



# basic education

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

## **SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS**

**HOSPITALITY STUDIES**

**2023**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 14 pages.**

**SECTION A  
QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	C✓	M12	F131
1.1.2	D✓	M6	F125
1.1.3	A✓	M78	F196
1.1.4	B✓	M80	F190
1.1.5	B✓	M60	F20
1.1.6	C✓	M157	F50
1.1.7	C✓	M132	F163
1.1.8	B✓	M114	F206
1.1.9	D✓	M115	F206
1.1.10	B✓	M122-3	F185

(10)

**1.2 MATCHING ITEMS**

1.2.1	F✓
1.2.2	G✓
1.2.3	A✓
1.2.4	C✓
1.2.5	E✓

M150  
F167-  
170  
(5)

**1.3 MATCHING ITEMS**

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

M143  
-144  
F155-  
156  
(5)

**1.4 ONE-WORD ITEMS**

1.4.1	Aspic ✓	M69	F162
1.4.2	Tuiles ✓	M144	F157
1.4.3	Vegan/Fruitarian✓	M99	F178
1.4.4	Sausage roll✓	M118	F16
1.4.5	Blind baking ✓	M117	F209
1.4.6	Cocktail✓	M160	F64
1.4.7	Duck/Goose✓	M69	
1.4.8	Castor sugar/Icing sugar✓	M125	F186
1.4.9	Anaphylaxis✓	M50	F4
1.4.10	Spun sugar✓	M146	F156

(10)

**1.5 SELECTION ITEMS**

- 1.5.1 A✓ C✓ D ✓ (Any order) M157 F53 (3)
- 1.5.2 A✓ D✓ (Any order) M166 F58 (2)
- 1.5.3 A✓C ✓D ✓E ✓H✓ (Any order) M19 F138-139 (5)

**TOTAL SECTION A [40]**

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

**QUESTION 2**

2.1      2.1.1      Liver✓ M23  
F77  
(1)

2.1.2      -Contact with an infected person/their stools as Hepatitis A is spread through close personal contact with an infected person✓  
 -Eating food prepared by an infected person✓  
 -Drinking water that has been contaminated by Hepatitis A, especially in parts of the world with poor hygiene and sanitary conditions✓  
 -Sexual activity with an infected person✓ (Any 2)      M28  
F83  
(2)

2.1.3      -Always wash your hands with warm soapy water after using the toilet and before preparing food or eating✓  
 -Use bottled water when you are in places where Hepatitis A is common✓  
 -Do not wash fruits and vegetables in untreated water✓  
 -Do not use ice cubes made from untreated water✓  
 -Restaurant chefs/ staff should not prepare the food if they have contracted the disease/ Do not eat food prepared by an infected staff member✓  
 -Get the Hepatitis A vaccine✓ (Any 3)      M23  
F77  
(3)

2.1.4

CHOLERA	HEPATITIS A
Watery stools/ watery diarrhoea/ severe diarrhoea ✓	Light-coloured stools/Diarrhoea✓
Nausea✓	No nausea✓
No stomach pain/upset stomach✓	Stomach pain/Upset stomach✓
Vomiting✓	No vomiting✓
No loss of appetite✓	Loss of appetite✓
Rapid dehydration✓	No rapid dehydration✓
Normal urine✓	Dark yellow urine✓
Rapid heart rate✓	Tiredness✓
Dry mucous membrane/dry mouth✓	No dry mucous membrane/dry mouth✓
Normal skin colour/ normal eye colour/ no jaundice✓	Yellowish skin or eyes/Jaundice✓
Muscle cramps✓	No muscle cramps✓
No fever✓ <span style="float: right;">(Any 2)</span>	Fever✓ <span style="float: right;">(Any 2)</span>

(2 x 2) M25,22  
F76,78  
(4)

