



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2020

**HOSPITALITY STUDIES
(EXEMPLAR)**

MARKS: 150

TIME: 2½ hours



This paper consists of 15 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(30)
SECTION B:	Kitchen and restaurant operations	
	Hygiene, safety and security	(20)
SECTION C:	Nutrition and menu planning	
	Food commodities	(60)
SECTION D:	Sectors and careers	
	Food and beverage service	(40)
2. Answer ALL the questions in your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Start each SECTION on a new page.
5. Write neatly and legibly.

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

Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question numbers (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 C.

EXAMPLE:

1.1.11 Food items that are likely to decay very quickly are known as ...

- A consumables.
- B non-perishables.
- C perishables.
- D non-consumables.

ANSWER:

1.1.11 C

1.1.1 Former president, Nelson Mandela's favourite dish, a stew of samp and beans:

- A Sheba
- B Umngqusho
- C Mogodu
- D Chakalaka

1.1.2 The dish below was introduced to South Africa by the following culture:



- A Italians
- B Dutch
- C Germans
- D Portugese

- 1.1.3 If 500 g butter cost R70,00, how much will 125 g butter cost?
- A R17,50
 - B R14,00
 - C R8,75
 - D R35,00
- 1.1.4 The regular washing of hands is very important to prevent cross contamination when handling food. One should wet one's hands with water and soap and scrub one's hands for at least ... seconds.
- A 5
 - B 10
 - C 20
 - D 50
- 1.1.5 A bundle of herbs and spices that is used to flavour soups and sauces:
- A Glace de Viande
 - B Bouquet garni
 - C Jus Lié
 - D Beurre Noisette
- 1.1.6 A popular breakfast dish with fish as main ingredient is ...
- A prawns in garlic butter sauce.
 - B deepfried fish in beer batter.
 - C smoked haddock with cheese sauce.
 - D grilled snoek with sweet potato.
- 1.1.7 When compiling an interesting menu with a large variety one should consider the following:
- A Textures of food, different shapes and age group of guests
 - B Type of event, climate and seasons
 - C Availability of ingredients, flavours of food and dietary needs
 - D Cooking methods, colour of food, textures and tastes of food
- 1.1.8 A hotel caters for a wedding. The employee in charge of all meetings with the client, menu, table plans, costs, wine and communication with other departments regarding the event will be the ...
- A banquet manager.
 - B aboyeur.
 - C food and beverage manager.
 - D maitre d'hotel.

1.1.9 The reason why chefs will choose to buy organically raised chicken is because it ...

- A contains less fat.
- B is cheaper.
- C tastes much better.
- D is more easily available.

1.1.10 The base of a bisque is ...

- A shell fish and béchamel.
- B beetroot, milk and egg yolk.
- C potato and cream.
- D velouté and chopped chicken.

(10 x 1) (10)

1.2 MATCHING ITEMS

Match the vegetable in COLUMN B that best suits the classification according to edible parts of vegetables in COLUMN A. Write ONLY the correct letter (A–F) next to the corresponding question numbers (1.2.1–1.2.5) in your ANSWER BOOK.

COLUMN A CLASSIFICATION	COLUMN B VEGETABLE	
1.2.1 Leaves	A	
1.2.2 Fruit	B	
1.2.3 Pulses and seeds	C	
1.2.4 Bulbs	D	
1.2.5 Flowers	E	
	F	

(5 x 1) (5)

1.3 ONE-WORD ITEMS

Give ONE word(s) or term(s) for each of the following descriptions. Write ONLY the correct word(s) or term(s) next to the question numbers (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Dried and salted fish, a well known delicacy from the West Coast region of South Africa
- 1.3.2 A suitable substitute for morogo or umfino
- 1.3.3 The spice used to flavour milk tart
- 1.3.4 The French term for cake
- 1.3.5 The service style where waiters prepare Crêpes Suzette in front of guests
- 1.3.6 The technique where the meat is wrapped in a layer of fat or bacon before roasting it
- 1.3.7 A unique dish that identifies an individual chef or restaurant
- 1.3.8 Harmful organisms that can cause diseases
- 1.3.9 The type of contamination caused by pesticides and detergents
- 1.3.10 A mixture of roughly chopped carrots, onions and celery used to flavour soups and sauces (10 x 1) (10)

1.4 SELECTION ITEMS

Select FIVE dishes that will be suitable to serve for a continental breakfast. Write ONLY the letters that correspond with the correct answers in your ANSWER BOOK.

