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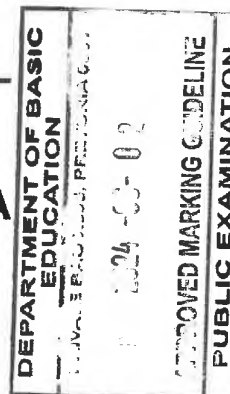


**SA EXAM
PAPERS**
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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA



SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES
MAY/JUNE 2024
MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

02 June 2024

02 June 2024

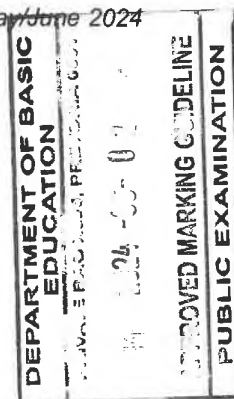
02 June 2024



SA EXAM
PAPERS

SECTION A: SHORT QUESTIONS

QUESTION 1



1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	D✓	M27	F81
1.1.2	C✓	M132	F163
1.1.3	D✓	M99	F178
1.1.4	A✓	M175	F31
1.1.5	C✓	M15	F135
1.1.6	A✓	M122	F185
1.1.7	A✓	M63	F
1.1.8	D✓	M69	F16
1.1.9	B✓	M192	F36
1.1.10	A✓	M179	F

(10)

1.2 MATCHING ITEMS

1.2.1	D✓
1.2.2	F✓
1.2.3	H✓
1.2.4	B✓
1.2.5	C✓
1.2.6	A✓
1.2.7	I✓

M136-
139
F147-
159
(7)

1.3 ONE-WORD ITEMS

1.3.1	Halaal✓	M 44	F3
1.3.2	Nuts✓	M 105	F179
1.3.3	Host/Hostess✓	M193	F36
1.3.4	Pasteurisation✓	M150	F169
1.3.5	Sweet short crust/Pâté sucrée✓	M113	F108
1.3.6	Honesty/Integrity/Reliability/Loyalty/Trustworthy✓	M29	F86
1.3.7	GDP/Gross Domestic Product✓	M1	F108
1.3.8	Function/Conference room/Restaurant/ Banquet room /Boardroom✓	M2	F109
1.3.9	Allergy✓	M50	F4
1.3.10	Maître d'hôtel/Head waiter/Waiter/Waitron✓	M190	F11

(10)

1.4 SELECTION ITEMS

1.4.1 A✓C✓E✓G✓

Any order
M60
F20
(4)

1.4.2 B✓ C✓E/F✓

Any order
M194
F37
(3)

1.5 SEQUENCE`

1.5.1 D✓A✓B✓E✓F✓C✓

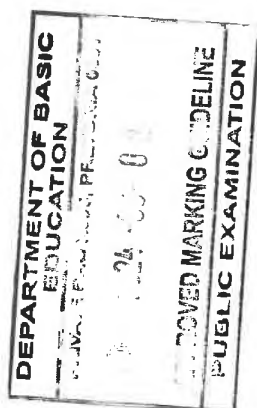
In the correct order
M85-
87
F199
(6)

TOTAL SECTION A [40]



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

- 2.1 2.1.1 - Bacteria✓ (Salmonella, Staphylococcus, Clostridium and Escherichia coli, Food poisoning)
- Viral infections✓ (Rota virus)
- Parasites✓
- AIDS✓
- Drugs✓
- Contaminated food, drinks/water or chemicals e.g. mercury✓ M23
- Aspirin and some antibiotics✓ F77
(Any 2) (2)
- 2.1.2 - Diarrhoea/runny tummy✓
- Vomiting✓
- Abdominal pain/stomach cramps✓
- Headaches✓
- Fever ✓ M23
- Dehydration✓ F77
- Nausea✓ (3)
- Muscle cramps✓
- Dizziness/Low blood pressure✓ (Any 3)
- 2.1.3 - The food handler/ staff should not work if they have diarrhoea/
staff must inform the employer✓
- Good personal hygiene is of the utmost importance✓/wash
hand/sanitise after using the toilet/handling refuse/after
touching your body, hair and nose✓
- Wash and sanitise equipment and surfaces after handling raw
meat and poultry✓
- Food should be thoroughly cooked✓
- Eliminate insects and rodents from the kitchen✓
- Comply with proper storage regulations/ keep cold food in the
refrigerator/food that must be kept at -18 °C must be stored in
the freezer✓
- Keep food covered✓
- Keep food below 5 °C or above 60 °C/High temperatures
destroys bacteria/ keep food out of the food danger zone✓
- Avoid cross-contamination between raw and cooked foods/
separate raw and cooked food/have segregated working
areas for raw and high-risk foods✓
- Use screen on windows to keep insects, rodents and birds out
✓
- Do not store food on the floor ✓
- Do not allow waste to accumulate✓
- Keep lids on waste bins✓ M24
- Food establishments should not use spoiled food✓ F77
(Any 3) (3)