## SC/NSC – Marking Guidelines

- 2.2 The executive chef sent the chef home because he might have the following:  
 -long lasting diarrhoea which will contaminate food ✓  
 -frequent fevers and sweats- may make the customers feel uncomfortable✓  
 -thrush in the mouth and on the tongue may make the customers feel uncomfortable ✓  
 -unusual skin rashes and cracked corners of the mouth that may make guests feel uncomfortable✓  
 -secondary TB- people may not work with food as they will contaminate the food and spread TB✓ (Any 3)
- M26  
F79  
(3)
- 2.3 -Teamwork will increase productivity in the restaurant✓  
 -Staff members will have pride in their work✓  
 -They will feel free to ask for help when needed✓  
 -It will ensure that the staff work quickly, efficiently, neatly and safely/workflow will be smooth✓  
 -They will share successes and failures/enjoy working with each other/co-operate with each other/ willing to give inputs /make suggestions✓  
 -It will create a good experience and pleasant atmosphere for the guests✓  
 -It will improve tolerance where staff members will recognise others as individuals with different personalities✓  
 -Staff members will be willing and be prepared to work with others/pull their weight✓  
 -It will promote fairness and honesty with team mates/have some thought for their fellow workers and not being selfish✓  
 -It improves sales/turnover/increasing income/ more money✓  
 -Guests will return/ come back✓ (Any 4)
- M30  
F88  
(4)
- 2.4 -The use of computers provides tighter control to improve food service delivery✓  
 -It provides the correct information at the right time which results in easier and faster service/better communication between waiter and guest and waiter with kitchen staff✓  
 -Orders in the restaurant are faster and more accurate which will not frustrate the guests✓  
 -Finalisation of accounts can be done easily/the bill can be printed out✓  
 -Reduces the number of trips the waiter makes to and from the kitchen therefore saves the energy of the waiter✓  
 -Easy to recognise information✓  
 -Customers can order online✓  
 -Saves time/ effective use of time/ speedy delivery ✓ (Any 3)
- M40  
F108  
(3)

**TOTAL SECTION B: 20**

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

**QUESTION 3**

3.1 3.1.1 Late afternoon/Evenings/Late evening/17:00 – 19:00✓ (Any 1) M67 F12 (1)

3.1.2 -Do not need utensils to eat hors d'oeuvres/little cutlery and crockery is required✓  
 -A variety of foods that can be eaten easily✓  
 -Can be inexpensive if well planned✓  
 -Less space is needed for cocktail functions✓  
 -Not as many tables/chairs needed as for a sit-down dinner✓  
 -More people can be accommodated/a large number of people can be entertained at one time✓  
 -A special atmosphere is created as guests are allowed to mingle with everyone/people can interact in a relaxed, informal way✓  
 -A wide variety of styles and flavours can be served✓  
 -The menu may appeal to different cultural groups/and kosher/halaal/vegetarian foods can be easily incorporated✓  
 -More creativity than formal meals✓  
 -Cocktail snacks provide a wide variety from cold to hot to gourmet selections✓  
 -A table plan is not needed✓  
 -Fewer serving staff is needed✓  
 -The duration of the function is usually quite short/about two hours✓ (Any 4) M67 F12 (4)

3.1.3	COCKTAIL FUNCTION	FINGER LUNCH	
	Semi-formal to formal get-together✓	Informal to semi-formal/may substitute a luncheon✓	
	Usually in evenings/late evenings✓	Usually at lunch time✓	
	Light hors d'oeuvres is served/ smaller/one or two bites✓ (Any 2)	Quick snacks/finger foods served/bigger items/not one bite✓ (Any 2)	M66 F12 (4)
		(2 x 2)	

3.2 3.2.1 -Fried Calamari with Tartar sauce✓  
 -Beef Cordon Bleu✓  
 -Bread and Butter pudding✓ (Any 2) M50 F4 (2)

