  
(4)
- 2.4
- 2.4.1
- Positive first impression/expectations were met✓
- The waiter:
- was friendly/smiling which is what guests expect from upper class/sophisticated restaurants ✓
  - acknowledged the guests when they arrived/ waiter welcomed the guests✓
  - was familiar with the menu the restaurant offers and could advice/ recommend substitutes to the guests /helpful ✓
  - well trained/ holding the tray correctly/service cloth/serviette✓
  - displays professional appearance/is well dressed and well groomed/uniform is clean and neat/cleanly shaven✓
  - displays the positive body language/is standing up straight✓
  - polite/respectful/ the waiter listened to the guests✓
  - enthusiastic ✓
  - first impressions are lasting therefore the guests might come back✓
- (Any 3)
- M32  
F89  
(3)
- 2.4.2
- The customer was satisfied/impressed with the customer care/ expectations were met for food and service✓
  - They were able to prepare a gluten-free meal for the guests/guest received what was ordered✓
  - The restaurant was able to cater for different dietary needs/vegetarian pasta was prepared✓
  - The guests acknowledged that the food was well prepared/outstanding✓
  - Respond in a timely manner/food is served quickly/quality service✓
  - Guests were offered complimentary welcome drinks✓
  - The waiter came back to check on the guests✓
- (Any 3)
- M32  
F89  
(3)

**TOTAL SECTION B : 20**

**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES****QUESTION 3**

- 3.1 3.1.1
- The snacks must be bite sized/ one or two bites✓
  - Include hot and cold savoury snacks ✓
  - Include two to three sweet snacks✓
  - They must be visually attractive and colourful / eye catching✓
  - They must be tasty and well-seasoned✓
  - They must include a variety of flavours✓
  - Ingredients should be easily recognisable✓
  - Personal and kitchen hygiene is essential✓
  - Use a variety of shapes✓
  - Use a variety of textures✓
  - Use a variety of cooking methods✓
  - Use a variety of ingredients✓
  - It must be well garnished✓
  - Good quality ingredients✓
  - Items must be easy to eat/no bones/not too saucy/must not dirty fingers/ sticky✓
  - Prepare the correct number of portions/ hors d'oeuvres/ according to number of guests ✓ (Any 4)
- M74  
F15-  
18  
(4)
- 3.1.2
- Not suitable/ No✓
- Tempura Prawns- Jewish guests do not eat shellfish✓
  - Mutton Rissoles and Bruschetta with Cream Cheese- Jewish guests do not consume milk and meat in the same meal unless six hours has elapsed✓
  - Smoked Salmon Pinwheels with Caviar because the caviar comes from sturgeon which is not kosher✓
- It is suitable /Yes✓
- Smoked Salmon Pinwheels with Caviar- some caviar is kosher; Jews will eat fish✓
  - Hummus and Vegetable Chips will be suitable because they eat vegetables and the chickpeas in the hummus ✓
  - Mutton Rissoles / Bruschetta with Cream Cheese- will be suitable only if either is eaten on its own✓  
(1 mark for suitable/unsuitable + Any 3 motivations)
- M44  
F3  
(4)
- 3.1.3
- Time of the year/Season ✓- Cold Cucumber Soup/cold dessert/ Dark Chocolate Bavarois is on the menu during winter/ July/cold weather✓
  - Availability of the food/ Seasonality✓- Dragon Fruit and Watermelon are out of season in July/ winter/ difficult to find dragon fruit in South Africa ✓
  - Cost of ingredients✓- the dishes on the menus are expensive/not within budget: Smoked Salmon Pinwheels with Caviar, Tempura Prawn, Tournedos, Dragon Fruits✓
  - Time for preparation✓-the dishes included need more time to prepare because they require advance skills✓  
(Any 2 management principles + 1 reason for each)
- M46  
F2  
(4)