- A Orange juice
- B Fried bacon
- C Croissants
- D Brie and Cheddar
- E Scrambled eggs
- F Bran Muffins
- G Salami and ham (5 x 1) (5)

TOTAL SECTION A: 30

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

2.1 Proper and frequent washing of hands plays an important role in kitchen hygiene. Give a detailed description how it should be done. (5)

2.2 Choose from the list below FOUR food items that might be seen as a high risk for food contamination:

- Salmon mayonnaise filling
- Cooked cauliflower
- Melon wrapped in Parma ham
- Custard sauce
- Rice salad
- Almonds

(4)

2.3 Identify the bacteria that might cause food poisoning when the following is eaten:

2.3.1 Cracked eggs

2.3.2 Chicken stew that was kept lukewarm for a long time

2.3.3 A group of friends who shared a bowl of pasta for lunch

2.3.4 A large container of cooked rice was not properly cooled before placing in the fridge. The next day it was heated and served to guests (4)

2.4 The Beach Hotel serves a hot pasta salad on their buffet menu. It is prepared and refrigerated the day before.

Recommend THREE rules to be followed when reheating the hot pasta salad to prevent the growth of micro-organisms. (3)

2.5 Lilian, the front desk receptionist of the Beach Hotel was a victim of an armed robbery while on duty.

Explain how Lilian should have handled the above situation. (4)

TOTAL SECTION B: 20

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

3.1 Study the menu below and answer the questions that follow.

<p style="text-align: center;">Menu</p> <p style="text-align: center;">Susan's 60th Birthday Tea</p> <p style="text-align: center;">Koeksisters Scones with Strawberry Jam and Cream Petit Fours Mini Milktart</p> <p style="text-align: center;">XXX</p> <p style="text-align: center;">Biltong Sandwiches Ham-and-Onion Quiche Spinach Muffins Bobotie Springrolls</p> <p style="text-align: center;">XXX</p> <p style="text-align: center;">Rooibos Tea Coffee Orange Juice</p>
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- 3.1.1 Select from the menu FIVE items that reflect our indigenous South African ingredients and dishes. (5)
- 3.1.2 Critically comment on the menu's suitability for ... guests.
- (a) gluten intolerant (2)
- (b) vegetarian (2)
- 3.1.3 The buffet service style is recommended for the menu. Support the choice with TWO convincing reasons. (2)

- 3.2 A staff member at an exclusive guest house needs to advise guests with choices from the breakfast menu. Study the list of breakfast dishes given below and make recommendations:

Fresh strawberry and gooseberry salad; Greek yoghurt with honey; spinach fritatta; fried bacon and eggs; avocado slices; grilled boerewors; bran scones; muesli; mealie meal porridge; potbread

- 3.2.1 TWO dishes for a guest that follows a high fat and low carbohydrate diet (2)
- 3.2.2 TWO dishes for an overseas guest who wants to experience authentic South African food (2)
- 3.2.3 A main course breakfast dish for a vegetarian (1)
- 3.2.4 Suggest a suitable way to store and present the muesli at the breakfast buffet table of the guest house (2)
- 3.3 Briefly explain the preparation of the following thickening methods for sauces:
- 3.3.1 Roux (2)
- 3.3.2 Beurre manie (2)
- 3.3.3 Reduction (2)
- 3.4 Study the costing sheet below and answer the questions that follow.