3.2.2 -Lots of fat/ saturated fat in the Beef Cordon Bleu✓/oil used to fry the Calamari✓/egg yolks used in mayonnaise for the Tartar sauce will have a high fat content✓  
 -Processed meat/ processed meat used in Beef Cordon Bleu✓  
 -Fat and sugar/ fat and sugar in the Bread and Butter Pudding✓  
 -Refined starch/ refined starch in the Bread and Butter Pudding✓ (Any 3) M49 F5 (3)

3.3	3.3.1	$\begin{aligned} \text{Selling price} &= \frac{\text{Food cost}}{\text{Food cost \%}} \quad \checkmark \\ &= \frac{\text{R3 100,00}}{0,30} \quad \checkmark \\ &= \text{R10 333,00} \quad \checkmark \end{aligned}$		M62 F21 (3)
	3.3.2	$\begin{aligned} \text{Gross profit} &= \text{Selling price} - \text{Food cost} \quad \checkmark \\ &= \text{R10 333,00} - \text{R3 100,00} \quad \checkmark \\ &= \text{R7 233,00} \quad \checkmark \end{aligned}$		M62 F21 (3)
	3.3.3 (a)	Labour costs ✓		M60 F20 (1)
	(b)	Overhead costs ✓		M60 F20 (1)
3.4	3.4.1	<ul style="list-style-type: none"> <li>-Beans/Kidney beans/Sugar/Black/Speckled/Haricot/Butter ✓</li> <li>-Lentils/breyani dhal ✓</li> <li>-Chickpeas ✓</li> <li>-Moong dhal ✓</li> <li>-Split peas/dhal ✓</li> </ul>	(Any 2)	M102 F181 (2)
	3.4.2	<ul style="list-style-type: none"> <li>-Store in airtight containers ✓</li> <li>-Store vacuum packed ✓/store in closed containers to keep weevils out ✓</li> <li>-Store in a cool place ✓</li> <li>-Store in a dry/dark place ✓</li> </ul>	(Any 1)	M F181 (1)
	3.4.3	<ul style="list-style-type: none"> <li>-The end product will be harder ✓</li> <li>-Salt will react with the starch in legumes therefore salt should not be added before the beans are softened ✓</li> </ul>	(Any 1)	M104 F183 (1)
	3.4.4	<ul style="list-style-type: none"> <li>-Legumes are versatile ✓</li> <li>-They are economical ✓</li> <li>-They can stretch the number of portions ✓</li> <li>-They are high in protein ✓</li> <li>-Low in fat ✓</li> <li>-Cholesterol-free ✓</li> <li>-Contain natural fibre ✓</li> <li>-High in mineral substances ✓</li> <li>-Rich in anti-oxidants ✓</li> <li>-Low in glycaemic index/gluten free ✓</li> </ul>	(Any 4)	M101 F179 (4)

3.5	3.5.1	<ul style="list-style-type: none"> <li>-Cream puffs✓</li> <li>-Éclairs✓</li> <li>-Profiteroles✓</li> <li>-Paris Brest✓</li> <li>-Gateaux St Honoré✓</li> <li>-Croquembouche✓</li> <li>-Swans✓</li> </ul>	(Any 3)	M125 F187 (3)
	3.5.2	<p>Sweet fillings e.g. Crème pâtisserie/ confectioners custard/ bakers custard✓, caramel treat✓, whipped cream/Chantilly✓, ice cream✓, jam✓, drained canned fruits✓, mousse✓</p> <p style="text-align: right;">(Any THREE suitable sweet fillings)</p>		M126 F186 (3)
	3.5.3	<ul style="list-style-type: none"> <li>-The batter was too soft✓</li> <li>-Too many/little eggs were added✓</li> <li>-The eggs were added too quickly/ all the eggs were added at once✓</li> <li>-Too much water evaporated, too little steam formed✓</li> <li>-Adding extra flour after gelatinisation✓</li> <li>-Oven was too cold/ not preheated✓</li> <li>-Opening oven before the puffs were thoroughly cooked✓</li> <li>-They didn't bake long enough/ didn't have enough time to dry out✓</li> </ul>	(Any 4)	M44 F186 (4) <b>[40]</b>