- 3.1.4
- It will be sufficient/ yes✓
  - Between 2-5 snacks can be served when a full meal/ formal meal follows✓
- OR**
- Incorrect/no✓
  - Too many snacks on the menu✓
  - Pre-dinner menu only requires 2-3 snacks✓
- M67  
F12  
(2)
- 3.1.5
- Product or media launches✓
  - Fundraising events'✓
  - Business liaising✓
  - Prize giving functions✓
  - Celebrations e.g. birthdays, New year's✓
  - Social events e.g. baby shower, etc.✓
  - After theatre cocktail party/ High tea✓
- M67  
(2)
- (Any 2 relevant answers)
- 3.1.6
- They are hosting 200 guests/ large number of guests/ more than 50 guests✓
  - They have pre-selected the set menu/ table d'hôte menu ✓
  - Formal sit-down dinner/table setting according to the menu✓
  - Menu has three courses plus the pre-dinner cocktail snacks✓
  - The meal is in honour of the bridal couple/special event✓
- M53  
F8  
(3)
- (Any 3)
- 3.2      3.2.1
- If she expands her business, she will increase the volume of ingredients she is purchasing at a time/might buy in bulk which will be cheaper✓
  - The place where she is purchasing from, i.e. supermarket/ wholesaler will save her costs or the costs will increase ✓
  - The availability of the pecan nuts i.e. season✓
  - Inflation/ prices of ingredients may increase/ petrol price increase✓
  - She may purchase ingredients cheaper when on special/sales✓
- M62  
F23  
(2)
- (Any 2)
- 3.2.2
- Gross profit: is the difference (-) between the selling price and the **food cost** / difference between the cost of producing the item and the money it is sold for✓
- Net profit: is the difference (-) between the selling price and the **total cost** / income you get from selling the product minus all the expenses✓
- M62  
F23  
(2)
- (Any 2)

3.2.3	<p>R840,00 ÷ 20 tarts✓ = R42,00✓ =R42,00 x 40 ÷ 100✓ = R16,80✓ =R42,00 + R16,80✓ = R58,80✓ <b>OR</b> Selling Price = Total Cost + Profit R840,00 x 40✓ ÷ 100 / R 840 + R 336✓ =R1176 ✓ =R1176 ÷ 20 tarts✓ =R58-80 ✓</p>	(Any 4)	M62 F23 (4)	
3.2.4	Overheads✓		(1)	
3.3	3.3.1	<ul style="list-style-type: none"><li>• Soya milk✓</li><li>• TVP products/e.g. soya mince, soya steak/schnitzels✓</li><li>• Tempeh✓</li><li>• Tofu✓</li><li>• Miso✓</li><li>• Soya flour✓</li></ul>	(Any 2)	M101 F182 (2)
	3.3.2	<ul style="list-style-type: none"><li>• It is a healthy source of plant protein ✓</li><li>• Low in fat✓</li><li>• Cholesterol free✓</li><li>• Source of fibre✓</li><li>• Rich in complex carbohydrates✓</li><li>• High in B complex/ vitamins✓</li><li>• Rich in minerals e.g. iron and potassium✓</li><li>• Rich in antioxidants✓</li><li>• Low in glycaemic index✓</li><li>• No saturated fat✓</li><li>• Low in kilojoules✓</li></ul>	(Any 3)	M101 F180 (3)
	3.3.3	<ul style="list-style-type: none"><li>• Fish and other seafood e.g. lobster✓, crayfish✓</li><li>• Eggs✓</li><li>• Milk✓ and dairy products e.g. yoghurt, cheese, ice cream✓</li></ul>	(Any 2)	M101 F178 (2)
3.4	3.4.1	<ul style="list-style-type: none"><li>• Leaf/sheet gelatin✓</li><li>• Powdered or granulated gelatin✓</li><li>• Flavoured /coloured / sweetened jelly powder ✓</li></ul>	(Any 2)	M129 F161 (2)
	3.4.2	<ul style="list-style-type: none"><li>• Allow the jelly to thicken to the consistency of thick egg whites before adding the fruit to ensure even distribution✓</li><li>• Ensure that all fruit are uniform in size/ fruit pieces should not be too big ✓</li><li>• Do not choose heavy fruits✓</li><li>• The fruit must be free of liquid/reduce the quantity of the other liquids✓</li><li>• A small quantity of fruit should be used✓</li></ul>	(Any 2)	M131 F162 (2)

