



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2025

MARKING GUIDELINES

DEPARTMENT OF BASIC EDUCATION
PRIVATE BAG X895, PRETORIA 0001
12 -06- 2025
APPROVED MARKING GUIDELINE
PUBLIC EXAMINATION

MARKS: 200

These marking guidelines consist of 15 pages.

Approved
DBE Internal Moderator

12 June 2025

Approved
UMalusi External Moderator

12 June 2025

Approved
UMalusi External Moderator

12 June 2025

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	B✓	M156/F48
1.1.2	C✓	M80/F190
1.1.3	B✓	M35/F93
1.1.4	B✓	M162/F58
1.1.5	C✓	M140/F150
1.1.6	B✓	M174/F31
1.1.7	D✓	M171/F31
1.1.8	A✓	M74/F16
1.1.9	C✓	M79/F188
1.1.10	A✓	M50/F4

(10)

1.2 MATCHING ITEMS

1.2.1	C✓	ii✓
1.2.2	E✓	vi✓
1.2.3	F✓	vii✓
1.2.4	B✓	iv✓
1.2.5	G✓	iii✓

M116
F209/
211
(10)

1.3 ONE-WORD ITEMS

1.3.1	Halaal✓	M44/F3
1.3.2	Sorbet✓	M52/F9
1.3.3	Human Resources/HR✓	M6/F115
1.3.4	Croquembouche/ French wedding cake✓	M125/F187
1.3.5	On-consumption/onsite consumption✓	M168/F55
1.3.6	Benzoic Acid/Sodium Benzonate/Salicylic Acid✓	M150/F165
1.3.7	Sorting✓	M103/F183
1.3.8	Online purchasing/shopping/e-commerce/e-procurement ✓	M79/F189
1.3.9	Jam/Jelly/ Marmalade ✓	M53 F165
1.3.10	Linen✓	M177 F10

(10)

1.4 SELECTION ITEMS

1.4.1 A✓ C✓ E✓ H✓

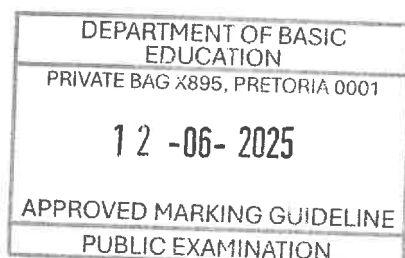
(Any order) M 85/86
F199/200
(4)

1.4.2 A✓ C✓

(Any order) M22 F76
(2)

1.5.1 C✓
1.5.2 B✓
1.5.3 A✓
1.5.4 D✓

M22 F76
(4)



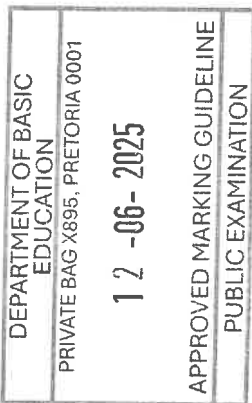
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TOTAL SECTION A 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS, HYGIENE, SAFETY AND SECURITY