**QUESTION 4**

4.1	4.1.1	Agar-agar✓		M128 F160 (1)
	4.1.2	Hydration- gelatin powder is soaked in/sprinkled over cold water/juice✓ in order to absorb liquid and soften/become a sponge✓		M129 F161 (2)
	4.1.3	-Do not insert a knife✓ -Pull it away from the sides with your fingertips/allow air to separate the contents from the mould by tilting and shaking the mould✓ -Use a blow-torch briefly around the outside of the mould✓ -Put a warm cloth/hot towel around the mould to facilitate unmoulding✓ -Dip the mould into hot/lukewarm water for 1-2 seconds – not too long for the gel to start melting✓ -Invert the mould over a plate or place a plate over the mould and then flip them over together✓ -Add a few drops of water on the plate to allow you to move the gel if it is not in the correct spot✓	(Any 3)	M130 F162 (3)
	4.1.4	-To ensure even distribution of the segments✓ -If added to a runny mixture it will result in the segments floating to the top✓ or sinking to the bottom✓	(Any 2)	M131 F162 (2)
4.2	4.2.1	Short crust✓/sweet pastry✓/pâte sucrée✓	(Any 1)	M114 F206 (1)
	4.2.2	-Soft✓, short✓ or fine crumb✓ -Light golden-brown crust✓ -Rich✓ -Not flaky✓ -Crisp✓	(Any 3)	M113 F206 (3)
	4.2.3	-To disperse the lumps of butter evenly using a knife or dough cutter✓ -Using a dough cutter or a knife will prevent butter from melting✓ -The dough will not be over manipulated/ to prevent tough dough/ prevents dough from being elastic✓ -To produce a more uniform mixture✓ -To obtain fine crumbs✓	(Any 2)	M115 F206 (2)
	4.2.4	-Eggs✓ -Starch e.g. corn flour/cake flour✓ -Milk✓ -Sugar✓ -Flavourants e.g. Vanilla essence✓	(Any 3)	M137 F147 (3)
	4.2.5	-No✓ it will not curdle, because the starch protects the egg✓		M114 F177 (2)

## SC/NSC – Marking Guidelines

	4.2.6	-Dusting/Sprinkling✓	(Any 1)	M141 F152 (1)
4.3	4.3.1	-Trimming✓		M85 F200 (1)
	4.3.2	-Trimming neatens the meat✓ removes excess fat✓ and sinews which is tough and difficult to eat✓	(Any 2)	M85 F200 (2)
	4.3.3	-Pre-heat the oven/griddle pan and grill until it is very hot✓ -Place the uncovered fillet✓ on the rack of the roasting pan ±10cm✓ below the element✓ -The door can be opened slightly to let the smoke escape✓ -Meat/grid/griddle can be brushed with oil to prevent sticking✓ -Grill on each side✓	(Any 4)	M90 F201 (4)
	4.3.4	-The protein in the muscle fibre will denatures✓ and coagulate✓ when the fillet reaches the internal temperature of 54°C✓ -As the temperature rises above 71°C, collagen bonds with any remaining water✓ and begins to transform into gelatin✓ -The fillet becomes brown or grey✓, stiff to touch✓ with clear meat juice✓	(Any 3)	M88 F201 (3)
	4.3.5	-The natural enzymes in the meat break down the muscle fibre✓ to ensure that the meat becomes tender✓ -It improves succulence✓ -Improves flavour of meat✓	(Any 2)	M82 F198 (2)
4.4		Liver✓/caul✓	(Any 1)	F190 (1)
4.5	4.5.1	- Bottling excludes air/oxygen✓ - Sugar and acids used in the sauce inhibit micro-organism growth✓ - Boiling inactivates enzyme activity✓ - Boiling/sterilisation of bottles eliminates all micro-organism growth in the bottle✓	(Any 3)	M150- F166, 169 (3)
	4.5.2	-Correct✓ -Wooden spoons must be used because metal spoons will give the sauce a metallic flavour✓ due to the reaction with acids✓	(1) (Any 1)	M152 F174 (2)
	4.5.3	-Removing moisture/Drying/dehydration e.g. sundried tomatoes✓ -Adding a preserve/using a high sugar content e.g. tomato jam✓ -Excluding air/Canning✓ -Low temperature/Freezing✓	(Any 2)	M150 F167- 168 (2) <b>[40]</b>

