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# basic education

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

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2023**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 18 pages.**

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

1.1.1	D✓	M87	F200
1.1.2	C✓	M79	F189
1.1.3	D✓	M	F166
1.1.4	A/C✓	M39-40	F103
1.1.5	B✓	M136	F147-148
1.1.6	C✓	M140	F150
1.1.7	A✓	M27	F82
1.1.8	D✓	M69	F206
1.1.9	A✓	M158	
1.1.10	B✓	M171	F31

(10)

**1.2 MATCHING ITEMS**

1.2.1	D✓
1.2.2	F✓
1.2.3	B✓
1.2.4	C✓
1.2.5	G✓

M175-  
180  
F36-  
37  
(5)**1.3 MATCHING ITEMS**

1.3.1	E/A✓
1.3.2	D✓
1.3.3	B✓
1.3.4	G✓
1.3.5	C✓

M159  
F52  
(5)**1.4 ONE-WORD ITEMS**

1.4.1	Marketing✓//Telemarketing/Telesales/advertising	M14	F133
1.4.2	De-alcoholised✓/non-alcoholic/alcohol-free	M156	F49
1.4.3	Apple/ apple sauce✓	M96	F204
1.4.4	Sago/ sago pudding✓	M137	F158
1.4.5	Tempering✓	M145	
1.4.6	Built/ building/ layered✓	M161	F65
1.4.7	Puff / Pâte feuilletée/ Pâte feuilliere✓	M114	F206
1.4.8	Dispersion✓	M130	F 161
1.4.9	Vacherin✓	M141	F151
1.4.10	Ageing/ripening/maturing✓	M82	F198

(10)

**1.5 SELECTION ITEMS**

1.5.1 C✓, E✓, H✓, I✓, J✓

**Any order** M69-70  
F16

(5)

1.5.2 A✓, D✓

**Any order** M92 F192

(2)

1.5.3 C✓, D✓, F✓

**Any order** M5-6 F122

(3)

**TOTAL SECTION A [40]**

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

- |     |       |  |   |                            |
|-----|-------|--|---|----------------------------|
| 2.1 | 2.1.1 | <ul style="list-style-type: none"> <li>• Nausea ✓</li> <li>• Vomiting ✓</li> <li>• Severe dehydration/ rapid dehydration/ severe water loss ✓</li> <li>• Blue death/ death ✓</li> <li>• Rapid heart rate ✓</li> <li>• Dry mucous membrane/dry mouth ✓</li> <li>• Muscle cramps/ stomach cramps/stomach pain/upset stomach ✓</li> <li>• Low blood pressure/ dizziness ✓</li> </ul>  | <p style="text-align: right;">(Any 3)</p> | <p>M25<br/>F78<br/>(3)</p> |
|     | 2.1.2 | <ul style="list-style-type: none"> <li>• The staff will not be at risk because the establishment uses a proper sanitation system /clean water/uncontaminated water ✓</li> <li>• The health board assured the restaurant that they can continue/if there was a problem, they would have shut down the place/ Restaurant hygienic practices adhere to safety standards ✓</li> <li>• Staff will ensure that the food is covered at all times ✓</li> <li>• Staff will use clean water/ uncontaminated water/ treated water to wash fruit and vegetables ✓</li> <li>• The restaurant provides treated / purified/ bottled water for drinking ✓</li> <li>• Staff will only serve cooked fish and shellfish ✓</li> <li>• Staff will ensure that food is cooked thoroughly ✓</li> <li>• Staff will also wash their hands/sanitise often with antiseptic soap before and during food preparation ✓</li> <li>• Clean/sanitise work areas and surfaces regularly ✓</li> <li>• The two people didn't contract the disease at the restaurant ✓</li> </ul> | <p style="text-align: right;">(Any 4)</p> | <p>M25<br/>F78<br/>(4)</p> |
|     | 2.1.3 | <ul style="list-style-type: none"> <li>• People living in areas with poor sanitary systems and unsafe water supply/ rural areas ✓</li> <li>• People with malnutrition ✓</li> <li>• People living with someone who has the disease ✓</li> <li>• People eating shellfish and vegetables from contaminated water ✓</li> <li>• Children/elderly ✓</li> <li>• People with low stomach acid levels ✓</li> <li>• People with weakened immune systems/people with HIV and AIDS ✓</li> </ul>  | <p style="text-align: right;">(Any 3)</p> | <p>M25<br/>(3)</p>         |

