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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✓

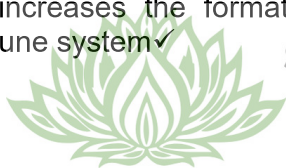
Any orderM113
F206
(5)

1.5.2 B✓, C✓, E✓, H✓, I✓

Any orderM6
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"> • chronic/lifelong diseases/liver disease✓ • history of treatment with clotting-factor concentrate✓ • sexual encounters with infected person✓ • elderly people with a weakened compromised immune system✓ • who did not get a vaccine/immunisation✓ • who are using drugs✓ | M23
F77
(1)
(Any 1) |
| | 2.1.4 | <ul style="list-style-type: none"> • It is contagious/Food handlers working with food can spread to other food handlers and guests✓ • Doctors book off people with Hepatitis A for 7 days✓ • The person will be physically unfit to work in the kitchen/restaurant because they will be tired✓ • Food handlers will show symptoms of diarrhoea, and it will be unsafe for them to handle food/ food handlers can contaminate the food✓ • Food handlers will show symptoms of fever and should not be allowed to handle food in the kitchen ✓ • Serving staff will look sick, they will display yellow skin and eyes/jaundice✓ • When the symptoms appear, this will make guests uncomfortable✓ • The disease may damage the reputation or image of the hotel✓/ and that may lead to financial losses✓ | M23
F77
(4)
(Any 4) |
| 2.2 | | <ul style="list-style-type: none"> • It is correct/ Comment is true/Yes ✓ • HIV weakens the body's immune system✓ • Leaves the body vulnerable to TB ✓ • A weakened immune system allows TB to infect parts of the body other than the lungs✓ • HIV destroys the blood cells making the body unable to fight against TB✓ • During stages 3 and 4 of AIDS, patients develop opportunistic infections, such as TB✓ • TB increases the formation of HIV viruses therefore weakening the immune system✓ | 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 Bavaois 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 $R840,00 \div 20 \text{ tarts} \checkmark = R42,00 \checkmark$
 $= R42,00 \times 40 \div 100 \checkmark = R16,80 \checkmark$
 $= R42,00 + R16,80 \checkmark = R58,80 \checkmark$
OR
Selling Price = Total Cost + Profit
 $R840,00 \times 40 \checkmark \div 100 / R 840 + R 336 \checkmark$
 $= R1176 \checkmark$
 $= R1176 \div 20 \text{ tarts} \checkmark$
 $= R58,80 \checkmark$ (Any 4) M62
F23
(4)
- 3.2.4 Overheads \checkmark (1)
- 3.3 3.3.1
- Soya milk \checkmark
 - TVP products/e.g. soya mince, soya steak/schnitzels \checkmark
 - Tempeh \checkmark
 - Tofu \checkmark
 - Miso \checkmark
 - Soya flour \checkmark
- (Any 2) M101
F182
(2)
- 3.3.2
- It is a healthy source of plant protein \checkmark
 - Low in fat \checkmark
 - Cholesterol free \checkmark
 - Source of fibre \checkmark
 - Rich in complex carbohydrates \checkmark
 - High in B complex/ vitamins \checkmark
 - Rich in minerals e.g. iron and potassium \checkmark
 - Rich in antioxidants \checkmark
 - Low in glycaemic index \checkmark
 - No saturated fat \checkmark
 - Low in kilojoules \checkmark
- (Any 3) M101
F180
(3)
- 3.3.3
- Fish and other seafood e.g. lobster \checkmark , crayfish \checkmark
 - Eggs \checkmark
 - Milk \checkmark and dairy products e.g. yoghurt, cheese, ice cream \checkmark
- (Any 2) M101
F178
(2)
- 3.4 3.4.1
- Leaf/sheet gelatin \checkmark
 - Powdered or granulated gelatin \checkmark
 - Flavoured /coloured / sweetened jelly powder \checkmark
- (Any 2) M129
F161
(2)
- 3.4.2
- Allow the jelly to thicken to the consistency of thick egg whites before adding the fruit to ensure even distribution \checkmark
 - Ensure that all fruit are uniform in size/ fruit pieces should not be too big \checkmark
 - Do not choose heavy fruits \checkmark
 - The fruit must be free of liquid/reduce the quantity of the other liquids \checkmark
 - A small quantity of fruit should be used \checkmark
- (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"> • kept under plastic wrap✓ • covered with a damp cloth✓ • covered at all times✓ • immediately brushed with melted butter/oil✓ | (Any 2) | M115
(2) |
| | 4.1.3 | <ul style="list-style-type: none"> • Paper thin/non laminated/light in weight ✓ • Light golden/ straw colour/golden brown✓ • Crisp/brittle✓ • Light texture ✓ • Separate layers created by brushing each layer with butter✓ • Delicate✓ | (Any 4) | M115
F207
(4) |
| 4.2 | 4.2.1 | <ul style="list-style-type: none"> • Brisket✓ • Chuck✓ • Neck✓ • Shin✓ • Flat rib✓ • Prime rib✓ | (Any 2) | M92
F192
(2) |
| | 4.2.2 | <ul style="list-style-type: none"> • Braising✓ • Pot roasting✓ • Cooking bags/foil✓ | (Any 1) | M91
F192
(1) |
| | 4.2.3 | <ul style="list-style-type: none"> • Selected meat cuts have lots of collagen/ connective tissue/meat is tough✓ • During pot roasting/ braising/cooking bags/ foil meat is cooked with added liquid at 140 °C – 180 °C for a long period of time ✓ • The collagen bonds with water✓ • White connective tissue/ collagen breaks down into gelatine making it softer/ tender✓ • The collagen that surrounds muscle fibre, breaks down, muscle fibres separate into strings✓ | (Any 2) | M88
F196
(2) |
| | 4.2.4 | <ul style="list-style-type: none"> • Springbok is also red meat/ similar to beef✓ • Springbok meat is suitable for combination cooking methods which will make the springbok meat soft ✓ • The springbok meat is flavoursome✓ • Springbok meat could be marinated therefore removing the gamey taste✓ • Game meat is leaner and therefore healthier than beef/ less kilojoules/less fat/ less cholesterol✓ | (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"> • Profiteroles✓: small choux puffs with a sweet filling or ice cream served with chocolate sauce✓ • Cream puffs✓: small choux puffs with crème pâtissier or crème Chantilly✓ • 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✓ • Gateau Saint-Honore✓: choux puffs filled with cream and packed into a ring shape on a puff pastry base✓ • 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✓ | (Any 2 x 2)
M125
F187
(4) |
| | 4.5.2 | <ul style="list-style-type: none"> • 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✓ • 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))
M122
F184
(4) |
| | 4.5.3 | <ul style="list-style-type: none"> • 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✓ • 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✓ | M124
F185
(2) |