- 3.4.3 Agar-agar: is obtained from plant/seaweed and therefore suitable for use in the fruit jelly for a vegan diet/to cater for vegetarians/ certain religions/ Muslims and Jews ✓  
It does not melt and can stand longer on a buffet table before collapsing ✓  
Can set without being refrigerated/ can set quicker ✓  
No hydration needed ✓

(Any 1)  
M128  
F160  
(1)  
**[40]**

**QUESTION 4**

4.1	4.1.1	B/Phyllo pastry✓		M115 F207 (1)
	4.1.2	The pastries must be: <ul style="list-style-type: none"> <li>• kept under plastic wrap✓</li> <li>• covered with a damp cloth✓</li> <li>• covered at all times✓</li> <li>• immediately brushed with melted butter/oil✓</li> </ul>	(Any 2)	M115 (2)
	4.1.3	<ul style="list-style-type: none"> <li>• Paper thin/non laminated/light in weight ✓</li> <li>• Light golden/ straw colour/golden brown✓</li> <li>• Crisp/brittle✓</li> <li>• Light texture ✓</li> <li>• Separate layers created by brushing each layer with butter✓</li> <li>• Delicate✓</li> </ul>	(Any 4)	M115 F207 (4)
4.2	4.2.1	<ul style="list-style-type: none"> <li>• Brisket✓</li> <li>• Chuck✓</li> <li>• Neck✓</li> <li>• Shin✓</li> <li>• Flat rib✓</li> <li>• Prime rib✓</li> </ul>	(Any 2)	M92 F192 (2)
	4.2.2	<ul style="list-style-type: none"> <li>• Braising✓</li> <li>• Pot roasting✓</li> <li>• Cooking bags/foil✓</li> </ul>	(Any 1)	M91 F192 (1)
	4.2.3	<ul style="list-style-type: none"> <li>• Selected meat cuts have lots of collagen/ connective tissue/meat is tough✓</li> <li>• During pot roasting/ braising/cooking bags/ foil meat is cooked with added liquid at 140 °C – 180 °C for a long period of time ✓</li> <li>• The collagen bonds with water✓</li> <li>• White connective tissue/ collagen breaks down into gelatine making it softer/ tender✓</li> <li>• The collagen that surrounds muscle fibre, breaks down, muscle fibres separate into strings✓</li> </ul>	(Any 2)	M88 F196 (2)
	4.2.4	<ul style="list-style-type: none"> <li>• Springbok is also red meat/ similar to beef✓</li> <li>• Springbok meat is suitable for combination cooking methods which will make the springbok meat soft ✓</li> <li>• The springbok meat is flavoursome✓</li> <li>• Springbok meat could be marinated therefore removing the gamey taste✓</li> <li>• Game meat is leaner and therefore healthier than beef/ less kilojoules/less fat/ less cholesterol✓</li> </ul>	(Any 2)	M79 F189 (2)

4.2.5

On the bone	Deboned
Has more flavour due to the bones✓	More meat because of no bones✓
Cheaper due to less labour to remove the bones✓	Even shape/ meat can be shaped neatly✓
Bones in meat give more body to the sauce due to collagen✓	Meat can be easily carved✓
(Any 1)	Meat will cook evenly and quicker✓
	Meat can be stuffed – more portions✓
	More interesting / versatile dishes can be prepared ✓ (Any 1)

M87  
F191  
(2)