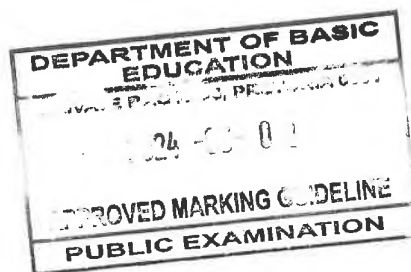


2.2 2.2.1

Good✓	Bad✓
Professional ethics and service excellence	
<ul style="list-style-type: none"> - Waiter is listening to the guest/he did not ignore the guests✓ - The waiter is productive✓ - He did serve the food to the guests✓ 	<ul style="list-style-type: none"> - The waiter is not displaying respect and the professional attitude to the customers✓ - He is not being alert/ sensitive to the customers' needs ✓ - Waiter's body language/posture looks negative/ hand gesture/ shrugging his shoulders to the customers/ facial expression✓ - He is arguing with the customers/ lack of self-control✓ - Guest expectations are not met✓ - Guests do not look satisfied with the service✓
Appearance	
<ul style="list-style-type: none"> - He is wearing clean uniform✓ - He is wearing a uniform according to restaurant requirements✓ - Hair out of his face✓ - Well shaven and clean✓ - He is not wearing jewellery✓ 	<ul style="list-style-type: none"> - His shirt is not white✓ - He is not carrying a service cloth✓

(1 mark for Good or Bad+ Any 4 correct evaluation)

M30
F86
(5)



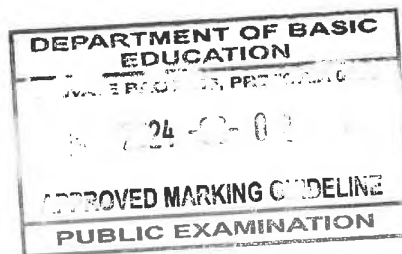
- 2.3
- The type of institution determines the type of service offered by the organisation✓/when formal restaurant offers Gueridon service one can expect to pay much more for the dishes and receive professional service✓
 - The more guests are paying for excellent customer service or the type of service, the more profit the restaurant will make✓
 - Fast food outlets deliver limited service as they aim to serve customers as quickly as possible✓, thus less money will be made✓
 - The price of dishes is linked to service ✓/the more expensive the dish, the better the service ✓
 - The managements decide what level of service they would like in their restaurant✓/may decide on the fine dining service with a high level of customer service or fast food with limited service✓
 - The level of training differs✓/ well trained waiters work in up-market restaurants where clients are willing to pay for high level of service✓
 - Good levels of service will promote positive word of mouth✓ which will increase the number of customers and increase profitability✓
 - When service is good customers will be willing to pay more✓
- (Any 4)

M33
F91
(4)

- 2.4 The computerised system will:
- Record dish sales and do dish analysis ✓
 - Menu analysis will increase profitability of the popular menu items✓
 - Project the ingredient costs as well as the production costs and calculate the selling prices✓
 - Use an online dictionary to translate the names of ingredients/ dishes from other languages to English/ spelling errors can be corrected✓
 - Developing and changing recipes/menus are simplified/made easier ✓
 - Store and retrieve recipes/menus and ingredients easily✓
 - Compile order lists easily and accurately✓
 - Do metric conversions for the ingredients automatically✓
 - Print portion sizes on a recipe, which makes planning for functions easier✓
 - Determine the nutritional value of food✓
 - Saves time✓
 - Minimises paperwork✓
- (Any 3)

M38
F99-
100
(3)