- 2.2      2.2.1      The feedback is good/ positive
- Profitability/profit will increase✓
  - The guests will return for the food / good reviews regarding food / quality of the food is rated excellent✓
  - Guests received food/meal that was well prepared/guests willing to pay for good quality food✓
  - Taking of the food order was rated good ✓
  - The guests were recognised and seated promptly/ the guests felt welcomed/ time it took to be seated was rated excellent✓
  - The serving staff created a good impression initially/ professionalism and efficiency of the staff is rated good✓
- (Any 2)

**AND**

- The feedback was bad/negative
- The guests reported that they will not recommend the restaurant to friends/ recommendation to friends rated poor/ compromises advertising/ publicity of the restaurant/ negative word of mouth ✓
  - Guests may not return/ fewer customers/ reduces customers coming to the restaurant ✓
  - Profit will be reduced/ smaller profit/less profit✓
  - Overall service was rated poor/ bad service creating a bad impression/ Customer care is compromised ✓
  - The waiting time was very long/ rated poor /The restaurant did not respond in a timely manner with the service of food/ guests don't like to wait✓

(Any 2)

M32  
F89  
(4)

2.3	2.3.1	(a) 10✓ (b) 22/ R1011,78✓	M36 F94 (2)
	2.3.2	<ul style="list-style-type: none"> <li>• They help them to manage stock✓/ simplify the stock receiving process✓</li> <li>• The process is less time consuming/quicker✓</li> <li>• The number of errors are going to be reduced/ it is more accurate/ less human error✓</li> <li>• It will reduce paperwork for them/environmentally friendly/ reduces carbon footprint✓</li> <li>• They will be able to control the flow of stock/ tracks movement of stock/ quantity of stock can be determined at any given time/source of information regarding stock on hand/subtract automatically as stock is issued or used✓</li> <li>• Missing stock can be detected quickly✓</li> <li>• Stock control process can be carried out often✓</li> <li>• System reflects the detail of stock automatically✓</li> <li>• They will reduce wastage e.g. preventing issuing extra stock that is not required ✓</li> <li>• Total cost of stock can be recorded instantly/ price per unit ✓</li> <li>• Stock sheets can be printed ✓</li> <li>• Easy to update and reorganise information ✓</li> <li>• Can be printed alphabetically making stocktaking easier✓</li> <li>• It can improve communication between departments i.e. with requisitioning of stock✓</li> <li>• Reduce or prevent theft✓</li> <li>• Fewer people required to do stock/inventory taking✓</li> <li>• Stock records can be kept safely with passwords✓</li> </ul>	M36 F95 (4)

(Any 4)

**TOTAL SECTION B : 20**

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

3.1 3.1.1

Anaphylactic reactions:

- Swelling of the tongue✓
- Swelling of the throat✓
- Heart palpitations✓
- Suffocation/difficulty breathing✓
- Blood pressure drops✓
- Pulse is weak / fast✓
- Skin rash/hives ✓
- Nausea / vomiting✓
- May lead to death✓

(Any 2)

M50  
F4  
(2)

3.1.2

Choice of dishes is good✓

- A variety of dishes is available/used✓/ different proteins: fish/ schnitzel / different vegetables: mushrooms/potatoes✓
- Basic ingredients are not repeated✓
- A variety of colours: nori, salmon, avocado in sushi/ chocolate mousse garnished with raspberries/ blackberries✓
- Variety of flavours✓/ different flavoured food included in the choice of dishes✓
- Variety of temperature✓/ hot and cold food included/ sushi and chocolate mousse are served cold/ stuffed mushroom/ croquettes and schnitzel are served hot✓
- Variety of cooking methods✓/ grilled stuffed mushrooms/ croquettes and schnitzel are fried / the potatoes for the croquettes are boiled/rice boiled/ bacon is fried/chocolate are indirect steamed✓
- Type of dishes are suitable for each course/ a formal dinner✓
- Dish chosen for each course corresponds with the expected portion sizes for each course✓