4.3

4.3.1

- Cold✓
- Baked custard✓ (Any 1)

M138  
F147  
(1)

4.3.2

- Egg custard baked over a layer✓ of caramelised sugar✓ and inverted for service.✓
- A layer of caramelised sugar✓ is created and a mixture of eggs, milk, sugar and flavouring✓ is poured over and baked✓  
(Any 2)

M138  
F147  
(2)

4.3.3

- For the eggs to coagulate/ the custard to set✓
- To prevent over coagulation/ prevent overcooking of the egg protein in the custard/prevent small holes on the surface of custard/prevent curdling/syneresis✓
- To ensure even cooking of the custard✓ (Any 2)

M137  
F148  
(2)

4.4

4.4.1

- (a) Swiss meringue:
- Sugar added at the beginning to unbeaten egg whites, heated, and then whipped✓
  - Eggs whites are beaten with sugar over a bain-marie✓  
(Any 1)

M140  
F150  
(1)

(b) French meringue:

- Sugar added gradually during whipping✓
- Egg whites are beaten to soft peaks, sugar is gradually added to egg whites✓  
(Any 1)

M140  
F150  
(1)

4.4.2

- Allow egg whites to come to room temperature before whipping✓
- Use a clean, dry bowl and beaters✓
- Use glass, porcelain, stainless steel and copper mixing bowls/don't use a plastic mixing bowl✓
- Ensure there are no water droplets in the bowl✓
- Ensure that there is no fat, grease, egg yolk in the mixing bowl✓
- Add cream of tartar or lemon juice to stabilise the foam/ wipe the bowl with lemon✓
- Use a fine wired whisk✓
- 2-day old eggs are the best to use for whipping egg whites✓  
(Any 2)

M141  
F150  
(2)

4.5	4.5.1	<ul style="list-style-type: none"> <li>• Profiteroles✓: small choux puffs with a sweet filling or ice cream served with chocolate sauce✓</li> <li>• Cream puffs✓: small choux puffs with crème pâtissier or crème Chantilly✓</li> <li>• Croquembouche✓: is a decorative pyramid shape dessert made from small, filled cream puffs and stuck with caramel and finished with spun sugar/ traditional French wedding cake made with cream puffs✓</li> <li>• Gateau Saint-Honore✓: choux puffs filled with cream and packed into a ring shape on a puff pastry base✓</li> <li>• Religieuse✓: Small choux puff filled with coffee or chocolate pastry crème, stacked on top of a slightly bigger choux puff, two small puffs are connected and piped with a collar of butter cream✓</li> </ul>	M125 F187 (4)
	4.5.2	<ul style="list-style-type: none"> <li>• Water:✓ Provides moisture and hydrates the flour✓ During Baking: Water turns into steam, creating pressure inside the paste that cause the puff to rise/ expand and creating a cavity/ hollow✓</li> <li>• Butter/margarine/shortening:✓ It melts and prevents lump formation when flour is added✓ During Baking: The water content in butter turns into steam, aiding in rising✓ Makes pastry elastic✓ The fat content helps create a crisp outer shell during baking✓ (2 Ingredients (2) + 1 function of each ingredient (2)</li> </ul>	M122 F184 (4)
	4.5.3	<ul style="list-style-type: none"> <li>• High initial oven temperature of 200 °C causes rapid steam formation/ water converts to steam/ causing a hollow interior/ creates the cavity/ it will contribute to the rising process✓</li> <li>• Lowering the temperature to 180 °C allows the puff to dry out and become crisp/ turn the heat to medium to allow the pastry to cook through✓</li> </ul>	M124 F185 (2)