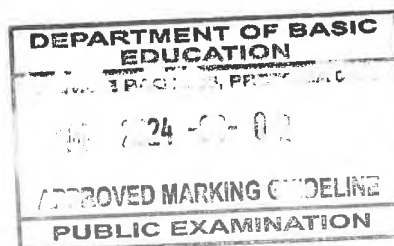
TOTAL SECTION B : 20



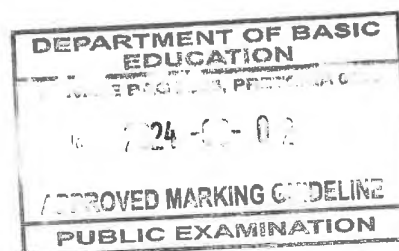
**SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES****QUESTION 3**

- | | | | |
|-----|-------|---|--|
| 3.1 | 3.1.1 | 2-5 snacks per person✓ | M74
F16
(1) |
| | 3.1.2 | <p>(a) Colour</p> <ul style="list-style-type: none"> - Bad/No/ very little colour variation✓ - Custard Pancakes, Chocolate Ganache Cakes and Lemon Meringue Tart are similar in colour that is yellow and brown.✓ - The Pulled Pork Tacos and Lamb Riblets are brown✓ <p style="text-align: right;">(Any 2)</p> <p>(b) Type of function</p> <ul style="list-style-type: none"> - Some of the snacks are not suitable due to portion sizes/ some of the snacks are not bite size hors d'oeuvres✓/the following foods are not bite size Pulled Pork Tacos, Custard Pancakes, Lemon Meringue Tart, and Chocolate Ganache Cakes✓ - The Lamb Riblets have bones, and it can be a challenge to discard bones during the cocktail function✓ - The foods that can dirty the guests' fingers/it is messy✓/Lamb Riblets, Custard Pancakes, Lemon Meringue Tart, and Chocolate Ganache Cakes✓ - Cutlery and crockery will be required when eating the dishes on the menu✓ <p style="text-align: right;">(Any 3)</p> | M128
F69
(2)

M128
F69
(3) |
| | 3.1.3 | <ul style="list-style-type: none"> - Use a variety of equipment to present the snacks/ use platters, Chinese spoons, shot glasses etc.✓ - Do not put too much food onto the platters✓ - Place hors d'oeuvres diagonally in neat evenly spaced rows or in a pattern that is pleasing to the eye✓ - Consider mixing different colours, tastes, and texture on your platters✓ - Use different levels and height to add visual excitement✓ - Provide enough space around tables✓ - Include hot and cold snacks✓ - Include dessert snacks on separate platters✓ - Garnish the snacks attractively/snacks should look appetising✓ <p style="text-align: right;">(Any 3)</p> | M75
F16
(3) |



- 3.1.4 - The Lamb Riblets/ Sushi Roll contains fat/ is deep fried which makes the dishes unhealthy✓/diabetics should limit fat intake✓
- Pulled Pork Tacos could be high in cholesterol owing to the marbling✓/ diabetics should decrease total fat, especially saturated fat and cholesterol✓
- Sushi is made with white rice which is a refined starch✓/diabetics should avoid/ restrict refined starch✓
- Custard Pancakes, Chocolate Ganache Cakes and Lemon Meringue Tart contain refined starch, fat, cholesterol and sugar✓/diabetics should avoid fat, cholesterol, sugar and refined starch use in preparation of the desserts✓
- The basting sauce used to prepare Lamb Riblets contain a lot of salt and sugar ✓ diabetics should limit salt and sugar intake✓ (Any 5) M48 F5 (5)
- 3.2 - The number of staff members required for a formal banquet function may be more/number of guests attending will determine the number of staff required✓
- The type of staff, Kitchen staff, Restaurant staff and Bar staff✓ M46
- The capacity and level of skills of the staff must be considered ✓ F10 (Any 2) (2)
- 3.3 3.3.1 - Kudu✓
- Springbok✓
- Blesbok✓
- Impala✓
- Duiker✓
- Wild buck/ buck✓
- Porcupine✓
- Warthog✓
- Bushpig✓
- Rabbit/Hare✓
- Eland✓
- Waterbuck✓
- (Gazella)/Gemsbok✓ (Any 2) M79 F189 (2)
- 3.3.2 - The venison must be barded owing to the leanness/absence of fat or marbling✓
- It will add flavour✓
- It prevents drying of the venison/ the venison tends to get dry during cooking ✓ and add juiciness✓ M79 F189 (2)
- It will improve the appearance✓
- It decreases the gamy taste✓ (Any 2) (2)
- 3.3.3 - Wrap meat correctly in plastic/ vacuum pack/ freezer bags✓
- Ensure that all the air is removed from packaging✓
- Freeze the venison steak quickly ✓slow freezing produces ice crystals that tend to break the cells✓
- Freezer temperature must be constant at -18 °C✓ M84 F199 (3)
- Leave space between two to three packages to allow cold air to circulate✓
- Label the packaging with meat cut name, date and number of portions/weight✓ (Any 3)