**OR**

Choice of dishes is bad✓

- No variety of texture✓the brown stuffed mushroom/sushi and chocolate mousse are all soft textures/ limited crunchy/ crisp textures✓
- No variety/contrast of colour: most dishes/ entrée, main course and chocolate mousse are brown /similar in colour✓
- No variety in shape✓/ most food is round✓/ stuffed mushrooms/ croquette are round /sushi is round /chocolate mousse in glasses are round✓
- There are too many starchy items e.g.rice, potatoes, crumbs✓
- Limited nutritional balance✓/ a variety of fresh vegetables are not included ✓
- Very rich/fatty food used: bacon, cheese, oil used for schnitzel and croquettes and cream in mousse✓
- There is no sauce/gravy/vegetables in the main course ✓
- Two deep fried items in the main course✓

(1 mark for Good/Bad + 4 appropriate reasons)

M43  
F2  
(5)

- 3.1.3
- Too much refined starch e.g. rice, potatoes and crumbs ✓
  - Avoid the mashed potatoes in croquettes/ avoid schnitzel because of the crumbing ✓
  - Too much sugar ✓ avoid chocolate mousse ✓
  - Too much fat included in the menu /Chocolate mousse, bacon and cheese contains fat ✓; exclude the fatty dishes ✓ avoid frying as a method of cooking ✓ decrease total fat intake, especially saturated fat and dietary cholesterol ✓ avoid schnitzel and croquettes that are fried/ rather air fry or grill ✓
  - Processed meats included on the menu ✓ avoid bacon ✓
- (Any 4)

M48  
F5  
(4)

3.2 3.2.1

CROQUEMBOUCHE	GOUGÈRES
<ul style="list-style-type: none"> <li>-Plain choux pastry puffs/ No flavouring ✓</li> <li>-Sweet ✓</li> <li>-Texture is lighter/ crispier ✓</li> <li>-Filled with cream, crème pâtissière or chantilly cream ✓</li> <li>-Glazed or dusted with icing sugar ✓</li> <li>-Covered with spun sugar ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> <li>-Flavoured with cheese ✓</li> <li>-Savoury</li> <li>-Texture is heavier because of the cheese/ more moist ✓</li> <li>-Filled with a savoury filling ✓</li> <li>- Not dusted with icing sugar ✓</li> <li>-Sprinkled with finely chopped herbs/grated cheese/ dusted with paprika ✓</li> <li>- Not covered with spun sugar ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>

M125  
F187  
(2)

- 3.2.2
- Place in an airtight container or bag/cover with plastic wrap ✓
  - Can last 3 days in the room temperature ✓ / dry place ✓
  - Can be frozen ✓
  - Store without filling ✓
- (Any 2)

M126  
F187  
(2)

- 3.2.3
- Overcooking of water and butter/ boiled for too long ✓
  - Too much water evaporated/too little steam ✓
  - The oven was not hot enough ✓
  - The choux pastry batter contained too much fat/ butter ✓ /too much cheese added ✓
  - Incorrect proportion of water to fat/butter / not 2:1 / incorrect measuring of ingredients ✓
  - Too little egg to emulsify the fat/ butter ✓
- (Any 3)

M124  
F186  
(3)

- 3.2.4
- Spun sugar is prepared by boiling a sugar syrup /melting sugar until it caramelises/until golden/ light brown ✓
  - It is made by rapidly flicking/ quick moving of the caramelised sugar ✓ using a cut whisk/fork ✓
  - It can be spun over dowels/wooden spoons/or on a table ✓ to create long, fine hairy threads of sugar ✓
- (Any 2)

M146  
F156  
(2)