4.6	4.6.1	<ul style="list-style-type: none"> <li>• Oxygen/air excluded✓prevents the growth of bacteria✓</li> <li>• It can prevent a decay of organic substances/prevent oxidation✓</li> <li>• Heat/boiling/sterilisation✓used during bottling destroys microorganisms and enzymes ✓</li> <li>• The added sugar and acid in the oranges will prevent growth of micro-organisms✓</li> </ul>	M150 F168 (3)
	4.6.2	Pectin✓	M153 F172 (1)
	4.6.3	<ul style="list-style-type: none"> <li>• Scoop out a small amount of jam allow it to cool✓ the mixture must form a jam like mass✓</li> <li>• It should fall from the spoon into flakes✓ and not run like a thin syrup✓</li> <li>• Use a sugar thermometer to check for jam setting stage✓</li> <li>• Scoop on an ice-cold plate and check if it holds shape✓</li> </ul>	M153 F173 (1) [40]
TOTAL SECTION C:			80

**SECTION D: SECTORS AND CAREERS**  
**FOOD AND BEVERAGE SERVICE****QUESTION 5**

- |     |       |   |         |                   |
|-----|-------|---|---------|-------------------|
| 5.1 | 5.1.1 | <ul style="list-style-type: none"> <li>• Front office/ Reception✓</li> <li>• Housekeeping/ Laundry ✓</li> <li>• Security✓</li> <li>• Maintenance✓</li> <li>• Finance/Accounting ✓</li> </ul>  | (Any 3) | M2<br>F110<br>(3) |
|     | 5.1.2 | <ul style="list-style-type: none"> <li>• The function room will be arranged according to the guest requirements✓</li> <li>• The function room is free when a group booking is made, saving money✓</li> <li>• The venue hire includes support services✓ such include data projectors, Internet access, telephone lines and other technical requirements✓</li> <li>• The number of people being catered for at the event is guaranteed space/function room can host a large number✓</li> <li>• The menu items are limited and can reduce waste/cost✓</li> <li>• Space/function room does not need to be shared with other guests/ its private✓</li> <li>• If the restaurant is used no other guests can attend, lowering the income✓</li> </ul>   | (Any 3) | M2<br>F109<br>(3) |
|     | 5.1.3 | <ul style="list-style-type: none"> <li>• Backup power/uninterruptable power supply/UPS:✓ provide reliable backup power sources e.g. solar power✓ and inverters✓</li> <li>• Generator backup:✓ install and maintain backup generators capable of powering essential services such as lifts, emergency lighting, and security systems✓ ensure generators are regularly tested and well-maintained✓</li> <li>• Use gas equipment for food and drink preparation✓</li> <li>• Guest rooms: equip guest rooms with battery-powered lanterns or flashlights✓special bulbs that can work for 4 hours without electricity/ offer battery-operated fans or portable air coolers during load shedding✓ provide extra blankets for colder nights✓</li> <li>• Common areas: to illuminate hallways, staircases, and emergency exits with battery-powered lights✓</li> <li>• Provide candles in the room and banqueting venue✓</li> <li>• Camp/Bon fires outside✓</li> <li>• Communication with guests: keep guests informed about the load shedding schedule in order to plan around it✓ display load shedding schedules in common areas and rooms, and provide alternative arrangements✓</li> <li>• Select a menu that does not require electricity e.g. braai, salads ✓</li> </ul> | (Any 3) | M2<br>F110<br>(3) |

## 5.1.4 Good/ bad✓ (1)

The pop-up advert has:

- the company name/Hotel MTT✓
- contact details, phone number and address✓
- a short marketing message/ up to 20% off accommodation for group bookings/all inclusive package for functions✓
- eye catching features/picture of hotel ✓
- neat/attractive✓
- wording is catchy and easy to read/ big letters ✓
- different types and sizes of fonts✓
- simple language/easy to understand, free of errors/spelling mistakes✓
- a pop-up: immediately reaches a large audience✓
- a hyper-link ✓

**OR**

- did not use bright colours/ advert is in black and white/not eye catching ✓
- did not put the price on the advert ✓
- the pictures and photos do not attract interest ✓
- did not include a slogan✓
- cluttered and too much information✓
- product was not properly described/ missing information/ size of group ✓
- some of the lettering is not clear enough ✓