3.4 3.4.1 Food Cost = R20,00+R120,00+ R100,00+R20,00✓
= R260,00✓
Selling Price= Food cost +Food cost percentage ✓
= R260÷ 0.35 OR R260÷35 ×100÷1✓
= R742,86✓

OR

Sweet Potato Soup= R20,00 ÷ 0.35 =R57,14✓
Crayfish Thermidor= R120,00 ÷ 0.35 =R342,85✓
Grilled Sirloin = R100,00 ÷ 0.35= R285.71✓
Chocolate Eclairs= R20,00 ÷ 0.35= R57.14✓
Selling Price: R742.84.

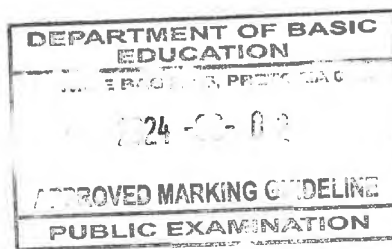
M62
F21
(Any 4) (4)

3.4.2 Gross Profit= Selling Price- Food Cost ✓
= R742,86 / R742.84 - R260,00✓
=R482,86 /R482.84✓

M62
F21
(3)

3.5.1 3.5.1 - Beignets✓
- Churros✓
- French Crullers✓

M125
F186-
187
(2)



(Any 2)

3.5.2 - Icing sugar✓
- Castor sugar✓
- Glaze✓
- Melted chocolate✓
- Glacé icing✓
- Cinnamon sugar✓
- Caramel/ chocolate sauce✓

(Any 2) (2)

M125
F186-
187
(2)

3.5.3 (a) Eggs coagulate during baking✓ to stabilise the walls of the cavity/ Eggs help to hold the form when baked✓
- It also emulsifies the butter and water✓ (Any 2) (2)
(b) During baking water is converted into steam✓, which acts as a raising agent ✓
- Water will help create even size choux pastry when baked✓
- The steam will help create the cavity✓ (Any 2) (2)

M122
F185
(2)

M122
F186
(2)

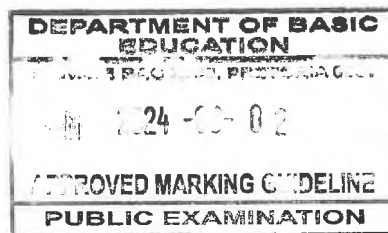
3.5.4 - It can be frozen for up to three months✓
- Open freeze on a baking tray until solid✓
- Once solid place in a freezer bag/ airtight container and seal✓
(Any 2)

M126
F187
(2)
[40]