QUESTION 2

- 2.1 2.1.1
- Constant coughing/ longer than three weeks ✓
 - Fever ✓
 - Chills ✓
 - Night sweats ✓
 - Chest pains ✓
 - Coughing blood ✓
 - Loss of appetite ✓
 - Weight loss ✓
 - Constant tiredness/ fatigue ✓
 - Dyspnoea/shortness of breath ✓
- (Any 3) M27/
F82
(3)
- 2.1.2
- The statement is true ✓ (1)
- TB is transmitted by inhaling droplets of sputum sprayed into the air when an infected person sneezes, coughs and speaks or sing ✓
 - By working physically close to someone with TB for a fairly long period to become infected ✓
 - If people are in a shared space that have been closed over a long period ✓
 - Drinking unpasteurised milk from an infected cow ✓ (Any 2) M27
F83
(3)
- 2.1.3
- Food handlers with TB should be on sick leave and receive treatment ✓
 - Infected food handler should only return to work seven days after the onset of effective treatment ✓
 - Avoid sneezing and coughing onto food ✓
 - Use only pasteurised milk, cheese and meat from a company with good reputation ✓
 - Keep food covered during preparation, storage and service where possible ✓
 - Washing hands/sanitizing after coughing/ sneezing ✓
 - Wear a mask ✓ (Any 2) M27
F83
(2)
- 2.2 2.2.1
- Tolerance for each other ✓
 - Willingness to work together/Cooperate with each other ✓
 - Being honest about the number of guests you are serving/ if you make a mistake about an order ✓
 - Understanding each other's strengths and weakness ✓
 - Practice good service ✓
 - Everyone should pull their weight ✓
 - Ask for help when needed ✓
 - Share failures and successes ✓
 - Enjoy working with each other ✓
 - Communicate with each other ✓
 - Show respect towards each other/ not being rude when the pressure is high ✓
 - Motivate one another ✓
- (Any 2) M29
F86/88
(2)



- 2.2.2
- He should be cleanly shaven✓
 - His hair must be kept clean and out of his face/it must be tidy✓
 - He must keep his fingernails short✓
 - His footwear should be clean and safe✓
 - He must avoid excessive jewellery✓
 - His uniform must be in good repair/ not torn or burnt✓
 - Uniform must be neatly ironed/not creased✓
 - Wear the correct uniform✓
 - Hide tattoos✓
- (Any 3)
- M30
F87
(3)

2.3

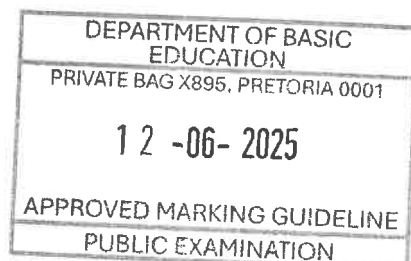
RESTAURANT A	RESTAURANT B
<ul style="list-style-type: none"> • Fine dining service is offered✓ • Formal ✓ • Highly trained staff with advanced serving skills/ high level of service✓ <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> • Family service is offered✓ • Informal/less formal✓ • Staff not highly trained with less advanced serving skills/ lower level of service✓ <p style="text-align: right;">(Any 1)</p>

M33
F89
(2)

- 2.4 2.4.1
- Name✓
 - Contact details✓
 - Number of people✓
 - Date✓
 - Time✓
 - Additional requests✓
- (Any 3)
- M39
F101
(3)

- 2.4.2
- It is easier to break down sales✓
 - It informs management instantly on how many units of a particular product is sold daily✓
 - The manager will know how much money is collected from customers daily✓
 - Calculates profits on a daily basis✓
 - Detailed reports on stock on hand can be generated✓
 - Alerts management on re-ordering of stock when stock runs low/ automatically reorders stock✓
 - Paperwork reduced✓
 - Reduce time for orders to be delivered to guests/ saves time to complete sales✓
- (Any 2)
- M37
F105
(2)