4.6	4.6.1	<ul style="list-style-type: none"> • Oxygen/air excluded✓prevents the growth of bacteria✓ • It can prevent a decay of organic substances/prevent oxidation✓ • Heat/boiling/sterilisation✓used during bottling destroys microorganisms and enzymes ✓ • The added sugar and acid in the oranges will prevent growth of micro-organisms✓ 	M150 F168 (3)
	4.6.2	Pectin✓	M153 F172 (1)
	4.6.3	<ul style="list-style-type: none"> • Scoop out a small amount of jam allow it to cool✓ the mixture must form a jam like mass✓ • It should fall from the spoon into flakes✓ and not run like a thin syrup✓ • Use a sugar thermometer to check for jam setting stage✓ • Scoop on an ice-cold plate and check if it holds shape✓ 	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"> • Front office/ Reception✓ • Housekeeping/ Laundry ✓ • Security✓ • Maintenance✓ • Finance/Accounting ✓ | M2
F110
(3) |
| | 5.1.2 | <ul style="list-style-type: none"> • The function room will be arranged according to the guest requirements✓ • The function room is free when a group booking is made, saving money✓ • The venue hire includes support services✓ such include data projectors, Internet access, telephone lines and other technical requirements✓ • The number of people being catered for at the event is guaranteed space/function room can host a large number✓ • The menu items are limited and can reduce waste/cost✓ • Space/function room does not need to be shared with other guests/ its private✓ • If the restaurant is used no other guests can attend, lowering the income✓ | M2
F109
(3) |
| | 5.1.3 | <ul style="list-style-type: none"> • Backup power/uninterruptable power supply/UPS:✓ provide reliable backup power sources e.g. solar power✓ and inverters✓ • 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✓ • Use gas equipment for food and drink preparation✓ • 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✓ • Common areas: to illuminate hallways, staircases, and emergency exits with battery-powered lights✓ • Provide candles in the room and banqueting venue✓ • Camp/Bon fires outside✓ • 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✓ • Select a menu that does not require electricity e.g. braai, salads ✓ | M2
F110
(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) (6)
- M19
F138