(Any 5)

M19  
F138  
(6)

## 5.1.5 Security:

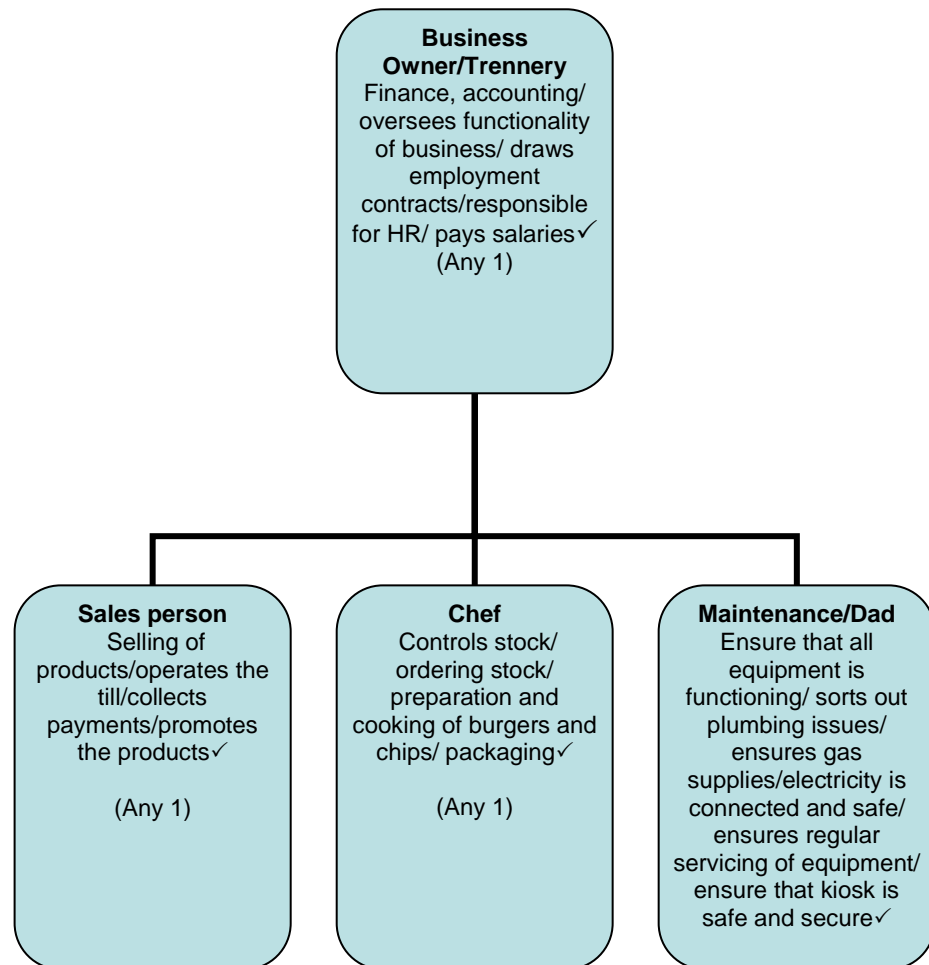
- Ensures the safety of the guests and employees✓
- Ensures the safety of the guests possessions/cars✓
- Providing a safe environment for all guests and employees/prevents crime✓
- Keeps unwanted people off the premises/manages entrances and exits/controls access of people or vehicles✓
- Takes care of lost and found items/suspicious items/ suspicious behaviour✓
- Ensures that guests are not disturbed✓
- Responsible for the protection of the assets at an establishment✓
- Implement safety programs in the establishment✓
- Responsible for patrolling the grounds and building to monitor the activities of the guests and employees✓
- Operating safety and security equipment/ CCTV cameras✓
- Guests feel safe and secure and will consider returning to the hotel thereby increasing income.✓

