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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2019

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages.

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

1.1.1	B✓
1.1.2	A✓
1.1.3	C✓
1.1.4	C✓
1.1.5	D✓
1.1.6	B✓
1.1.7	A✓
1.1.8	B✓
1.1.9	B✓
1.1.10	A✓

(10)

1.2 MATCHING ITEMS

1.2.1	B✓	iv✓	(1) ✓
1.2.2	A✓	iii✓	(4) ✓

(6)

1.3 ONE-WORD ITEMS

1.3.1	Dress code✓
1.3.2	Cocktail/cocktail function/Finger lunch✓
1.3.3	Linen✓
1.3.4	Overhead✓
1.3.5	Banquet✓
1.5.6	Vintage/harvest year✓
1.3.7	Steam✓
1.3.8	Docking✓
1.3.9	Crouté✓
1.3.10	Fruitarian ✓

(10)

1.4 IDENTIFICATION

Any order

1.4.1	A ✓ B ✓ C✓ G✓
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(4)

1.5. MATCHING ITEMS

1.5.1	F✓
1.5.2	E ✓
1.5.3	D✓
1.5.4	G✓
1.5.5	A✓

(5)

1.6

REARRANGE

(Must be in the order below)

	D✓
	C✓
	B✓
	E✓
	A✓

(5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 2.1.1 -Wear a clean uniform✓
 -Keep hair out of the face/hair must clean and neat✓
 -Head gear should always be worn when handling food✓
 -Finger nails should always be kept neat and short✓
 -Avoid excessive jewellery✓
 -Beards must be shaven/neatly shaven✓.
 -Footwear should be clean✓
 -No nail polish✓ (Any 4) (4)
- 2.1.2 -Productivity ✓
 -Punctuality✓
 -Honesty/loyalty✓
 -Reliability✓
 -Tolerance/Patient/work well with each other/teamwork ✓
 -Confidentiality✓
 -Respect✓
 -Creativity✓ (Any 4) (4)
- 2.1.3 -The computer determines which rooms e.g. smoking/non-smoking, single or double, room with a view✓ and rates✓ are available for a specific night✓
 -The computer records the accommodation sales for a single night✓
 -The number of guests including children are entered into the system✓
 -Contact details of the guests are recorded✓
 -The method the guest will use for payment is recorded✓
 -A registration card is prepared and saved on the computer✓
 -Use a centralized computer system to make reservations✓
 -Use the computer to search for the best possible accommodation options with regards to price and availability✓
 -Online reservations made easier.✓ (Any 3) (3)
- 2.2 HIV is not transmitted by sharing utensils or using the same bathroom facilities or day-day contact✓ (1)

2.3

Disease	Gastro-Enteritis	Cholera
Causes (origin)	-Intake of contaminated foods, drinks or chemicals✓ -Viral/Rota virus or bacterial infection/Salmonella/ Staphylococcus/Clostridium/ Escherichia✓ (2)	-Drinking contaminated water✓ -Eating food which has been in contact with contaminated water, flies or soiled hands✓ Vibrio cholera (2)
Symptoms	-Diarrhoea✓ -Vomiting✓ -Abdominal pain✓ -Headache✓ -Fever✓ -Dehydration✓ - (Any 2)	-Watery stools/rice-water stools/ Diarrhoea ✓ -Vomiting✓ -Rapid dehydration/severe water loss✓ -Rapid heart rate✓ -Dry mucous membranes/dry mouth✓ -Muscle cramps✓ -Low blood pressure✓ -Nausea✓ (Any 2)

(8)