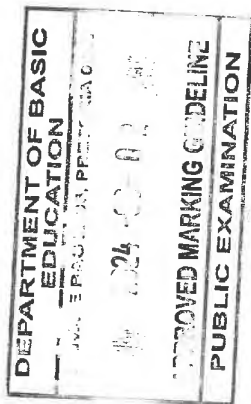
QUESTION 4

- | | | | |
|-----|-------|---|------------------------------------|
| 4.1 | 4.1.1 | <ul style="list-style-type: none"> - Discard the water that the lentils were soaked in✓ - Soaked lentils can be simmered in boiling water✓ - Simmering slowly in a covered saucepan✓ - Do not boil the lentils/ boiling liquid can overflow/Lentils may break or separate from their skins when boiled✓ - Do not add salt during cooking as this slows down the cooking process✓ | M104
F183
(Any 3)
(3) |
| | 4.1.2 | <ul style="list-style-type: none"> - Legumes/pulses/beans (any examples)✓/peas✓ - TVP/Texture Vegetable Protein/soya ✓ - Tofu✓, miso✓ tempeh - Chickpeas✓ (Any other relevant THREE protein rich vegetarian products) | M98
F178
(3) |
| 4.2 | 4.2.1 | <ul style="list-style-type: none"> - Shortening remains hard ✓and forms layers between the pastry✓ - For better rising✓ - To improve flakiness✓ - To not melt the butter✓ | M118
F208
(Any 2)
(2) |
| | 4.2.2 | Glazing✓ | M116
F211
(1) |
| | 4.2.3 | <ul style="list-style-type: none"> - No, the chef would not glaze the quiche✓ - There's no pastry cover on the quiche that can be glazed✓ - The quiche does not have a crust on top✓ - The topping is a custard that will bake and set therefore does not need to be glazed✓ (1 mark for determining + 1 mark for motivation) | (1)

M116
F211
(2) |



4.2.4



	PUFF PASTRY	PHYLLO PASTRY
(a) Quality Characteristics	<ul style="list-style-type: none"> - It is rich ✓ - It is not brittle ✓ - It is thicker/ multiple thin layers ✓ - It is flaky ✓ - Golden brown colour ✓ <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> - It is not very rich - It is brittle /breaks easily ✓ - Paper thin ✓ - Not flaky ✓ - Light straw colour ✓ <p style="text-align: right;">(Any 1)</p>
(b) Layering/Laminating of the pastry	<ul style="list-style-type: none"> - Laminated/ layered pastry ✓ - Layers are separated by air and butter ✓ - The trapped air expands and lifts the pastry to create multiple layers ✓ <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> - Non-laminated ✓ - Layers are created by brushing melted butter onto the pastry sheets and it is layered on top of each other before baking ✓ <p style="text-align: right;">(Any 1)</p>

M113
-115
F206-
207
(4)

4.3

4.3.1

- Syneresis/curdling occurs when the egg protein is overheated or over cooked ✓
- The protein shrinks and water is lost/oozes from the protein network ✓
- The crème brûlée will have undesirable bubbles/lumps the texture will not be smooth ✓
- The crème brûlée will have an egg taste ✓
- Overcooking of the topping will create a burnt taste/dark appearance ✓

M137
F148
(3)

4.3.2

- Mixture should be cooked in a bain-marie/ water bath ✓
- Do not cook at too high temperatures ✓
- Do not bake for too long/set a timer ✓

M137
F148
(2)

4.3.3

- Sprinkle castor sugar on top ✓
- The sugar is caramelised on the baked custard before serving with a blow torch/in the oven grill ✓
- It is served in the mould/it is not unmoulded on a plate/It is not inverted ✓
- The guests will use the back of dessert spoon to crack the caramelised top ✓

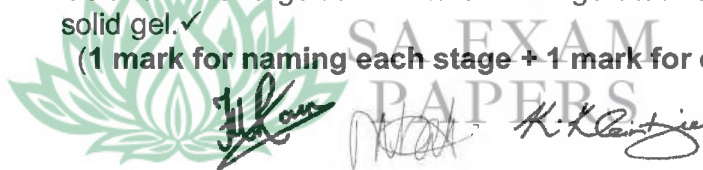
M138
F-
(2)

4.3.4

- Hydration/Sponging/Blooming: ✓ gelatin is soaked in cold water/ sprinkled over cold water/soak till very soft/liquid absorbed ✓
- Dispersion: ✓ Melt the hydrated gelatin over steam/hot water bath/ or bain-marie/Melt gelatin in the microwave for a few seconds ✓
- Gelation: ✓ The gelatin mixture is refrigerated to set or form a solid gel. ✓

M129-
130
F162
(6)

(1 mark for naming each stage + 1 mark for explanation)



- 4.3.5 - The large quantity of air from the whipped cream will decrease the firmness of the gel✓ M132
 - It will take longer to set/will not hold shape✓ F163
 - Softer/weaker gel✓ (1)

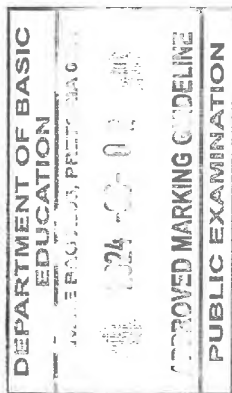
- 4.3.6 - It will set quicker/quickly✓ M131
 - It will be rubbery✓ F163
 - It will be more firm ✓ (Any 1) (1)