**TOTAL SECTION C: 80**

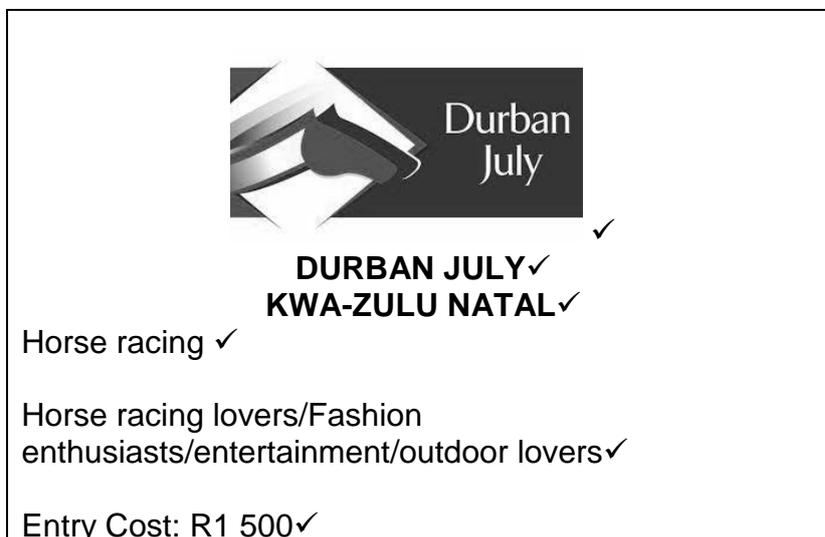
**SECTION D: SECTORS AND CAREERS**  
**FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

5.1 5.1.1 -Most people have social media so it will reach large numbers✓  
 -Information on social media is short and to the point✓  
 -Information is updated regularly and will be relevant✓  
 -It could be colourful✓ and could have audio that will attract people's attention more✓  
 -Electronic bill boards can reach drivers and pedestrians✓ M21  
 -Advertisements on television : viewers can be made aware of the F140  
 event✓ (Any 3) (3)

5.1.2 - It should attract the attention of the desired target market✓  
 - A successful marketing tool for the Durban July will be clear, Visual layout according to the theme✓  
 - It should offer a service to the customers✓  
 - It should bring new services or products to the attention of customers✓  
 - It should be reliable/accurate/ no misleading information✓  
 - It should supply information✓  
 - It should state the name and price for the Durban July✓  
 - It should display special features✓ M18  
 - It should supply the contact details and address of where the F142  
 Durban July will take place ✓ (Any 3) (3)

5.1.3



✓ **Frame/sketch**

**OR**

Responses in the design should include:  
 Sketch/frame/design 1 mark✓ (1)

-R1 500 (Price)✓  
 -KwaZulu-Natal/Durban (Place)✓  
 -Horse racing lovers/Fashion enthusiast/Entertainment Industry/Outdoor lovers (People)✓ M15  
 -Horse race/Durban July (Product)✓ F135  
 (Any 3) (4)