TOTAL SECTION B: 20

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

- 3.1 3.1.1
- | | NUMBER OF CUT | NAME OF CUT |
|---------------------|---------------|---------------------|
| A Loin chops | 4✓ | Loin✓ |
| B Cushion | 2 or 9✓ | Thick rib/shoulder✓ |
- (4)
- 3.1.2 Oven roasting/roasting✓ (1)
- 3.1.3 1✓, 3✓, 4✓, 5✓, 6✓, 8✓ (Any 2) (2)
- 3.1.4
- Meat can be fashioned/attractively made into a regular shape✓
 - It will cook evenly✓
 - Easy to carve✓
 - Bones reserved for stock✓
 - Interesting dishes can be prepared✓
 - Debone meat can be additionally stuffed to stretch the meat and yield more portions. (Any 3) (3)
- 3.2 3.2.1
- A- Searing / browning meat in oil or fat✓
 - B- Mirepoix is added and caramelised✓
 - C- Adding liquid to cover a quarter of the meat✓ (3)
- 3.2.2
- Collagen✓ which is white connective tissue ✓will break down into gelatine and water✓
 - Fat begins to melt and coat the muscle fibres✓
 - Meat will be tender✓ (Any 3) (3)
- 3.3 3.3.1 Drying✓ (1)
- 3.3.2
- Preserves food for long periods of time✓
 - Inhibits enzyme action✓
 - Reduces the growth rate of bacteria/inactive✓
 - Water is unavailable to bacteria because it has turned into ice/growth retarded due to lack of moisture.✓ (Any 3) (3)
- 3.3.3
- Vinegar✓
 - Brown sugar✓
 - Salt✓ (Any 2) (2)
- 3.3.4
- Will inform consumers of the expiry date of the boerewors.✓
 - The ingredients will assist consumers who suffer from allergies.✓
 - The nutritional value will allow consumers to make an informed choice/healthy choice.✓
 - Mass is indicated- know how many portions can be provided✓
 - The sell-by date will be clear.✓
 - Valuable instructions on how prepare the product will be available.✓
 - Information on food additives can provide guidance to the consumer.✓
 - Specifies whether the product is suitable for different religious groups.✓
 - Information on the storage of the product.✓ (Any 3) (3)

	3.3.5	Lawful ✓ and permitted according to the rules of Mohammed/Islam. ✓ Food has been prepared according to the religious laws ✓ (Any 2)	(2)
3.4	3.4.1	Coupe ✓ Sundae ✓ (Any 1)	(1)
	3.4.2	(a) Chantilly cream: whipped cream ✓ sweetened with sugar ✓ and flavoured with vanilla ✓ (Any 2) (b) Coulis: fruit that is pureed ✓ cooked or uncooked/with or without sugar ✓	(2) (2)
	3.4.3	Crème anglaise/egg custard ✓	(1)
	3.4.4	To break ice crystals ✓ and include air ✓	(1)
	3.4.5	Not suitable ✓ Crème anglaise contains eggs. Lacto vegetarian excludes eggs ✓	(2)
	3.4.6	Nuts contain proteins which provide the body with the essential amino acids required for growth. ✓ Nuts also contain vitamins/vitamin B ✓, fat ✓, minerals/phosphorous ✓ and fibre ✓ necessary in the body to maintain good health. Because lacto-vegetarians exclude some proteins e.g. eggs in their diet, nuts can be eaten to replace the protein in the diet ✓. Low in cholesterol ✓ (Any 3)	(3)
	3.4.7	Roasting/grilling/toasted ✓	(1)
			[40]

QUESTION 4

4.1	4.1.1	Cost for the topping = R16-00+R3-90+R21-50 ✓ = R41-40 ✓	(2)
	4.1.2	Selling price = Food cost + Profit ✓ = R41.40 + 50%/R41.40 + R20.70 ✓ = R62.10 ✓	(3)
	4.1.3	Cost per portion = Selling price / Yield ✓ = R62.10 / 4 ✓ = R15.52 ✓ (Any 2)	(2)
4.2	Choux ✓		(1)
4.3	Flour ✓ Boiling water ✓ Fat/shortening/butter/margarine ✓ Eggs ✓ Salt ✓	(Any 3)	(3)