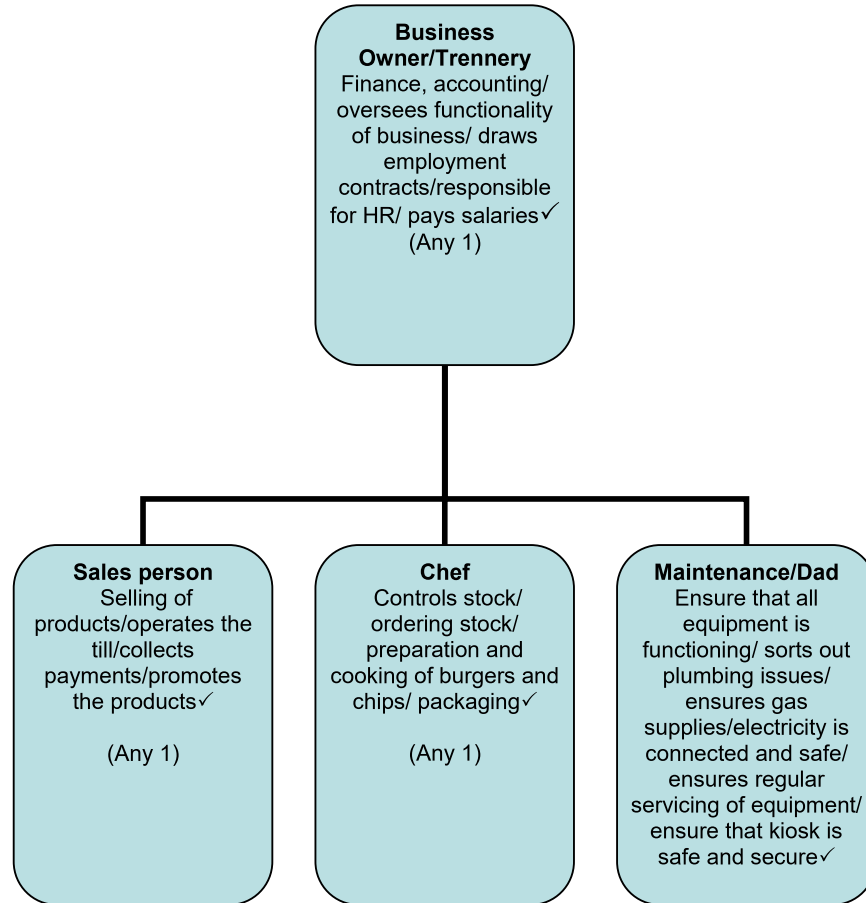
- 5.1.5 Security:
- Ensures the safety of the guests and employees✓
 - Ensures the safety of the guests possessions/cars✓
 - Providing a safe environment for all guests and employees/prevents crime✓
 - Keeps unwanted people off the premises/manages entrances and exits/controls access of people or vehicles✓
 - 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) (2)
- M4
F118



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



- 6.3.2
- Better portion control✓
 - Less wastage✓
 - More creativity from the chef who plates the food✓
 - Specialised training in terms of serving food from a platter is not required/ easier type of service for waiters✓
 - Faster service /serve a lot of guests at the same time✓
- (Any 3)
- M189
F36
(3)
- 6.4 6.4.1
- All the guests at the table must be done eating in order to remove all plates at the table at the same time✓
 - Cutlery will usually be placed side by side when guests are done✓
 - Be alert of signs from the guests to indicate that they are done eating✓
 - When the waiter is unsure they must ask the guest if they are done before removing plates✓
- M193
(2)
- 6.4.2 The waiter must:
- Start with the person on the right-hand side of the host✓
 - Stand at the back-right hand corner of the guest chair✓
 - Lean forward and pick up the used plate and cutlery in your right hand✓
 - 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✓
 - Use the knife to move leftovers to the front of the plate✓
 - Always scrape behind the back of the guests✓
 - 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✓
 - Continue moving around the table in an anti-clockwise sequence and collect the remaining plates and cutlery✓
 - Stack the plates on the second plate✓
 - Follow the same procedure as for the second plate to complete the table✓
- (Any 5)
- M170
F37
(5)



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