Dish: Flourless chocolate cake			
Yield: 6			
Ingredients	Units required	Unit purchased	Purchase price
Eggs	4	dozen	R18,00
Nutella	240 g	1,35 kg	R588,00

- 3.4.1 Calculate the total cost to prepare the dish. Show ALL calculations. (4)
- 3.4.2 Calculate the cost per portion. (2)

[30]

QUESTION 4

4.1 Choose from the list below **THREE** dishes that has rice as an ingredient.

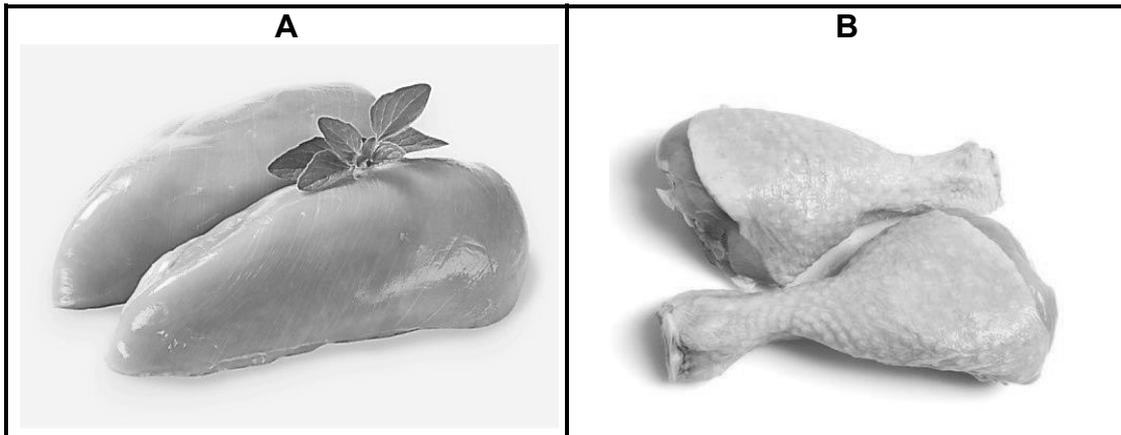
Kedgeree; Enchilada; Paella; Focaccia; Pilaf; Ravioli; Chorizo; Naan

(3)

4.2 Poultry is a highly perishable food. List **FIVE** points that must be considered when storing poultry.

(5)

4.3 Study the pictures of chicken cuts below and answer the questions that follow.



4.3.1 Identify chicken cuts **A** and **B**.

(2)

4.3.2 Predict which one of the two chicken cuts will be more moist and flavoursome when cooked. Motivate your answer.

(2)

4.3.3 Recommend the chicken cut that will be best suitable for:

- (a) Bone broth
- (b) Chicken schnitzel
- (c) Stuffed chicken, wrapped in bacon and then fried
- (d) Barbequed sticky chicken portions

(4 x 1) (4)

4.4 List **TWO** functions of each of the following ingredients when baking bread with yeast as raising agent:

4.4.1 Salt

4.4.2 Sugar

4.4.3 Oil or butter

(3 x 2) (6)

4.5 Predict the results in appearance and texture when bread dough was not knocked down after the first raising stage.

(2)

4.6 Explain THREE possible causes for each of the following mistakes in cakes:

4.6.1 Sunk in the middle (3)

4.6.2 Dense and heavy texture (3)

[30]

TOTAL SECTION C: 60

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

QUESTION 5

- 5.1 One of the strategies in a large industrial kitchen is to break down large tasks into smaller ones. Discuss how this strategy can contribute to efficient team work. (3)
- 5.2 Compare the benefits of both the traditional way of working in the kitchen with cross training. (4)
- 5.3 List the THREE most senior chefs positions in a large hotel kitchen and give a brief description of each one's responsibilities. (3 x 2) (6)
- 5.4 Read the statement below and answer the questions that follow.