- 4.4 4.4.1 A- Puff✓
B- Phyllo✓ (2)
- 4.4.2 The ice water will change into steam/ act as a rising agent/It will cause the pastry to form layers✓ (1)
- 4.4.3 -Oven is too cold✓
-Fat too soft✓
-Dough too soft✓
-Edges not sealed✓
-Uneven folding and rolling✓ (Any 2) (2)
- 4.4.4 Shortening remain hard✓
Forms layers✓
Provides better rising✓
Warm butter absorbed by flour will affect the flakiness.✓ (Any 2) (2)
- 4.4.5 Leave in the refrigerator for 12 hours/overnight✓
Remove from the fridge one hour before using it✓
Keep pastry covered to prevent it from drying out✓ (Any 2) (2)
- 4.4.6 Suitable✓:
It must be bite size✓
Or
Unsuitable✓:
It can be messy when pastry flakes ✓or too big/not bite size✓ (Any 2) (2)
- 4.4.7 Don't put too much food on platters✓
Place snacks in neat, evenly spaced rows or in an attractive pattern✓
Use a mixture of colours, tastes and textures✓
Use different levels or heights✓
Provide enough space around tables✓
Pack out the food and plates in a logical order✓
Provide a place to discard toothpicks, napkins or skewers
Use platters or trays with small individual dishes✓ (Any 4) (4)

4.5

Function	Ingredient	Motivation
Thickens the custard	Egg yolks✓	Egg protein coagulates and thickens the custard✓
Hydrates the gelatin	Cold water✓	In order to absorb the liquid and swell✓
Prevents the setting of the gelatin	Raw pineapple✓	Enzyme/bromelin breaks down proteins in gelatin✓
Increases the stiffness of the gelatin	Milk✓	Presence of proteins and mineral salts ✓

(8)

4.6

Unsuitable dishes	Reasons
Samoosa with homemade mayonnaise✓	-Samoosa is fried✓ -Mayonnaise contains egg yolks✓ -Both dishes have high amounts of fat✓ (Any 1)
Kinglip served with rosemary mash and creamy mushroom sauce✓	-Mash contains fat✓ -sauce contains a lot of cream✓ -Dish contains high amount of fat✓ (Any 1)
Jam turnover with Chantilly cream✓	-High amounts of sugar✓ -Made with refined carbohydrates✓ -Both dishes have high amount of fat✓ (Any 1)
Suitable dishes: Steamed Mediterranean Vegetables does not contain any oil Beetroot Salad	

(6)
[40]**TOTAL SECTION C: 80**

SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 5.1.1. -Informs√ the target market about the products and services that are on offer√ (2)
- 5.1.2 The marketing tool is suitable √for the business because it:
 -spells out the name of the product√
 -gives a short clear description of the product and business hours√
 -it displays the slogan√
 -the message is conveyed through the illustration√
 -it supplies the contact details of the business√
 -it has used simple and understandable language√
 -no spelling mistakes√
 -includes promotion√
 -neat and attractive√
 -big lettering√
 Not overcrowded√ (Any 5) (5)
- 5.1.3 The marketing tool adheres to the marketing mix√ due to the availability of the following:
 -Product √
 -Place√
 -Promotion√
 Except for the following that is not available on the marketing tool√:
 -People√
 -Price√ (Any 5) (5)
- 5.2 5.2.1 -Guest rooms √
 -Laundry √ (2)
- 5.2.2 -Controls banking procedures. √
 -Pays salaries. √
 -Oversees the auditing of hotel funds. √
 -Ensures payment of VAT. √
 -Preparing financial reports. √
 -Drawing up budgets. √
 -Preparing cash flow forecasts. √
 -Safeguarding the business's assets. √
 -Taking care of collections, which means making sure that money to the business is paid. √
 -Dealing with queries from guests regarding billing and foreign exchange. √
 -Handle income tax.√
 -Pay monthly expenses and accounts.√
 -Keeping track of income and expenditure coming into the business.√ (Any 4) (4)

- 5.2.3 -The ability to identify business opportunities and take calculated risks to achieve success. ✓
 - Commitment and determination/passionate about the job. ✓
 -A sense of responsibility and love for achievement. ✓
 - Creativity, self-reliance and adaptability. ✓
 - A perspective that is future-orientated. ✓
 - Confidence in achieving success. ✓
 - Good organising and management skills. ✓
 - High levels of energy and a sense of humour. ✓
 -The person should be positive. ✓
 -Have a vision for the business ✓
 -A professional approach ✓ (Any 3) (3)
- 5.2.4 -Name of the business is included. ✓
 -The business description is included. ✓
 -The marketing plan is also included. ✓
 -Staffing plan is included. ✓
 -There are overall business goals. ✓
 -No operational plan. ✓
 -No financial plan. ✓ (Any 5) (5)
- 5.3 -Baking ✓
 -Home industries ✓
 -Vendors ✓
 -Function catering ✓
 -Children's birthday parties ✓
 -Meals on wheels ✓ (Any 4) (4)
- [30]**