(Any 2)

M4  
F118  
(2)

- 5.1.6
- Economic growth could be stimulated✓
  - Local income will increase✓
  - Job creation will be improved and unemployment will decrease✓
  - Greater financial growth in a country/ GDP increase✓
  - Esteem and living standards will increase as people get jobs✓
  - Sets the multiplier effect in motion✓
  - Natural resources will be preserved, maintained and utilised responsibly✓
  - Increased foreign currency due to influx of tourists✓
  - Tax will be paid by the hotel sector✓
  - Improves infrastructure✓
- (Any 4)
- M1  
F108  
(4)
- 5.2      5.2.1
- Competition/similar business ✓
  - Supply of products exceeds the demand✓
  - Load shedding/frequent power interruption✓
  - Water shedding✓
  - Environmental factors/weather conditions✓
  - Not meeting all the expenses of the business/ bond prices going up✓
  - Inflation relating to products/commodities✓
  - Increase price of fuel✓
  - Increase price of electricity ✓
  - Political instability/riots/strikes/workers demanding more money/ service delivery protest action✓
  - Crime/theft✓
  - Low season, fewer customers✓
  - Outbreak of diseases e.g. e-coli✓
  - Bad publicity in the news of food diseases obtained from food stalls✓
- (Any relevant 3 answers)
- M10  
(3)
- 5.2.2      (a)
- Costs for supplies/manufacturing/running the business✓
  - Database for suppliers/merchandisers✓
  - Who will supply their raw materials and equipment, where they are located, what their credit terms are✓
  - Delivery: whether they deliver or you will have to pick up your order✓
  - Products required and quantities✓
- (Any 1)
- M12  
F131  
(1)

(b)



✓

(1 mark for each job descriptions (4) +1 mark for organogram)

M4  
F118  
(5)  
[30]

**QUESTION 6**

6.1	6.1.1	The waiter is presenting the bottle of wine ✓	M166 F60 (1)
	6.1.2	Correct✓ <ul style="list-style-type: none"> <li>• Holding the bottle so that the wine label is facing the guest✓</li> <li>• Holding a service cloth under the bottle✓</li> <li>• Holding the bottle steady with the left hand✓</li> <li>• Holding the bottle at an angle✓ (Any 2)</li> </ul>	M166 F60 (2)
	6.1.3	C/Red wine glass✓	M162 F58 (1)
6.2	6.2.1	<ul style="list-style-type: none"> <li>• The bottle store holds the off-consumption licence✓ which only allows them to sell liquor that must be consumed elsewhere✓</li> <li>• The bottle store has contravened their off-consumption liquor license clause and have decided to sell wine for consumption on the premises. /The bottle store manager also hosts wine tasting evenings, this is not part of an off-consumption liquor license✓</li> <li>• The bottle store is not complying with on consumption rules because there is not toilet facilities✓</li> <li>• The bottle store is using learners from Grade 10 who are underage; they are not of the correct age/minor to sell alcohol✓</li> <li>• They are not offering food with the wine✓ (Any 2)</li> </ul>	M168 F55 (2)
	6.2.2	<ul style="list-style-type: none"> <li>• The bottle store needs to apply for the on-consumption licence to be able to consume alcohol on the premises and host wine tastings ✓</li> <li>• Apply for a special clause in the licence for wine tasting ✓</li> <li>• Provide adequate seating space and tables for guests✓</li> <li>• Provide beverage menus✓</li> <li>• The bottle store will need to have adequate guest toilet facilities for males and females to access ✓</li> <li>• He can only appoint waiters who are 18 years and above✓</li> <li>• The bottle store would have to ensure that food must be available/sold on the premises ✓</li> <li>• Do not serve or sell alcohol to people under the age of 18 ✓</li> <li>• Do not serve alcohol to any guest that is already drunk✓ (Any 4)</li> </ul>	M168 F55 (4)
6.3	6.3.1	Plated service✓	M189 F36 (1)