- 4.4 4.4.1 - Vacuum packing/Vacuum sealing✓ M150
 F166
 (1)

- 4.4.2 - Fresh or cooked food is placed in special plastic/vacuum bag✓
 and all the air is removed✓
 - The vacuum deprives the bacteria of the oxygen that it needs to survive✓ thereby slowing down the spoiling process.✓ M
 F166
 (Any 2) (2)

- 4.4.3 - The brand name✓
 - The name of the product✓
 - Lot identification/batch or serial number✓
 - Mandatory warnings✓
 - Ingredients of packaged food/ nutrient content✓
 - The food additives✓
 - The allergens✓
 - Name and address of the manufacturer✓
 - The instructions for use✓
 - Manufacturing date✓
 - The sell by date/ use by date/ best before /expiry date✓
 - Portions✓
 - Directions for use✓
 - Net mass/ in kg/grams✓
 - Grading ✓ M153
 - Barcode✓ F177
 - Country of origin ✓ (Any 3) (3)

- 4.5 4.5.1 - Wash glass jars in hot soapy water and rinse well✓
 - Boil them for about 10 minutes/ sterilise the bottles✓
 - Dry them upside down in a warm oven✓
 - Sterilise the lids in the same way✓ M151
 - Alternatively, bottles/jars can be microwaved until the water boils and evaporates.✓ (Any 4) (4)



TOTAL SECTION C: 80



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

QUESTION 5

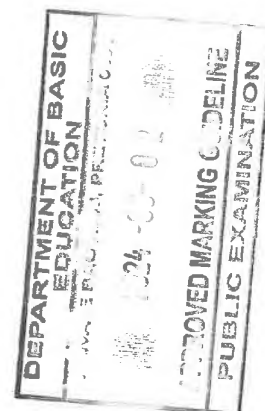
5.1 5.1.1

Aya and Maya must be:

- hardworking✓
- willing to take risks/risk taker✓
- fearless ✓
- committed and determined/loyal /motivated✓
- creative/innovative✓
- self-reliant/self-driven ✓
- adaptable/ flexible/resilient ✓
- responsible✓
- equipped with organisational and managing skills✓
- adventurous to try new things✓
- energetic and have a sense of humour✓
- good communication skills ✓
- ability to see/identify opportunities✓
- must have a business orientated mindset✓
- passionate/enthusiastic✓
- honest✓

(Any synonyms for the above listed characteristics)

M8
F12
(3)



5.1.2

TWO Strengths	TWO Weaknesses
<ul style="list-style-type: none"> - Cultural food background✓ - Uncle's financial support✓ - Menu/recipe creators✓ - They have a name for the stall✓ - They have staff✓ - They have a passion for cooking✓ <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> - Limited market information✓ - No money/lack of finance/ capital of their own/ they have a loan✓ - No equipment✓ - No transport ✓ - Inexperienced✓ - They do not have a draft business plan✓ - No premises to start the business✓ <p style="text-align: right;">(Any 2)</p>

M10
F
(4)

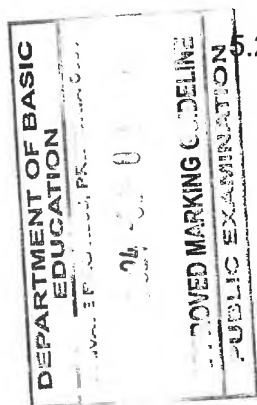
5.1.3

- Private chefs/private catering✓
- Meals on wheels -Food delivery ✓
- Drinks on wheels✓
- Home industry/ Cake business/baking and selling cakes✓
- Food trucks✓
- Pop-up restaurants✓
- Social media influencer/food blogger/content creator ✓

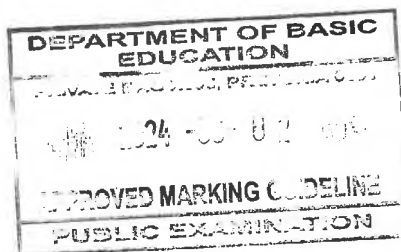
(Any 3)

M8-9
F128-
129
(3)