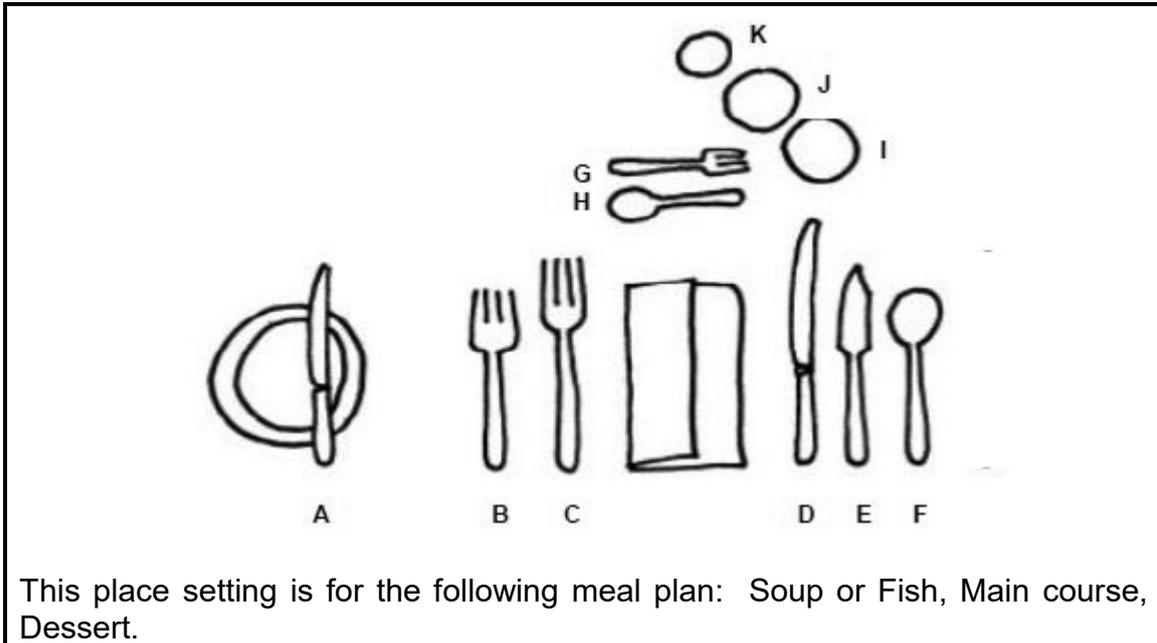
The Occupational Health and Safety Act (OHSA) plays an important role in the Hospitality Industry.

- 5.4.1 Give FOUR responsibilities of employees as required by the Occupational Health and Safety Act. (4)
- 5.4.2 Explain the penalties stipulated by the OHSA for those who do not comply with the Act. (3)

[20]

QUESTION 6

6.1 Study the picture and extract below and answer the questions that follow.



- 6.1.1 Identify the type of menu for the above place setting. (1)
- 6.1.2 Identify the cutlery labelled **A**, **B**, **D** and **F**. (4)
- 6.1.3 Identify the letter where the red wine glass should be placed. (1)
- 6.1.4 Suppose you are the *maître d'* and in charge of a large restaurant. Recommend a suitable serviette fold for the waiters. Motivate your choice. (2)
- 6.1.5 Identify the mistake that is made with the placement of the dessert cutlery. (1)
- 6.2 Give FOUR guidelines that should be considered to create a pleasant restaurant environment. (4)
- 6.3 Briefly explain the procedures to be followed when meeting, seating and greeting guests at a restaurant. (3)

6.4 Study the picture below and answer the questions that follow.



- 6.4.1 Identify the service style illustrated in the picture above. (1)
 - 6.4.2 List THREE advantages for restaurants to use this service style. (3)
- [20]**

TOTAL SECTION D: 40
GRAND TOTAL: 150



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**HOSPITALITY STUDIES
MARKING GUIDELINE
(EXEMPLAR)**

MARKS: 150

This marking guideline consists of 10 pages.

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

1.1.1	B ✓	1.1.6	C ✓	
1.1.2	D ✓	1.1.7	D ✓	
1.1.3	A ✓	1.1.8	A ✓	
1.1.4	C ✓	1.1.9	C ✓	
1.1.5	B ✓	1.1.10	A ✓	(10 x 1) (10)

1.2 MATCHING ITEMS

1.2.1	C ✓	
1.2.2	E ✓	
1.2.3	B ✓	
1.2.4	F ✓	
1.2.5	D ✓	(5 x 1) (5)

1.3 ONE-WORD ITEMS

1.3.1	Bokkems ✓	
1.3.2	Spinach ✓	
1.3.3	Cinnamon ✓	
1.3.4	Gâteau ✓	
1.3.5	Gueridon ✓	
1.3.6	Barding ✓	
1.3.7	Signature dish ✓	
1.3.8	Pathogens ✓	
1.3.9	Chemical ✓	
1.3.10	Mirepoix ✓	(10 x 1) (10)