TOTAL SECTION B: 20

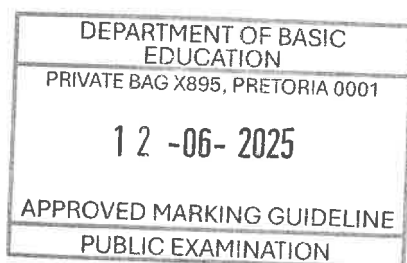


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SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 (a) • Crudités with Pesto Dip is suitable for Jews because it contains vegetables✓
 • Mini Quiche Lorraines are not suitable because they contain bacon, bacon is forbidden amongst the Jews/ milk and meat in one dish✓ M44
 • Oysters with Red Onion Vinaigrette is not suitable because oyster is shellfish which is forbidden amongst Jews✓ F3
 (3)
- (b) • Chickpea burger is suitable because it is high in nutrients and does not contain cholesterol/ Straw Potatoes are not suitable they are fried in fat✓
 • Creamy Three Cheese Pasta with Salami is not suitable as Cheese and Salami is high in fat and salt and is processed ✓
 • Beef Olives not suitable because red meat is high in cholesterol/ Creamy Spinach is high in cholesterol due to additional fat✓ M49
 F5
 (3)
- 3.1.2 **Lacto-Vegetarian**
 • Mango Sago Pudding/Limoncello Granita✓ (1)
 • The dessert contains milk and dairy, fruit and grain✓
 • Lacto-vegetarians include milk and dairy, fruit and grain in their diet✓ (Any 1)
- Fruitarian**
 • Limoncello Granita✓ (1)
 • The dessert contains fruit juice✓ M99
 • Fruitarians include vegetables, fruits, nuts, cereals, yeast, plant oils and soya in their diet✓ (Any 1) F178
 (4)
- 3.1.3 • Religious reasons such as with the Hindus✓
 • For health reasons to prevent heart disease, obesity and diabetes✓
 • Being opposed to the idea of eating animals/moral beliefs✓
 • Sustainability of the planet/ to be environmentally friendly /lessen carbon footprint✓
 • Some people don't like the taste of meat✓ M98
 • Meat is more expensive than plant protein/ plant protein is cheaper than meat✓ (Any 2) F178
 (2)



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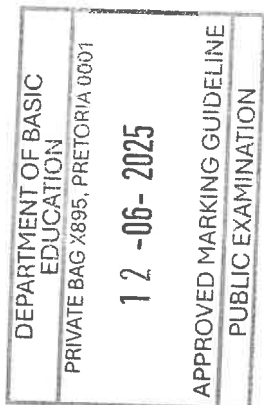
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- 3.2 3.2.1
- Large number of guests can be entertained at once/ easy way to serve food and beverages to a large group ✓
 - No need for many utensils/eat finger foods/little cutlery and crockery ✓
 - Snacks can be inexpensive if planned well ✓
 - Small space can be used ✓
 - Guests can mingle easily/guests don't have to share a table with unknown people ✓
 - A variety of snacks are served/ accommodate different dietary needs/diverse group of people/different religions/ethnic groups ✓
 - Finger foods can be more creative than formal dinner ✓
 - Duration of the function is usually short ✓
 - Fewer serving staff required ✓
 - Table plan is not necessary/ less tables needed ✓
- (Any 4)

M66/67
F12/13
(4)

- 3.2.2
- Stock up on plenty of ice ✓
 - Stock an assortment of glasses to cover a variety of drinks ✓
 - Have double the number of glasses as guests ✓
 - Ensure that all glasses are clean and polished ✓
 - Keep in mind the duration of the function: when serving wine/ you will need one bottle for every two guests/have a variety of wines ✓
 - Stock up on mixers ✓
 - Place drinks in an accessible spot with someone to serve them ✓
 - Spirits or cocktails may be served as guests arrive, while beer, wine, juice, mineral water and non-alcoholic drinks can be served throughout the evening ✓
 - Provide a good selection of non-alcoholic drinks/beers/ wines ✓
 - Flair bartending may add fun and spectator value ✓
 - Keep drinks at a desired temperature ✓
 - Prepare sufficient garnishes and accompaniments ✓
- (Any 3)

M76
F18
(3)

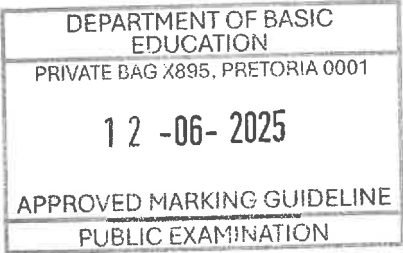


3.3 3.3.1

SHEET GELATINE	POWDERED GELATINE
<ul style="list-style-type: none"> • Soaked in cold water /hydrated in cold water/liquid until soft ✓ • Can be soaked in an unspecified amount of water ✓ • Excess water squeezed out ✓ • Dispersed/melted before adding to the mixture ✓ <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> • Soaked in cold water /hydrated in cold water/liquid and swells ✓ • Amount of water must be measured accurately ✓ • No water to squeeze out/ all liquid is absorbed ✓ • Dispersed/melted before adding to the mixture ✓ <p style="text-align: right;">(Any 2)</p>