- 5.2 -It creates job opportunities/ restaurants are open providing more jobs✓  
 -Economic growth is stimulated and local income will increase/ people visit restaurants bringing in money ✓  
 -It will contribute to the development✓ and improvement of the infrastructure✓  
 -Tourists will bring valuable currency/ tourists can travel and are willing to spend ✓  
 -The esteem and standard of the community improves✓  
 -Multiplier effect takes place✓ (Any 4) M1 F108 (4)
- 5.3 5.3.1 -Home industries✓  
 -Vendors✓  
 -Function catering✓  
 -Meals on wheels✓  
 -Exporting and distributing her products locally✓  
 -Farm stall✓  
 -Training chefs✓ M8-9 F131 (4)  
 -She can produce: jams✓, pickles✓, bottled fruit✓, sugared/ crystalline fruit✓/fruit cakes✓, bread✓ (Any relevant 4)
- 5.3.2 -Cash flow analysis/amount of money that comes into business✓  
 -Income statement/the profit and loss✓  
 -Balance sheet/assets, liabilities, and owners' equity✓  
 -Break-even analysis/Fixed costs/Profit✓ M12 (4)  
 -Budget✓ (Any 4)
- 5.4 5.4.1 -Welcomes guests at their vehicles✓  
 -Controls moving assets✓  
 -Gives direction to guests/ non booked in guests✓  
 -Calls taxis/shuttles for guests✓  
 -Opens car doors✓ M6 F113 (2)  
 -Takes guests to and from airport✓  
 - Parks guests cars ✓ (Any 2)
- 5.4.2 -Security manager✓  
 -Security✓ M6 F124 (2)  
 -Parking attendant✓  
 -Human Resources✓ (Any 2)

5.5

Revenue generating area	Non-revenue generating area
Wash laundry✓	
Laundry as a revenue generating area, optional service✓ offers guest washing, ironing or dry-cleaning of clothing✓ and are charged per item, will generate income✓	Laundry as a non-revenue generating area, compulsory service✓ includes washing, ironing and dry-cleaning of the establishment's laundry such as bed linen, table cloths etc.- included in room rate already✓ and does not generate an income/non-generating✓ (Any 4)

M3-4  
 F111  
 (4)  
**[30]**

**QUESTION 6**

- 6.1.1 -Natural wine/still wine✓  
-Sparkling wine✓  
-Low alcohol/non-alcoholic wines/de-alcoholised✓  
-Fortified wines✓ (Any 3) M155  
F47  
(3)
- 6.1.2 -Mocktails can be shaken, stirred, blended or built✓  
-If a mocktail contains cream, fruit juice or eggs, it should be shaken✓  
-Never shake effervescent drinks✓  
-Serve in chilled glasses✓  
-Ice should be clear and clean✓  
-Place the ice in the glass followed by a non-alcoholic drink✓  
-Follow the recipe carefully✓  
-Use good quality products✓  
-Accurate measurements are important when mixing drinks✓  
-Use tot measure for measuring✓  
-Do not overfill glasses✓  
-Add garnish last✓ (Any 4) M161  
F65  
(4)
- 6.2 6.2.1 -No person under the age of 18 may be served alcohol✓  
-Adequate guest toilet facilities for males and females must be provided on or near the licensed premises✓  
-Ordinary meals should be available on the premises during the hours that liquor is sold✓  
-Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking an ordinary meal on the licensed premises. Closed days are defined as Sundays, Good Friday and Christmas day✓  
-No liquor may be supplied or sold to a person who is drunk✓  
-All liquor bought on the premises must be consumed on the premises✓  
-A person may bring his own liquor onto a licensed premise upon which a 'corkage fee' will be charged. Such liquor has to be consumed on the premises✓  
-It is illegal to add any liquids, such as water, to the liquor in a bottle/adulteration✓  
-Bankrupt or an un-rehabilitated person will not be granted license✓ (Any 3) M168  
F55  
(3)
- 6.2.2 -A person who in the preceding 10 years was sentenced to imprisonment for any offence without the option of a fine✓  
-A person who is un-rehabilitated insolvent✓  
-A person who is a minor/underage on the date of consideration of the application✓  
-The husband or wife of any of the above persons✓  
-Bankrupt or an un-rehabilitated person will not be granted license✓ (Any 2) M168  
F56  
(2)