- |     |       |   |                     |
|-----|-------|---|---------------------|
| 3.3 | 3.3.1 | <ul style="list-style-type: none"> <li>• The meat is placed in a smoker/closed container/space where it is exposed to the smoke from burning wood chips, dried tea leaves or rice✓</li> <li>• The meat is cooked during smoking at above 52°C✓ (Any 1)</li> </ul>   | M150<br>F167<br>(1) |
|     | 3.3.2 | <ul style="list-style-type: none"> <li>• Smoking preserves the food / Smoking lengthens/increases the shelf life ✓</li> <li>• Retards growth of microorganisms✓</li> <li>• It accelerates / quickens the drying process✓</li> <li>• Prevents enzymatic browning✓</li> <li>• Salt retards the growth of micro-organisms✓</li> <li>• Food is cooked/ food is ready to eat✓</li> <li>• Slows down rancification/ fat will not go off quickly✓</li> <li>• Adds a smokey taste/ enhances the flavour✓</li> <li>• Appearance is more appealing✓ (Any 4)</li> </ul>  | M150<br>F171<br>(4) |
|     | 3.3.3 | <ul style="list-style-type: none"> <li>• Meat: Beef/ Pork/ Lamb✓ Ham✓ Sausages✓ Ribs✓ Salami✓ Bacon/ Gammon/Brisket✓</li> <li>• Chicken✓ Turkey✓</li> <li>• Fish:✓ Salmon✓, Trout✓ Snoek✓</li> <li>• Fruit: ✓Mangoes✓ Pineapples✓ Apricots✓ Peaches✓</li> <li>• Paprika✓ Tomatoes✓ Egg plant/ Brinjal✓<br/>(1 mark either Meat/ Fish/ Chicken/Fruit <b>OR</b> examples provided) (Any 3)</li> </ul>   | M150<br>F167<br>(3) |
| 3.4 | 3.4.1 | <ul style="list-style-type: none"> <li>• Almond milk✓/Nut milk✓/ Hemp milk✓</li> <li>• Rice milk✓</li> <li>• Soy milk✓</li> <li>• Coconut milk✓</li> <li>• Oat milk✓</li> <li>• Plant based yoghurts✓</li> <li>• Vegan ice cream✓</li> <li>• Artificial cream✓<br/>(Any 1 suitable plant-based milk substitutes)</li> </ul>   | M101<br>(1)         |
|     | 3.4.2 | <ul style="list-style-type: none"> <li>• High in plant protein✓</li> <li>• Low in fat / low in kilojoules✓</li> <li>• Cholesterol free✓</li> <li>• Natural source of fibre/ high in fibre✓</li> <li>• Rich in antioxidants✓</li> <li>• Cheaper than animal products/ substitutes for animal proteins✓</li> <li>• Rich in complex carbohydrates✓</li> <li>• Low in glycaemic index✓</li> <li>• Excellent source of nutrients✓/vitamins✓, minerals✓</li> <li>• No hormones /antibiotics✓</li> <li>• Limit the negative effect on the environment/ lessens carbon footprint✓</li> <li>• Help to prevent life style diseases/ healthier✓ (Any 4)</li> </ul> | M105<br>F181<br>(4) |

- 3.4.3
- The store caters for a vegan diet✓
  - The meals sold are suitable for vegans such as vegetables, nuts, cereal, yeast, plant oils and soya products✓
  - Flexitarian diet includes red meat, fish, seafood, milk, dairy products/ eggs/poultry✓
  - Flexitarian foods/dishes are not sold in the store✓
  - However the Flexitarian can consume vegetables and fruits from the cafe✓
- (Any 3)
- M99  
F178  
(3)
- 3.4.4 Unsuitable because:
- Rissoles✓: contain minced meat, fish or poultry/ contains animal product and egg as binding agent✓
  - Foie gras✓: contains goose/ duck liver✓
  - Fish nuggets✓: fish and dipped in egg✓
- (Any 2+2)
- M69-  
70  
F16  
(4)