M129
F161
(4)

K. K. van der Merwe

3.3.2	Air incorporated into whipped cream✓ adds volume✓ and lightness✓, resulting in a fluffy mousse/ gel will be less firm/softer/creamier✓	(Any 2)	M132 F163 (2)
3.3.3	<ul style="list-style-type: none"> • Too much liquid added/ incorrect ratios/incorrect measuring✓ • The gelatine was not hydrated properly✓ • The gelatine was not fully dispersed or was overheated✓ • The gelatine concentration was too low/too little gelatine✓ • The mixture was too acidic, possibly due to acidity in raspberries✓ • The mousse was not chilled/set for long enough✓ • Too much sugar was used which will weaken the gel and retard setting✓ • Solid ingredients like raspberry pieces weaken the gel✓ • Mousse was left at room temperature/not refrigerated/ fridge temperature too high✓ • A large amount of air is incorporated with whipped cream✓ 	(Any 4)	M132 F163 (4)
3.4	3.4.1	<p>A Grizzo Function Catering✓</p> <p>B Buffalo City Education District ✓</p> <p>C 40 guests✓</p> <p>D R99,00✓</p> <p>E R1980,00 / 50%✓</p> <p>F 1 June✓</p>	<p>M63 F23 (1)</p> <p>M63 F23 (1)</p> <p>M63 F23 (1)</p> <p>M62 F21 (1)</p> <p>M63 F23 (1)</p> <p>M63 F23 (1)</p>
			
3.4.2	<p>Net Profit = Selling Price – Total Cost✓</p> <p>= R3960 – (R1600+R480+R320) R2400✓</p> <p>= R1560,00✓</p>		M63 F23 (3)
3.4.3	<p>Food cost percentage= Food cost ÷ Selling price X 100 ÷ 1</p> <p>= R1600÷ R3960 X 100 ÷ 1 ✓</p> <p>= 40% /40,4%✓</p>		M63 F23 (2) [40]

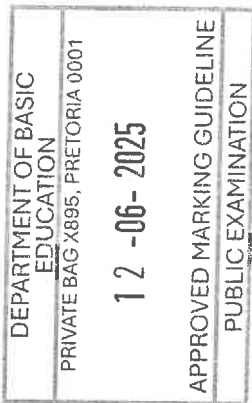



QUESTION 4

4.1 4.1.1 Flour✓
Butter/fat/shortening✓
Water✓
Salt✓ (Any 2) M122
/112
F184/
208
(2)

4.1.2 Pastry A -Choux pastry: Steam✓
Pastry B -Puff Pastry: the air trapped due to rolling and folding cause the rising✓ M121/
M116
F185/
210
(2)

4.1.3 At 200°C/220°C:
• Steam develops and forms a cavity that expands inside the batter.✓
At 180°C:
• Pastry dries out completely so that the cavity is encased in a crispy delicate shell/ allow pastry to cook through✓
• Burning is prevented✓
• Puffs that are not completely cooked will collapse due to high moisture content/protein not set completely✓ (Any 1) M124
F186
(2)



4.1.4

CHOUX PASTRY	PUFF PASTRY
<ul style="list-style-type: none"> • Non laminated✓ • Well puffed/ single thin crust/layer✓ • Golden brown colour✓ • Dry centre /hollow ✓ • Small puffs✓ (Any 3) 	<ul style="list-style-type: none"> • Laminated/Layered pastry/multiple layers✓ • Light golden brown✓ • Not hollow✓ • Flaky layers when broken✓ • Large base✓ (Any 3)