1.4 SELECTION ITEMS

A ✓	Orange juice	
C ✓	Croissants	
D ✓	Brie and Cheddar	
F ✓	Bran muffins	
G ✓	Salami and ham	(Any order) (5 x 1) (5)

TOTAL SECTION A: 30

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

QUESTION 2

- 2.1
- Wet your hands ✓
 - Apply soap or cleaning solution and scrub for at least 20 seconds ✓
 - Scrub the back of hands, wrists and between fingers ✓
 - Rinse your hands ✓
 - Turn off the water lever using your elbows ✓
 - Dry with a paper towel ✓
- (Any 5) (5)
- 2.2
- Salmon mayonnaise filling ✓
 - Melon wrapped in Parma ham ✓
 - Custard sauce ✓
 - Rice salad ✓
- (4)
- 2.3
- 2.3.1 Salmonella ✓
- 2.3.2 Clostridium perfringens ✓
- 2.3.3 Staphylococcus aureus ✓
- 2.3.4 Bacillus Cereus ✓
- (4)
- 2.4
- Heat and serve small quantities of food at a time ✓
 - Stir food frequently to ensure an even distribution of heat ✓
 - Heat food as close to service time as possible ✓
 - Never reheat food in a bain-marie as the temperature rises too slowly ✓
 - Heat must penetrate the food entirely ✓
- (Any 3) (3)
- 2.5
- Do exactly as you are told ✓
 - Keep eyes down / do not make eye contact with the attackers ✓
 - Keep your hands where the attackers can see them ✓
 - Tell guests to do the same ✓
 - Do not draw a firearm ✓
 - Move slowly and do exactly as you are told / do not be a hero ✓
 - Do not make any smart comments or sudden moves ✓
- (Any 4) (4)

TOTAL SECTION B: 20

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

QUESTION 3

- 3.1 3.1.1
- Koeksisters ✓
 - Mini Milktart ✓
 - Biltong Sandwiches ✓
 - Bobotie Springrolls ✓
 - Rooibos Tea ✓
- (5)
- 3.1.2 (a) **Gluten intolerance:**
- It is not suitable ✓
 - All the dishes contain flour that has gluten in ✓
 - The fillings of the savoury dishes does not contain gluten ✓
- (Any 2) (2)
- (b) **Vegetarians:**
- All the sweet dishes can be eaten by a vegetarian ✓
 - Only 1 of the savoury dishes is suitable for a vegetarian:
Spinach muffins ✓
 - The following savoury dishes is not suitable for a vegetarian:
Biltong sandwiches, Bobotie spring rolls, Ham and Onion
Quiche. ✓
- (Any 2) (2)
- 3.1.3
- The dishes are displayed attractively in trays, chaffing dishes or on oval flats ✓
 - A limited number of waiters are necessary ✓
 - Guests can make their own choices about the dishes and quantity they want to eat / Guests can help themselves or assisted by service staff ✓
 - Guests can move around freely and help themselves to dishes whenever they want to / Guests normally select one course at a time and come back for the other courses ✓
 - Service staff maintains the arrangement of the food on the buffet table during the service ✓
- (Any 2) (2)
- 3.2 3.2.1
- Fried bacon and eggs ✓
 - Avocado slices ✓
 - Grilled boerewors ✓
- (Any 2) (2)
- 3.2.2
- Grilled boerewors ✓
 - Potbread ✓
- (2)
- 3.2.3 Spinach Fritatta ✓
- (1)
- 3.2.4
- Glass container ✓
 - The container must have a lid that seal to maintain freshness ✓
 - Gluten free cereals must be labelled clearly ✓
- (Any 2) (2)