**[40]**

**QUESTION 4**

- |     |       |   |                     |
|-----|-------|---|---------------------|
| 4.1 | 4.1.1 | <ul style="list-style-type: none"> <li>• Cooling the ingredients and moulds ahead of time in the fridge/ freezer before using them✓</li> <li>• Adding crushed ice / ice as a substitute for water to the dispersed gelatine✓</li> <li>• Placing the mould in a larger bowl with ice water✓</li> <li>• Placing the mould in the freezer for a short while before ice crystals form✓</li> </ul> | M132<br>F162<br>(2) |
|     | 4.1.2 | <ul style="list-style-type: none"> <li>• A high amount of sugar causes the jelly to take longer to gel and set✓/weakens the gel /softer/runny gel/ may not gel at all✓</li> </ul>   | M132<br>F163<br>(1) |
|     | 4.1.3 | <ul style="list-style-type: none"> <li>• Brush the mould lightly with oil✓</li> <li>• Lightly spray with non- stick spray✓</li> <li>• Rinse mould with cold water✓</li> <li>• Use a non- stick silicone mould✓</li> </ul>   | M130<br>F162<br>(2) |
|     | 4.1.4 | <ul style="list-style-type: none"> <li>• Eggs / egg yolk✓</li> <li>• Milk / cream✓</li> <li>• Sugar✓</li> <li>• Flavouring e.g. vanilla/ almond essence✓</li> <li>• Starch thickening/ flour/ corn flour✓</li> </ul>  | M137<br>F148<br>(4) |
|     | 4.1.5 | <ul style="list-style-type: none"> <li>• The starch in the mixture protects the egg / flour or cornflour will gelatinise which prevents splitting or curdling of the egg✓</li> </ul>  | M137<br>F148<br>(1) |
| 4.2 | 4.2.1 | <ul style="list-style-type: none"> <li>• For the shortening/butter/margarine/lard to remain hard/ to prevent the shortening from melting✓</li> <li>• Prevents dough from softening/flour will absorb the softened butter which will negatively impact on texture/butter may ooze out during baking✓</li> <li>• To prevent the dough from shrinking during the baking process✓</li> </ul>      | M118<br>(2)         |
|     | 4.2.2 | <ul style="list-style-type: none"> <li>• Ensure that moisture is retained✓</li> <li>• Alters the texture/ owing to caramelisation of sugar✓</li> <li>• Add sweetness✓</li> <li>• Creates a softer crumb✓</li> <li>• Adds colour/ golden/ light brown/ caramel colour/ assists in Maillard's reaction✓</li> </ul>  | M112<br>F208<br>(2) |
|     | 4.2.3 | Lining✓   | M116<br>F210<br>(1) |
|     | 4.2.4 | <ul style="list-style-type: none"> <li>• The pastry dough was over-mixed/over-handled/over-rolling the dough✓</li> <li>• Insufficient resting/ chilling✓</li> <li>• The pastry dough was stretched during handling✓</li> <li>• The cartouche was not weighed down properly during blind baking✓</li> </ul>  | M119<br>F212<br>(2) |

- 4.2.5 Lattice work✓ M118  
F213  
(1)
- 4.3 4.3.1
- Neck✓
  - Shoulder✓
  - Breast✓
  - Thick rib✓
  - Loin✓
  - Flank✓
  - Leg✓
  - Shin/shank✓
- (Any 3) M94  
F194-  
195  
(3)
- 4.3.2 Name of cooking method:  
  - Stewing✓/ braising✓ (Any 1)
 Description of cooking method:  
  - Brown/sear meat in a little oil✓
  - Mutton must be simmering slowly in a covered potjie pot/ three legged pot/ sauce pan✓ in a small amount of liquid✓ below boiling point/ 85-99°C✓
  - Bubbles rise to the surface without bursting✓
  - Vegetables are added to the potjie pot in the last 30 minutes so they do not overcook✓
 (Any 2) M89  
F202  
(3)
- 4.3.3
- | FAT  | TEXTURE   |
|--|---|
| <ul style="list-style-type: none"> <li>• evenly distributed✓</li> <li>• firm/ hard✓</li> <li>• white fat✓</li> </ul> (Any 2) | <ul style="list-style-type: none"> <li>• smooth✓</li> <li>• fine grain✓</li> <li>• firm and not dry✓</li> </ul> (Any 2) |
- M83  
(4)
- 4.4
- Before cooking do not immerse meat in water or wash because nutrients are lost✓
  - The flavoursome components are removed when meat is washed✓
  - Meat must be salted after cooking; salt extracts meat juices/ do not salt meat before cooking✓
  - Sear or seal meat before cooking✓
  - Meat must be thawed correctly to limit losses caused by dripping✓
  - Thaw meat in the refrigerator✓
  - Avoid cooking the meat at too high or too low temperatures✓ (Any 3)
- M85  
(3)

- 4.5      4.5.1      Labour cost= amount per hour x number of hours x number of waiters✓  
=R100 per hour x 7 hours x 5 waiters✓  
=R3500✓
- M61-62  
F23-25  
(3)
- 4.5.2      • Music and entertainment✓  
• Large tent✓  
• Tiffany chairs✓  
• Laser cut name cards✓  
• Flowers✓
- M60  
F20  
(2)  
(Any 2)
- 4.5.3      Total cost= Cost of food and beverage/ Food Cost+ cost of hiring/Overheads + labour cost✓  
=(R4500+R1200+R3000)✓+(R1500+ R4500+R600+R500)✓+ (R3500)  
**OR**  
=R4500+R1200+R3000+R1500+ R4500+R600+R500✓+ (R3500)  
(no brackets: only 1 mark)  
**OR**  
=R8700✓ + R7100✓ + R3500  
=R19300✓
- M61-62  
F23-25  
(4)  
**[40]**