- 5.1.4 Afri-Stop:
- will create job opportunities/ employment✓
 - Creates wealth in the country/ economic growth is stimulated✓
 - Increases local income/ multiplier effect✓
 - Funds used to improve country's infrastructure✓
 - Tourists come in with valuable currency ✓
 - Esteem and living standards of country improves✓
 - Funds are provided for preserving, maintenance and responsible use of natural resources✓
- (Any 3) M1
F108
(3)
- 5.1.5
- Cover page with details/name of business/owners✓
 - Business description / type of business/short-, medium- and long-term goals/ branding/ location/address ✓
 - Operational plan✓ personal plan/ purchasing and suppliers✓
 - Product or service description✓
 - Marketing plan✓
 - Financial plan✓ Cash flow analysis/income statement/balance sheet/ break-even analysis/ budget✓
- (Any 4) M11
F131
(4)
- 5.2 5.2.1
- Social media users✓
 - Food enthusiasts/ people who love African cuisine✓
 - International/local tourists✓
 - Visitors to Johannesburg✓
 - People working around the Johannesburg Food Market✓
 - Corporate companies✓
 - Young People ✓
- (Any 1) M16
F134
(1)
- 5.2.2
- He/she organises all marketing activities such as promotions and special events✓
 - He/she will post live videos/ content on social media to introduce the products and services offered by Afri-Stop ✓
 - Attend cooperate functions to advertise Afri-Stop✓
 - Build the brand✓
 - Build customer loyalty✓
 - Update target market on the new products on the market/ awareness/attracts people✓
- (Any 3) M5
F120
(3)
- 5.2.3
- TV✓
 - Video walls/Movie theatres✓
 - Digital shows/slide shows/screen advertising in large public areas✓
 - Promotional videos✓
 - SMS/WhatsApp✓
 - Website✓
 - Radio on a tv set or cellphone ✓
 - Emails ✓
- (Any 3) M20
F140
(3)

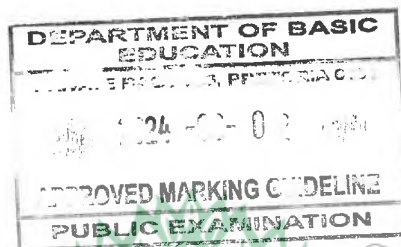


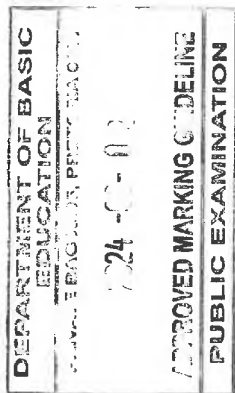
- | | | | |
|-----|-------|--|--|
| 5.3 | 5.3.1 | <ul style="list-style-type: none"> - Making a good impression/ must be friendly when welcoming the guests✓ - Offers assistance to guests/ quick to serve the guests✓ - Making the guests feel comfortable/at ease✓ - Maintains high levels of professionalism when checking in and checking out guests✓ - Honest when handling guests' accounts✓ - Meets the needs /additional requests of the guests✓ - Multi-skilled✓ | <p>(Any 2)</p> <p>M3
F112
(2)</p> |
| | 5.3.2 | <ul style="list-style-type: none"> - Finance and accounting form a link with every department in the establishment including Human resources✓ - The finance and accounting department ensures that the hotel income is spent according to the budget and needs of the establishment. ✓ - Finance department ensures that the funds are available to the Human resource department for recruitment, hiring and training, therefore these are interrelated.✓ - Human resources officers ensure that the recruitment procedures are in place✓ and the staff is trained to perform their duties properly within the allocated budget.✓ - Human resources also ensures that the working conditions of the staff is in line with labour laws.✓ - Finance department to ensure payment of salaries based on information gathered from human resource for e.g. overtime✓ | <p>(Any 4)</p> <p>M7
F122-
126
(4)
[30]</p> |