6.3	6.3.1	<ul style="list-style-type: none"> <li>-Carving unit✓</li> <li>-Guéridon trolley✓</li> <li>-Chafing dish✓</li> <li>-Bain-marie✓</li> <li>-Hot tray✓</li> </ul>	<p>(Any relevant 2)</p>	<p>M175 F31 (2)</p>
	6.3.2 (a)	<ul style="list-style-type: none"> <li>-Flambé is pouring alcohol over food and setting it alight so that the alcohol can evaporate ✓</li> </ul>		<p>M175 F (1)</p>
	(b)	<ul style="list-style-type: none"> <li>-Crumbing down refers to the process done after the main course before the dessert✓</li> <li>-Side plates, cruets, any unnecessary items like empty glasses are removed✓</li> <li>-A plate is placed on the flat of the left hand of the waiter ✓ with the folded service cloth in the right hand or between a dessert spoon and –fork/brush✓</li> <li>-Start on the right of the host✓, stand between two guests✓ and brush down halfway from both guests✓ onto the plate using the folded service cloth✓</li> <li>-Pull down the handle of the piece of dessert cutlery facing you from both guests✓</li> <li>-Continue anti-clockwise✓ in this way, crumbing down and pulling down dessert cutlery by the stem, finishing with the host✓</li> </ul>	<p>(Any 4)</p>	<p>M194 F37 (4)</p>
6.4	6.4.1	<ul style="list-style-type: none"> <li>-Handle carefully to avoid accidents✓, do not stack too high✓, keep the spouts of tea pots turned inwards and pointing in the same direction✓</li> <li>-Group similar crockery items together in the storage area✓</li> <li>-If cracked replace and do not use for guest service✓</li> <li>-Wash and dry with a clean lint free cloth✓</li> <li>-Make sure the crockery is dust free/ store in a closed cupboard✓</li> <li>-Keep the storage areas locked at all times✓</li> <li>-Stock must be counted regularly and accounted for✓</li> </ul>	<p>(Any 2)</p>	<p>M176 (2)</p>
	6.4.2	<ul style="list-style-type: none"> <li>-Place the cup and saucer and teaspoon in front of the guest✓</li> <li>-Provide a strainer if loose tea is supplied✓</li> <li>-If tea bags are used, ensure that the tags are not hanging out and there is a small bowl or container for used tea bag✓</li> <li>-The ear of the cup should be in line with the customer's right hand✓</li> <li>-Place a teapot, warm water jug, milk jug and sugar bowl and other accompaniments on a small tray✓ on the right hand of the guest✓</li> <li>-Guests help themselves✓</li> <li>-A waiter can pour tea for the guests✓</li> <li>-Milk poured before the tea✓</li> <li>-Serve the tea from the right-hand side✓, served in an anti-clockwise direction✓</li> <li>-Ladies served first and host last✓</li> </ul>	<p>(Any 3)</p>	<p>M165 F69 (3)</p>

6.4.3	-It is pleasing to look at/attractive/eye catching✓ -Menu card is clean and undamaged✓ -Font is neat/big enough to read✓ -The menu can be placed on the guests cover because it is a flat menu card/can be placed on a stand in the middle of the table✓ (Any 3)	M177 F10 (3)
6.5	-Light candles/paraffin lights/solar lights✓ -Explain the situation to the guests if their service will be interrupted✓ -Apologise✓ -Present a limited menu which does not include any dish or beverage that needs an electrical appliance for preparation✓ -Switch on the generation✓ (Any 3)	M186 F45 (3) <b>[30]</b>
	<b>TOTAL SECTION D:</b>	<b>60</b>
	<b>GRAND TOTAL:</b>	<b>200</b>