M124/
F186
M114
F206
(6)

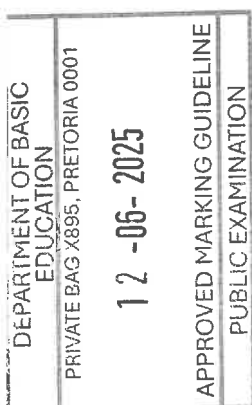
4.1.5 Choux pastry puffs should be placed in an airtight container or zip lock bag✓
Kept at cool/room temperature✓ in a dry place for up to three days✓
These can be frozen for months✓ M126
F187
(3)

4.2 4.2.1 • To create an even surface and shape✓
• To prevent the pastry from becoming distorted/ prevents shrinkage✓
• Too much pressure may create uneven thickness✓ (Any 1) M118
119
F209
210
(1)

4.2.2 • Heat from hands will melt shortening✓
• Overhanding will cause the dough to shrink✓
• Crust will be tough/hard ✓ (Any 1) M119
F212
(1)

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- | | | |
|-------|---|---------------------------|
| 4.2.3 | <ul style="list-style-type: none"> • Too much water causes a soggy/sticky pastry✓ • Too much gluten development compromises the flakiness/ end product becomes tough✓ (Any 1) | M113
F212
(1) |
| 4.3 | 4.3.1 <ul style="list-style-type: none"> • Oven roasting is suitable for a large cut of meat ✓ • Leg of lamb is marbled and therefore suitable for oven roasting because it will not dry out during the cooking process✓ • The layer of fat on the surface of the leg of lamb melts during oven roasting and prevents drying out of the meat✓ • Leg of lamb is browned/seared in warm fat/to improve flavour and seal in meat juices therefore preventing drying out of the meat✓ • Leg of lamb is basted during oven roasting to prevent drying out✓ • Lamb meat is soft making oven roasting a suitable method for soft meat✓ (Any 3) | M91
F202
(3) |
| 4.3.2 | <ul style="list-style-type: none"> • Meat should not be soaked/immersed in water✓ • Do not wash meat as nutrients and flavour components are easily dissolved in water✓ • Meat must not be salted because salt extracts the meat juices from the meat✓ • Meat must be thawed in the refrigerator to prevent loss caused by dripping✓ • Meat must not be cooked at too high temperatures or low temperatures or for too long✓ • Allow meat to rest after cooking before slicing✓ • Do not pierce/poke the meat with a fork/knife✓ (Any 4) | M85
F199
(4) |
| 4.3.3 | <ul style="list-style-type: none"> • Allow the meat to rest for 10 minutes for the meat juices to settle avoid loss of meat juices✓ • Slice meat against the grain into sections/slices✓ • Cut meat using full length of the blade to ensure even slices/sections✓ • Slice thinly using a good quality/sharp/carving knife✓ (Any 3) | M91
F195
202
(3) |
| 4.4 | 4.4.1 <ul style="list-style-type: none"> • Crème Anglaise✓ • It is used as a base for ice-cream preparation✓ • The egg yolk in the custard thickens the Crème Anglaise✓ • Crème Pâtissière is thickened with starch and therefore not ideal for the preparation of ice cream✓ • Crème Pâtissière is used as a filling/it is too thick due to the starch✓ (Choose the correct 1 + motivation) | M137
F148
(2) |