**TOTAL SECTION C:      80**

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

- 5.1
- Controls transaction performed during the day by reception and cashiers which have to be billed onto guest's accounts/ verifies posted entries to guests and non-guests accounts✓
  - Draw up reports of transaction concluded the previous day✓
  - Balancing all front office accounts ✓
  - Resolves room status discrepancies ✓
  - Monitoring of guests credit limitations ✓
- (Any 2) M6  
F113  
(2)
- 5.2 5.2.1
- The marketing department should design activities to increase customer awareness✓
  - Advertise the hotel/ the services of the hotel✓
  - Determine what the customer needs/expectations are/ do surveys and adapt product accordingly✓
  - Use promotions✓ such as give- aways/ lucky draws ✓
  - Special prices/discounts/ packages/ loyalty programmes to attract customers✓
  - Using visual marketing tools to attract potential customers✓
  - Using electronic marketing tools / social media /internet/ update website to reach more customers✓
  - Hosting competitions✓
  - Hosting sponsorships or events✓
- (Any 4) M16/  
17  
F114  
(4)
- 5.2.2
- Reception/front office✓: Area of the establishment where guests make first contact with the establishment when making a booking/ heart of the establishment✓/ good first impressions result in positive image of the establishment.✓
  - Housekeeping✓: Department responsible for the cleaning of the hotel✓/ clean rooms and common areas will encourage guests to return resulting in increase in income. ✓
  - Laundry✓: Area of the establishment that is responsible for washing, ironing, dry cleaning of establishment's linen✓/ the availability of clean linen in the guests rooms leads to satisfied guests who will want to return thereby increasing income. ✓
  - Maintenance✓: Area of the establishment that is responsible for renovating, gardening, assisting with heavy duty cleaning and repairs✓/well maintained buildings and gardens create a positive image of the establishment and increase the likelihood of guests returning to the establishment thereby increasing income.✓
  - Security✓: Responsible for the protection of people and assets at an establishment✓/ Guests feel safe and secure and will consider returning to the establishment thereby increasing income.✓

- Human resources✓: employing people with disabilities will improve the image of the hotel/ employing qualified staff/ training staff properly will create a good image for the establishment✓ M3-4
  - Marketing✓: effective websites/ advertising will create a positive image and increase the number of bookings✓ F112-118  
(Any 2+2) (4)
- 5.2.3
- 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 increases✓
  - Esteem and living standards will increase as people get jobs✓
  - Multiplier effect increases✓
  - Natural resources will be preserved, maintained and utilised responsibly✓
  - Increased foreign currency due to influx of tourists✓ M1
  - Tax will be paid by the hotel sector✓ F108
  - Improves infrastructure✓ (Any 4) (4)
- 5.3      5.3.1
- Young people✓
  - Food enthusiasts✓
  - Tourists✓
  - Food critics✓ M16
  - Adventurous people looking for new experiences✓ F135
  - Bikers✓ (Any relevant answer) (1)
- 5.3.2 (a)
- Business location: Durban Beachfront✓  
 Form of business: partnership✓  
 Short-term goals: in six months expanding in the beach front✓  
 Long-term goals: expanding to other provinces, in South Africa✓  
 Business description✓  
 Logo ✓ M11  
 Vision and mission of the business✓ F131  
 (Any 2) (2)

- 5.3.2 (b) Personnel Plan: 3 motorbike drivers/guides✓ food stall managers✓/chefs or kitchen staff✓/service staff✓ cleaners✓

Job Descriptions: motorbike drivers -driving motor bikes/serves as a guide for customers✓

Food stall managers - manage the food and service operations✓/ controls the business transactions/ involved in marketing✓

Chefs/kitchen staff- involved in food preparation at the stall✓

Service staff- serving and billing the customers✓

Cleaners – general cleaning of food preparation and service area✓  
(Any 2 personnel + job description)

M12  
F131  
(4)

5.3.3

- Leaflets/ handouts/pamphlets✓
- Flyers✓
- Posters✓
- Brochures✓
- Newsletter✓
- Magazine✓
- Newspaper✓
- Social media (Facebook, Instagram, Tik Tok, Twitter)/online advertising✓
- Stickers on the bikes✓ (Any 4)