- 3.3 3.3.1 **Roux:**
- Melt butter/margarine ✓
 - Add equal amount of flour ✓ (2)
- 3.3.2 **Beurre manie**
- A mixture of equal amounts of soft butter/margarine and flour are kneaded together ✓✓ (2)
- 3.3.3 **Reduction:**
- Thickening of a liquid (soup or sauce) by evaporation ✓✓ (2)
- 3.4 3.4.1 Eggs: $(4 \div 12) \times R18,00$
= R6,00 ✓
- Nutella: $(0,24 \div 1,35) \times R588,00$
= R104,53 ✓
- Total cost of ingredients = R6 + R104,53 ✓ = R110,53 ✓ (4)
- 3.4.2 Cost per portion
= $R110,53 \div 6$ ✓
= R18,40 per portion ✓ (2)
- [30]**

QUESTION 4

- 4.1
- Kedgeree ✓
 - Paella ✓
 - Pilaf ✓
- (3)
- 4.2
- Store poultry immediately in the fridge after purchasing, at the correct temperature ✓
 - Keep it away from cooked and ready-to-eat foods, to prevent cross-contamination ✓
 - Store fresh chickens and smaller birds on ice or at 0–2 °C for two, but not more than four days ✓
 - Ideally poultry should be used within 24 hours of purchase ✓
 - Frozen poultry should be kept at -18 °C or below and can be kept for up to six months for poultry portions and 12 months for whole birds ✓
 - Poultry should be thawed gradually under refrigeration, allowing at least 24 hours for smaller birds and as long as two days for larger birds ✓
 - Never cook poultry that is still frozen ✓
 - Do not refreeze chicken ✓
 - Store fresh poultry at the bottom of the fridge, away from cooked foods. ✓
 - Ensure that poultry is fully covered / airtight to prevent cross-contamination ✓
- (Any 5) (5)
- 4.3
- 4.3.1
- A – breast ✓
 - B – drumstick/leg ✓
- (2)
- 4.3.2
- Drumstick /Leg ✓
- Reason
- It has a bone inside that provides flavour / The skin contains fat and retains moisture ✓
- (2)
- 4.3.3
- (a) B – Drumstick/leg ✓
 - (b) A – Breast ✓
 - (c) A – Breast ✓
 - (d) B – Drumstick / leg ✓
- (4)
- 4.4
- 4.4.1
- Salt:**
- Improves the taste and flavour ✓
 - Strengthens the gluten ✓
 - Helps to make the dough more elastic ✓
 - It slows down yeast fermentation/controls the fermentation process ✓
- (Any 2) (2)

- 4.4.2 **Sugar:**
- It is a good source of food for yeast ✓
 - It adds taste and flavour ✓
 - It improves the colour of the crust / Gives attractive brown crust ✓
 - Too much sugar will retard the growth of yeast ✓ (Any 2) (2)
- 4.4.3 **Oil or butter:**
- Oil or butter adds to the taste ✓
 - It enhances the keeping quality ✓
 - It provides a softer product / increases the elasticity of the dough ✓
 - Oil gives bread a fine texture and thin crust ✓
 - It prevents the bread from crumbling when sliced ✓ (Any 2) (2)
- 4.5
- The gas pockets are not redistributed evenly/ it will have large air bubbles ✓
 - It will not have a fine texture ✓ (2)
- 4.6 4.6.1 **Sunk in the middle:**
- Too much raising agent ✓
 - Too much sugar ✓
 - Oven temperature too low / wrong oven temperature ✓
 - Oven door was opened / slammed while cake was in oven ✓
 - Consistency of the batter was too soft ✓ (Any 3) (3)
- 4.6.2 **Dense and heavy texture:**
- Over-mixing /dry ingredients were stirred instead of folding in ✓
 - Too little rising agent ✓
 - Mixture too stiff ✓
 - Too little liquid ✓
 - Shortening not properly combined with other ingredients ✓
 - Oven temperature too slow ✓
 - Eggs and sugar not creamed/ beaten enough ✓ (Any 3) (3)
- [30]

TOTAL SECTION C: 60

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

QUESTION 5

- 5.1
- When small tasks are completed, it gives a sense of accomplishment ✓
 - Each member needs to take responsibility for the group ✓
 - The workload is shared among all members of the group ✓
 - The team relies on team effort and co-operation ✓
- (Any 3) (3)