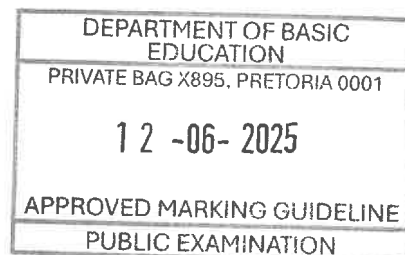


J. K. van

K. K. van

- | | | | |
|-------|--|---------------------------|--|
| 4.4.2 | <ul style="list-style-type: none"> • Smooth ✓ • No large ice crystals ✓ • Creamy ✓ • Vanilla flavour ✓ • Light on the palate ✓ • Frozen and not runny ✓ | <p>(Any 3)</p> | <p>M139
F149
(3)</p> |
| 4.4.3 | <p>Spun Sugar ✓</p> <ul style="list-style-type: none"> • The spun sugar will melt quickly on the ice-cream/becomes sticky when it comes in contact with moisture ✓ • Spun sugar has a short life span in the open area ✓ | <p>(1)</p> <p>(Any 1)</p> | <p>M143
144
F155
156
(2)</p> |
| 4.4.4 | <ul style="list-style-type: none"> • Crisp paper- thin biscuits ✓, shaped as soon as they come out of the oven, while they are warm and pliable ✓ | <p>(Any 1)</p> | <p>M144
F157
(1)</p> |
| 4.5 | <ul style="list-style-type: none"> • Prevents spoilage ✓ • Saves time and labour ✓ • Vegetables available all year round ✓ • Easy to store ✓ • Reduces the growth rate of bacteria/ mould/micro-organisms due to the low temperature ✓ • Prevents cross contamination ✓ • Increase shelf life / lasts longer ✓ • Slows down the enzymatic action/browning ✓ • Nutritional value, appearance and taste is retained ✓ | <p>(Any 4)</p> | <p>M150
F170
(4)
[40]</p> |


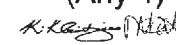
TOTAL SECTION C: 80



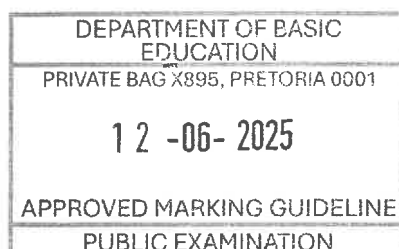
SECTION D: SECTORS AND CAREERS FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1	5.1.1	Night Auditor✓		M6 F (1)					
	5.1.2	Marketing Manager/marketer/telesales/sales person/ social media influencer✓		M5 F120 (1)					
5.2	5.2.1	<ul style="list-style-type: none"> • Newspapers✓ • Pamphlets✓ • Brochures✓ • Posters✓ • Newsletters✓ • Magazines✓ • Leaflets/flyers✓ • Banners✓ 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">DEPARTMENT OF BASIC EDUCATION</td> </tr> <tr> <td style="text-align: center;">PRIVATE BAG X895, PRETORIA 0001</td> </tr> <tr> <td style="text-align: center; font-size: 1.2em;">12 -06- 2025</td> </tr> <tr> <td style="text-align: center;">APPROVED MARKING GUIDELINE</td> </tr> <tr> <td style="text-align: center;">PUBLIC EXAMINATION</td> </tr> </table>	DEPARTMENT OF BASIC EDUCATION	PRIVATE BAG X895, PRETORIA 0001	12 -06- 2025	APPROVED MARKING GUIDELINE	PUBLIC EXAMINATION	M18 F138/ 139 (4)
DEPARTMENT OF BASIC EDUCATION									
PRIVATE BAG X895, PRETORIA 0001									
12 -06- 2025									
APPROVED MARKING GUIDELINE									
PUBLIC EXAMINATION									
	5.2.2	<ul style="list-style-type: none"> • Advert shows different areas of the hotel✓ • Illustrations are eye-catching ✓ • There is a short/clear message✓ • No spelling errors✓ • It does not have too much information✓ • Layout is simple/ professional layout✓ • Simple words/ language have been used✓ • Font size and letter type readable✓ • Different fonts have been used✓ • Neat and attractive✓ 	(Any 4)	M19 F138 139 (6)					
	5.2.3	<p>People✓- target market is the people on holiday/conference attendees/ business people✓</p> <p>Promotion✓- 50% discount✓</p> <p>Place✓- Hotel TMT / East rand of Johannesburg✓</p> <p>Product✓- Hotel rooms/Accommodation/Restaurant/leisure activities(pool)✓</p> <p>Price✓-There is no price✓</p> <p>(1 mark for marketing mix +1 mark for the example from marketing tool)</p>	(Any 3 x 2)	M15/16 F135 (6)					
	5.2.4	<ul style="list-style-type: none"> • Cash flow analysis ✓ • Income statement✓ • Balance sheet✓ • Break-even analysis/income forecast✓ • Budget✓ • Cost estimation / quotation for renovations✓ • Source of funding e.g. loan, investors✓ 	(Any 4)	M12 F131 (4)					