6.3.2		<ul style="list-style-type: none"> <li>• Better portion control✓</li> <li>• Less wastage✓</li> <li>• More creativity from the chef who plates the food✓</li> <li>• Specialised training in terms of serving food from a platter is not required/ easier type of service for waiters✓</li> <li>• Faster service /serve a lot of guests at the same time✓</li> </ul>	M189 F36 (3)
6.4	6.4.1	<ul style="list-style-type: none"> <li>• All the guests at the table must be done eating in order to remove all plates at the table at the same time✓</li> <li>• Cutlery will usually be placed side by side when guests are done✓</li> <li>• Be alert of signs from the guests to indicate that they are done eating✓</li> <li>• When the waiter is unsure they must ask the guest if they are done before removing plates✓</li> </ul>	M193 (2)
6.4.2		<p>The waiter must:</p> <ul style="list-style-type: none"> <li>• Start with the person on the right-hand side of the host✓</li> <li>• Stand at the back-right hand corner of the guest chair✓</li> <li>• Lean forward and pick up the used plate and cutlery in your right hand✓</li> <li>• Transfer the plate to your left hand, hold it between your thumb and index finger, place your thumb over the end of the fork handle✓</li> <li>• Use the knife to move leftovers to the front of the plate✓</li> <li>• Always scrape behind the back of the guests✓</li> <li>• Position the plate on the platform above the first plate, support it with your finger, your little finger and the base of your thumb and your lower forearm✓</li> <li>• Continue moving around the table in an anti-clockwise sequence and collect the remaining plates and cutlery✓</li> <li>• Stack the plates on the second plate✓</li> <li>• Follow the same procedure as for the second plate to complete the table✓</li> </ul>	M170 F37 (5)

6.5	6.5.1	Suitable/unsuitable✓ <ul style="list-style-type: none"> <li>• The tot measure: will measure the correct quantities of the ingredients✓</li> <li>• Strainer: will be used to strain any particles e.g. orange pulp, orange seeds and passion fruit seeds✓</li> <li>• The shaker: will be able to mix the ingredients together✓</li> <li>• The stirring spoon: the handle of the spoon can be used to shape the orange twist✓</li> <li>• The stirring spoon: is not required for the making of the Passion Fruit and Orange Drink because it is mixed in a shaker ✓</li> <li>• Blender: will not be used because the passion fruit seeds will be blended into the drinks and the drink is already mixed in the shaker✓</li> </ul>		M161 F65 (5)
		(1 mark for suitable/unsuitable + Any 4 motivations)		
	6.5.2	<ul style="list-style-type: none"> <li>• Fresh fruit/ fruit slices/dried fruit slices/ crystalline fruit - <b>on the rim of the glass</b>✓</li> <li>• Fresh fruit/ fruit slices/ crystalline fruit - <b>on a skewer/ toothpick</b>✓</li> <li>• Variety of fruits/ edible flowers/ lemon rind <b>inside/bottom of the drink</b>✓</li> <li>• Flavoured frosting / jelly powder/sugar <b>on the rim of the glass</b>✓</li> <li>• <b>Ice cubes</b> with fruit/fruit pieces/ mint✓</li> </ul>	(Any 2)	F65 (2)
6.6		<ul style="list-style-type: none"> <li>• It ties up money/ may lead to loss of profit ✓</li> <li>• Leads to wastage/ beverage may expire before it is sold✓</li> <li>• It opens up to theft✓</li> <li>• Can cause alcohol abuse amongst staff members✓</li> <li>• Storage space might not be sufficient✓</li> <li>• Large number of stock will complicate stock taking/be time consuming✓</li> </ul>	(Any 2)	M161 (2)
				[30]
		<b>TOTAL SECTION D:</b>		<b>60</b>
		<b>GRAND TOTAL:</b>		<b>200</b>