QUESTION 6

- 6.1 6.1.1 Natural ✓ / Still ✓ / Red wine ✓ / dealcoholized wine (Any 2) (2)
- 6.1.2 (a) Cultivar: Cabernet Sauvignon ✓ (1)
 (b) Producer: Ariel ✓ (1)
 (c) Class designated name: Dealcoholized ✓ (1)
- 6.1.3
- | SUITABLE | UNSUITABLE |
|--------------------------|---------------------|
| Beef lasagne ✓
Veal ✓ | Caviar ✓
Prawn ✓ |
- (4)
- 6.1.4 -Stand on the right-hand side of the guest ✓
 -Hold the wine selected on a service cloth ✓
 -Label must face towards the guest ✓
 -Present the wine to the host whilst saying the name and vintage of the wine to confirm that it is the correct one ✓
 -Open the bottle once the host is satisfied ✓
 -Permit the guest to feel the temperature of the wine if they wish to do so. (Logical order - Any 4) (4)

- 6.2 Ndumiso might be failing to secure a liquor licence due to the following:
 -In the preceding 10 years, been sentenced to imprisonment, for any offence, without the option of a fine✓
 -Rehabilitated insolvent✓
 -A minor/under 18 on the date of consideration of the application✓
 -A husband of any of the above persons✓
 -The restaurant is next to the school and no permission is granted from the community.✓ (Any 3) (3)
- 6.3 -Present coffee from the right ✓
 -With the cup handle on the right hand side and the spoon at the back of the cup✓
 -Sugar is offered first✓
 -Offer a choice of hot or cold milk✓
 -Always lift the cup to the pot when pouring from a short-spouted coffee pot. ✓
 -If the spout is long, then the coffee can be poured into the cup on the table/pour coffee by tilting the coffee pot and pouring it up to 16mm from the rim of the cup✓
 -Put coffeepot on a tray or side plate on a neatly folded service cloth or serviette ✓
 -Serve anti-clockwise✓
 -Ladies first, then men and host last✓
 -Ensure the coffee essentials are carried to the table on a tray.
 -Leave the sugar bowl on the table.✓
 -Make sure you offer refills when cups are empty.✓ (Any 4) (4)
- 6.4 -The manager will decide which action should be taken according to the degree of the injury✓ e.g. slips and falls
 -With minor injuries, the necessary first aid will be provided✓
 -For major injuries, emergency services will be contacted/get an ambulance/transfer the person to hospital for treatment.✓
 -After each injury, a report should be completed and filed✓ (Any 3) (3)
- 6.5 6.5.1 -tot measure✓
 -glass✓
 -swivel sticks✓/mixing spoon✓/long spoon✓/spoon✓
 -strainer✓
 -mixing glass✓
 -ice tongs ✓
 -knife and chopping board✓
 -liquidizer/mixer/shaker✓ (Any 3) (3)

- 6.5.2
- If a cocktail contains cream, fruit juice or eggs, it should be shaken✓
 - Never shake effervescent drinks✓
 - Serve in a chilled glass/appropriate glass for the cocktail.✓
 - Ice should be clear and clean✓
 - Follow the recipe carefully✓
 - Use good quality products✓
 - Use accurate measurements/ tot measure✓
 - Don't make glasses too full✓
 - Add garnishes last✓
 - Glasses are often decorated using plastic straws and umbrellas✓
 - Place ice in the glass or mixer, followed the non-alcoholic drink and then the alcohol.✓
 - Ensure clean equipment.✓

(Any 4)

(4)
[30]

TOTAL SECTION D:	60
GRAND TOTAL:	200