 Please turn over

- 5.2.5 Revenue generating areas:
- Guest rooms✓
 - Restaurant/ dining area✓
- Non-revenue generating areas:
- Swimming pool✓
 - Reception/Front office✓ (Any 4)
- M2/3
F108
115
(4)
-
- 5.2.6
- Tourists visiting the hotel will bring in foreign currency into the country/ increase foreign currency✓
 - Multiplier effect sets in motion/ people earn money that they can spend at other places✓
 - When tourists visit Hotel TMT they will go out and buy local products and use services in the local community✓
 - The upgrade will create more jobs in the hospitality industry✓
 - The esteem and standard of living will be improved of the communities around the hotel✓
 - Improvement of roads and infrastructure in the area✓
 - Economic growth is stimulated, by international and local customers/visitors✓
 - The eco-friendly rooms will save natural resources✓
 - Will contribute to the GDP of the country✓
- (Any 4)
- M1
F108
110
(4)
[30]



QUESTION 6

6.1 6.1.1

- Position the main course knife and fork 1cm-2,5 cm from the edge of the table✓
- There should be a space of 25-29 cm/ use a dinner plate to judge the distance ✓/ between the main course knife and fork ✓
- Table fork is placed on the left and the table knife is placed on the right✓
- The blades of the knife on the cover should face to the left✓
- Place all other cutlery required for the menu on the table on the outside of the main course knife and fork✓
- Place the dessert spoon and fork across the top cover✓
- Dessert spoon is always placed to the left and above the fork which is placed to the right✓
- Place side plate on the left-hand side of the cover/forks✓
- Place entrée/bread knives on the right edge of the side plate, parallel with the main course knife✓
- Position wine glasses 2,5cm from the tip of the main course knife/ position wine glasses on the right-hand side above the knives✓
- Additional glassware at 45° angle to the left of the first glass✓
- White wine glass must be placed first and red wine glass second✓ (Any 4)

M178
/179
F30
(4)

6.1.2

- Put the butter pad/dish on the center of the table✓
- Silver service of bread takes place from the left of a guest✓
- Start with the person on the right-hand side of the host✓
- Ladies are served first✓
- Hold the bread basket on the flat part of your left hand✓
- Lower your left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate✓
- Pick up the bread roll from the basket with your right hand using serving utensils/spoon and fork✓
- Transfer bread roll to the side plate✓
- Move around the table in an anti-clockwise sequence offering a bread roll to each guest✓
- Do not leave the basket on the table✓
- End with the host✓ (Any 4)

M192
F36
(4)

6.1.3

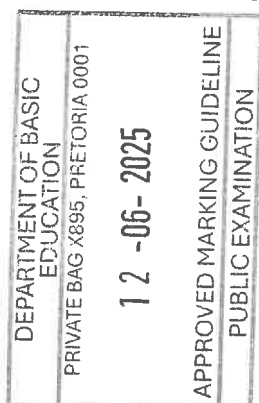
- Place all similar items together in the waiter's station✓
- Empty all coffee pots and milk jugs, wash ✓
- Crockery must be scraped, sorted and packed into the dishwasher/wash cutlery and glassware✓
- Wipe bottles and jars used for accompaniments ✓
- Switch off all electrical appliances✓
- Switch coffee machines off and clean them✓
- Return all equipment to the storeroom✓
- Make sure that all equipment is accounted for✓
- Pack away everything✓ (Any 4)