5.2 **Traditional way:**

- It created specialists / a cook did one specific job and became an expert at it ✓
 - It made it possible to be very good at a job or task ✓
- (Any 2)

Cross training:

- It makes it easier to schedule the staff on duty ✓
 - Chefs can work in different positions and at different stations ✓
 - A chef has more flexibility ✓
 - If a chef is sick or resigns, another employee can do the job ✓
- (Any 2) (4)

5.3 **Chef de Cuisine/Executive Chef/Head Chef ✓**

- Management of kitchen operations/ supervises the kitchen and the staff and trains apprentices / plans menus and new recipes / employs and dismisses staff / acquires new equipment and apparatus / purchases raw and other food items ✓

Sous Chef ✓

- Stands in for executive chef and assists the stations chefs when necessary / daily administration in the kitchen / makes sure that the guest's order is perfect / oversees all activities in the kitchen ✓

Chef Patissier/Pastry chef ✓

- Responsible for baked items, pastries and all hot and cold desserts / often supervises a separate kitchen area ✓
- (6)

- 5.4 5.4.1
- Take care of their own health and safety and that of others who may be affected by their actions ✓
 - Carry out any lawful order given to them / lawful orders and restrictions should be obeyed ✓
 - Obey their employer's health and safety rules and procedures ✓
 - Report any unsafe or unhealthy situation to the employer or to the health and safety representative for their workplace ✓
- (4)

- 5.4.2
- Such a person will be find guilty of a criminal offence ✓
 - If an injured person dies the offender will be charged with culpable homicide ✓
 - A fine of R100 000 ✓
 - Sentenced to two years' imprisonment ✓
 - The court will order the employer to obey the rules of the Act within a set period of time ✓
- (Any 3) (3)

[20]

QUESTION 6

- 6.1 6.1.1 Table d'hôte ✓ (1)
- 6.1.2 **A** – Butter knife ✓
B – Fish fork ✓
D – Main course knife / table knife ✓
F – Soup spoon ✓ (4 x 1) (4)
- 6.1.3 J ✓ (1)
- 6.1.4 Serviette fold:
 • A simple fold/ the maître d'-fold/ folded in half ✓
 • NOT: animal-shapes/ flower shapes/ fan shapes
- Motivation
 • It is more hygienic / is handled less / it saves time ✓ (2)
- 6.1.5 The spoon must be on top / The fork must be at the bottom / closest to the main course plate ✓ (1)
- 6.2
- The interior design and décor should blend with the theme of the restaurant ✓
 - The furniture should emphasise the character of the restaurant but should be comfortable and durable ✓
 - The colour scheme should create a warm and welcoming atmosphere ✓
 - Use different types of lighting such as candles, low lighting or natural lighting ✓
 - Choose music that enhances the restaurant theme and the type of food on offer ✓
 - Music should not be overwhelming; customers should be able to hear each other ✓
 - Room temperature of the venue should be comfortable ✓
 - A room should be well ventilated ✓ (Any 4) (4)
- 6.3
- Greet customers in a warm and friendly manner when they arrive at the restaurant / acknowledge customers within 30 seconds of arrival ✓
 - Check the reservation after greeting guests ✓
 - Help any guests with special needs, for example a guest in a wheelchair ✓
 - Assist guests with their coats and bags ✓
 - Show guests to their table ✓
 - Make sure they are seated comfortably ✓
 - Introduce yourself to the guests ✓
 - Establish if there is a host ✓
 - Open the serviettes if this is a procedure carried out in the restaurant ✓ (Any 4) (4)

- 6.4 6.4.1 Plated service ✓ (1)
- 6.4.2
- Many guests can be served in a short time / it saves time ✓
 - It does not require a high level of skills for waiters ✓
 - Better portion control ✓
 - Chefs can have the opportunity to show off their creativity in plating dishes attractively ✓
 - Less wastage ✓
 - Speciality training in terms of serving food from a platter is not required ✓
- (Any 3) (3)
[20]

TOTAL SECTION D: 40
GRAND TOTAL: 150