M18-  
19  
F138-  
139  
(4)

5.3.4

The advert must:

- Provide the company name/slogan✓
- Supply contact details or address✓
- Provide information on price, place and product✓
- Formulate a short marketing message✓
- Must use bright colours✓
- Be eye catching✓
- The wording must be catchy and easy to read/ big letters ✓
- Use different types and sizes of fonts✓
- Use simple language free of errors/ spelling mistakes✓
- The pictures and photos must add interest in the foods sold✓
- Be on the left-hand page✓
- Be neat and attractive✓

M19  
F138  
(5)  
**[30]**



**QUESTION 6**

6.1	6.1.1	It contains large carbon dioxide bubbles / large bubbles ✓	M156 F48 (1)
	6.1.2	Sauvignon Blanc/ Chenin Blanc/Chardonnay/ Pinot Noir/Viognier/ Columbar/Gewurtztraminer/Buketraube/Riesling/Semillon ✓ (Any 1)	F48 (1)
	6.1.3	<ul style="list-style-type: none"> <li>• Cap Classique/ MCC/Second fermentation in the bottle ✓</li> <li>• Charmat/Second fermentation in a tank ✓</li> <li>• Carbonated/Injection of carbon dioxide into the wine ✓</li> </ul>	M156 F62 (2)
	6.1.4	(a) Sec: dry ✓	M156 (1)
		(b) Doux: sweet/very sweet ✓	M156 (1)
	6.1.5	<ul style="list-style-type: none"> <li>• No person under the age of 18 may be served alcohol ✓</li> <li>• Minors will not be granted a liquor license ✓</li> <li>• Adequate guest toilet facilities for males and females must be provided on or near the licensed premises ✓</li> <li>• Ordinary meals shall be available on the premises during the hours that liquor is sold ✓</li> <li>• Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking an ordinary meal on the licensed premises ✓ Closed days are defined as Sundays, Good Friday and Christmas day ✓</li> <li>• No liquor may be supplied or sold to a person who is drunk ✓</li> <li>• All liquor bought on the premises must be consumed on the premises ✓</li> <li>• A person may bring his own liquor onto a licensed premise upon which a 'corkage fee' will be charged. Such liquor has to be consumed on the premises ✓</li> <li>• It is illegal to add any liquids, such as water, to the liquor in a bottle/ adulteration is illegal ✓</li> <li>• Bankrupt or a unrehabilitated person will not receive a licence ✓</li> <li>• The applicant / spouse of the applicant should not have a criminal record ✓</li> <li>• Applicant must be compliant to SARS tax laws ✓</li> </ul>	M168 F55 (4)



6.3.3	<ul style="list-style-type: none"> <li>• Maître d'hotel/Head waiter should acknowledge new guests within 30 seconds of entering the restaurant✓</li> <li>• Maître d' hotel greets guests in a professional manner/ polite/ friendly/ welcoming way✓</li> <li>• Make eye contact✓</li> <li>• Check the reservation/ ask if they have a booking/ note the name of the host✓</li> <li>• Maître d' hotel introduces guests to waiter✓</li> <li>• The waiter greets in a friendly manner✓</li> <li>• Do not leave the customers at the door, always ask them to follow you/show the guests to their table✓</li> <li>• Address host in his/her preferred language/ address the guest as Sir or Mam / their surname as it appears in the booking✓</li> <li>• If the Maître d' hotel is not available another waiter/manager must step in and receive the guests at the door✓</li> </ul>	M190 F34 (4)
6.4	<ul style="list-style-type: none"> <li>• Be polite and friendly without being familiar/ be professional ✓</li> <li>• Be attentive, but do not respond to the flirting ✓</li> <li>• Ask them politely to stop✓</li> <li>• Serve meal as soon as possible✓</li> <li>• Ask the maître d' hôtel or manager to assist✓</li> <li>• Get another waiter of a different gender to serve the table✓</li> <li>• If the guest continues ask the guest to leave✓</li> <li>• If the guest refuses call security to escort the guest out of the restaurant✓ (Any 3)</li> </ul>	M185 F41 (3) <b>[30]</b>
<b>TOTAL SECTION D:</b>		<b>60</b>
<b>GRAND TOTAL:</b>		<b>200</b>