M181
F40
(4)

J. K. van der Merwe

K. K. van der Merwe

Please turn over



6.2 6.2.1 Fortified wine/Sherry✓ (1)

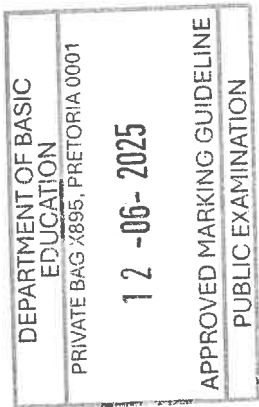
Description: Sweet dessert wine✓ M157
 Wines made by adding wine spirits to the wine which stops the F50
 fermentation process/wine with alcohol added✓ (Any 1) (2)

6.2.2 Wine cellar must:

- be free from vibration/be underground ✓
- be free from excessive dampness/slightly damp location/free from draughts✓
- be clean and well-ventilated✓
- have subdued lighting/avoid damage from ultraviolet light/ direct sunlight✓
- have constant/ cool temperature of 10-16°C✓
- store similar wines together✓
- pack and store wine bottles with label to the top or to the front✓
- bottles must be rotated/ first in first out✓
- if stored in a wine box, the arrows must face upwards✓ (Any 4) M159 F54 (4)

6.3 6.3.1 The waiters should:

- Investigate the problem and solve it✓
- Check with the kitchen staff and give the guest feedback/ ask the kitchen to speed up the process ✓
- Deal with the situation professionally and positively/waiter should not tell the guest to speak to the chef ✓
- Control their emotions/stay calm/be polite✓
- Maintain eye contact✓
- Use positive body language✓
- Never argue with the guest✓
- Acknowledge the complaint of the guest✓
- Listen and pay attention to the guest✓
- Show understanding and willingness to rectify the problem✓
- Apologise for the inconvenience✓
- Never place blame on yourself or others/chefs✓
- Report the complaint to the maître d' ✓
- Never promise something you cannot provide✓
- Offer a drink after gaining permission of the manager✓ (Any 4) M184 F41-42 (4)



6.3.2 Bad/incorrect✓

- The waiter did not keep the guests calm ✓
- The waiter did not acknowledge the guests fears✓
- The waiter did not see the spreading of the fire as a danger to the staff and the rest of the guests/did not provide safety for the guests✓
- The waiter did not quietly smother the fire with a cloth or water✓
- She did not use a fire extinguisher to stop the spread of the fire✓

Good/correct✓

- The waiter stayed calm✓
- The waiter did not draw attention to the incident/did not overreact/she told the guests not to worry✓
- Waiter gave guests an explanation for the cause of the fire✓
(1 mark for good/correct or bad/incorrect and 3 reasons)

M187
F45
(4)

- 6.4
- Offer the guest a choice of hot or cold milk/milk substitutes✓
 - Take cups, saucers, teaspoons, sugar bowl and milk on a tray to the table✓
 - Assemble the cup, saucer and teaspoon on the tray and place it in front of the guests on the right-hand side✓
 - Make sure that the cup handle and teaspoon is facing to the right✓
 - The sugar bowl or sweeteners placed on the table✓
 - Coffee must be hot but not boiling✓
 - Place the coffee pot on a side plate with a neatly folded service cloth✓
 - Serve anti-clockwise✓
 - Serve ladies first then men and host last ✓
 - Pour the coffee by tilting the coffee pot not lifting it from the plate/tray✓
 - Fill the cup up to 16 mm from the rim✓
 - Present the coffee from the right ✓
 - The coffee pot must not touch the rim of the cup✓
 - If the coffee is in a large pot, return it to the warmer✓
 - The modern method is to hold the coffee pot in one hand and the milk jug in the other and serve customers ✓

(Any 4)

M164
F70
(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