QUESTION 6

- | | | | |
|-----|-------|---|-----------------------------------|
| 6.1 | 6.1.1 | <ul style="list-style-type: none"> - Harvest year/vintage✓ - Origin✓ - Alcohol content✓ - Bottle volume✓ - Class designation/classification✓ | (Any 3)
M157-158
F53
(3) |
| | 6.1.2 | <ul style="list-style-type: none"> - Pour wine from the right-hand side✓ - Do not lift the glass from the table✓ - The label must face the guest✓ - Serve anti-clockwise✓, ladies first✓ end with the host✓ - Fill halfway for red wine✓ - After pouring twist and lift the bottle to prevent drips from falling on the table✓ - Once you have poured the wine place the bottle on the table/sideboard✓ - Drape the napkin around the neck of the bottle✓ | (Any 4)
M166
F59-60
(4) |
| | 6.1.3 | <ul style="list-style-type: none"> - It is appropriate/it is correct/suitable✓ - Shiraz is a red wine✓ - Red wine pairs well with red meat✓ - Rich red wines go well with flavoursome red meat dishes ✓ - Braised beef short ribs is red meat✓ | (1)
M159
F52
(2) |
| | 6.1.4 | <ul style="list-style-type: none"> - 15-20 °C✓ - European room temperature✓ | (Any 1)
M167
F60
(1) |
| | 6.1.5 | <ul style="list-style-type: none"> - When serving another bottle of wine, present /serve as you did with the first bottle✓ - The label must face the guest✓ - Pour a little into a clean glass for approval/repeat tasting procedure✓ - Because it is a different cultivar that is ordered, each guest must receive a clean glass✓ | (Any 2)
M167
F60
(2) |
| 6.2 | 6.2.1 | <ul style="list-style-type: none"> - Stirred✓ - Triple citrus fizz contains sparkling water and ginger beer which are infused with carbon dioxide/effervescent✓ - If any other mixing method is used e.g. shaking/blending the mocktail will spill over/bubbles/fizziness will be lost✓ - The mocktail cannot be built, the ingredients will not be able to be floated on top of each other as they are light ingredients✓ | (1)
M161
F65
(2) |





6.2.2

Cordial	Sparkling water
<ul style="list-style-type: none"> - Consists of fruit juices and other flavouring ✓ - Made from syrups, prepared from sugar and water/does not contain natural minerals ✓ - Concentrated/Diluted in water, lemonade and soda water ✓ - No carbonation/no bubbles ✓ <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> - Consists of natural water/ spring water ✓ - Contain natural minerals found in the soil ✓ - No need to dilute ✓ - Charged with carbonated gas/has bubbles ✓ <p style="text-align: right;">(Any 2)</p>

M161
F62
(4)

6.2.3

- The barman should have a system of minimum and maximum stock levels ✓
- The barman should order as soon as minimum stock level is reached ✓
- The barman should do daily stock taking ✓
- Allow enough time for the delivery of stock to prevent the stock from running out ✓
- If using a computerised system the barman should regularly check it as it will highlight what needs to be ordered and what is already in stock ✓
- Order for the number of guests you will be hosting ✓ (Any 3)

M161
F71
(3)

6.3

6.3.1

- To cover food ✓
- Prevents food from drying out ✓
- Helps to keep food warm ✓
- Enhances the quality of service/sophisticated service ✓ (Any 2)

M172
F
(2)

6.3.2

- Wash in warm soapy water ✓
 - Rinse in hot water ✓
 - Air dry/polish using a clean cloth ✓
 - Use a service cloth to handle the cloche after polishing/ handle the cloche on the inside to prevent fingerprints on the outside ✓
 - If water stains remain after washing, dip equipment in very hot water for a few minutes, polish with a clean dry cloth ✓
- (Any 2)

M176
F
(2)

6.4

- Present the menu within two minutes of the guests being seated ✓ to the guest from the left-hand side ✓
- Present with your left hand ✓
- Present it open to the guest ✓
- Leave the menu on the table if the guest does not take it from you ✓
- Ensure that you place the menu fairly close to the guest ✓ (Any 2)

M190
F34
(2)



- 6.5
- Continue to serve beverages if there is clean glassware✓
 - Serve beverages in cans/bottles✓
 - Have sufficient bottled water available✓
 - Serve food and beverages in disposable containers✓
 - Water from the containers/Jojo tanks can be used in the bathrooms✓
 - There may be a need to close the kitchen when they run out of clean water/crockery/glassware✓
 - Phone the municipality to report the water cuts/ to provide water trucks✓

(Any 3)

M186
F45
(3)
[30]
60
200

TOTAL SECTION D:
GRAND TOTAL:

