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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2019

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

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

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

(10)

1.2 MATCHING ITEMS**Correct order**

1.2.1	C✓
1.2.2	A✓
1.2.3	D✓
1.2.4	G✓
1.2.5	B✓

M15
F135
(5)**1.3 MATCHING ITEMS****Correct order**

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

(5)

1.4 ONE-WORD ITEMS

1.4.1	Drying✓
1.4.2	POS/ Point of sale✓
1.4.3	Marbling/ Intra-muscular fat✓
1.4.4	Overhead costs/ Overheads✓
1.4.5	Allergy/ Allergic reaction✓
1.4.6	GDP/ Gross Domestic Product✓
1.4.7	Jews/ Jewish/ Judaism✓
1.4.8	Sherbet✓
1.4.9	Phyllo/ Strudel pastry✓
1.4.10	Frosting/ Decorating✓

(10)

1.5 SELECTION ITEMS**Any order**

1.5.1 B✓ C✓ E✓ F✓

(4)

1.5.2 B✓ C✓

(2)

1.5.3 B✓ E✓ F✓ G✓

(4)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 14-50 days/ 2-6 weeks✓
(any number of days/ weeks in range) (1)
- 2.1.2 • Tiredness/ Fatigue✓
• Upset stomach✓
• Stomach ache/ Abdominal cramps✓
• Diarrhoea/ Watery stools✓
• Light-coloured stools✓
• Fever/ feverish✓
• Nausea✓
• Vomiting✓
• Loss of appetite✓
• Dark yellow urine✓
• Yellowish skin or eyes/ Jaundice✓ (Any 3) (3)
- 2.1.3 • Employee is excluded from work for at least 7 days/ 6 weeks✓
• There will be a workflow disruption✓
• Less workers will lead to low productivity/ less products✓
• Hiring & training of new/ temporary staff✓
• Less income because of lower productivity✓
• People will not be making use of the Industry and that will lead to lower income✓
• It will lead to increased financial cost related to care and treatment of employees✓
• More money must be spent on buying bottled water for drinking and cooking/ Jojo-tanks can be bought to store water/ sanitizers/ boiling water for washing dishes✓ (Any 3) (3)
- 2.2 • Food handlers infected with TB should be put on sick leave✓ and receive treatment✓
• Infected food service workers should only return to work✓/ seven days after onset of effective treatment✓
• Workers may be suspended from food handling duties✓
• Avoid sneezing and coughing over food✓
• Wear face mask✓
• Try to keep food covered✓ (Any 3) (3)

- 2.3 2.3.1
- Showed tolerance/ patience by recognising others as individuals with different personalities
 - Accept each other/ they were not biased /diversity /respect✓
 - Being objective about the Hotels goals/ work towards the same goal/ focussed✓
 - Showed willingness to work with others/ Co-operated with each other /work together/ ✓
 - They were fair and honest with all team members✓
 - Showed understanding and had some thought for their fellow workers /not being selfish✓
 - Every member pulled their weight/ everybody does their part✓
 - Reliable team members✓
 - Enjoyed working with each other/ constructive working relationships/ positive work relationship / practice to work together✓
 - Good communication/ Talked with each other in a respectful manner and listening to each other✓
 - Resolve conflict✓
 - Constantly keeping up with changing trends in the industry✓
 - Share successes and failures✓
 - Motivate each other✓
 - Well-disciplined /punctual✓ (Any 3) (3)
- 2.3.2
- Satisfied customers will become loyal customers✓ they will return to the business because the award is attributed to excellence✓
 - Popularity may increase prices/ satisfied customers are willing to pay more✓
 - Positive word of mouth/ Hotel more well-known/ good reviews on booking platforms/ because of the award which will attract more customers✓ more customer increases the income and profits✓
 - Increased salaries/ incentives/ wages of the staff✓ (Any 3) (3)

2.4

Use of computers in menu planning:

- Dish sales can be recorded and analysed to determine popular dishes✓
- Menu can be updated with unpopular dishes removed✓
- Costing of menu, ingredients, production costs and selling price can be calculated✓
- Online dictionary can translate the names of ingredients / spellcheck words✓
- Recipe development and changing recipes are simplified✓
- Ingredients lists and recipes can be drawn, stored and retrieved✓
- Order lists/menu planning can be compiled easily and accurately✓
- Nutritional value of food on the menu can be determined✓
- Serving sizes can be printed on a recipe✓
- Serving suggestions/pictures/ visuals for menu/products✓
- Metric conversions can be done automatically✓
- Standardised recipes for preparing food and food and beverage products are established✓
- It is quicker/easier/saves time to compile the menu✓ (Any 4) (4)

TOTAL SECTION B: 20

- 3.2.2
- Churros✓
 - Beignets✓
 - Aigrettes✓
 - Pommes/ Potato dauphines✓
- (Any 2) (2)
- 3.3 3.3.1
- Enhances the appearance/ improves the shape✓
 - Keeps the meat moist and succulent✓
 - Adds flavour/ better taste to the cut of meat✓
 - Increases the serving portions from the cut/ stretching portions✓
 - Creates interesting dishes/ variety of dishes✓
 - Nutritional value of the dish is increased✓
- (Any 3) (3)
- 3.3.2
- Chuck✓
 - Flat rib✓
 - Brisket✓
 - Prime rib✓
- (Any 2) (2)
- 3.3.3
- It will not:
- have a brown surface/ it will be pale in colour/ won't be desirable in colour✓
 - have a desirable flavour✓
- It will:
- lose sarcoplasm✓ resulting in the beef roll being dry✓ because of the loss of moisture✓
- (Any 2) (2)
- 3.3.4
- Leave the beef roll to rest after cooking to allow the meat juices to settle/
 - Remove the string/ food ties✓
 - Use a good quality sharp knife/ carving knife/ electrical knife✓
 - Cut the beef roll against the grain✓
 - Cut the beef roll using the full length of the blade✓
 - Cut even slices✓
 - Use marks of string to guide portioning✓
- (Any 3) (3)
- 3.3.5
- It will be more expensive due to:
- a lot of labour/ time being involved in removing the bone✓
 - the cut loses weight because of the absence of the bone✓
 - the variety of ingredients used to stuff the roll✓
 - Cost of string/ elastic adds to price✓
- (Any 2) (2)

3.3.6

Beef roll	T-bone steak
120g-150g✓	150g-250g✓

- The beef roll is boneless therefore the portion is smaller than the T-bone steak that has a bone in✓ (Any 2) (2)

3.4

3.4.1

- Pollo-vegetarian /Pollotarian✓
- Pollo-pescatarean ✓
- Flexitarian✓
- Semi-vegetarian✓ (Any 2) (2)

3.4.2

- Lacto-ovo vegetarian/ Ovo-lacto vegetarian✓
- Pollo-vegetarian✓
- Pollo-pescatarean✓
- Pescatarean/ Pesco-vegetarian✓
- Flexitarian✓
- Semi-vegetarian✓ (Any 2) (2)

3.5

3.5.1

- Selling Price = Total cost / Food cost + overhead cost + labour cost/ + Profit✓
 $R\ 25\ 000 + R\ 5\ 000 + R\ 3\ 500 = R\ 33\ 500$ ✓
 $R\ 33\ 500 \times 35 / 100$ ✓
 $R\ 33\ 500 + R\ 11\ 725$ ✓
 $R\ 45\ 225$ ✓ (must include R)
 (Formula (x1) + Any calculation (x2) + correct selling price (x1)) (4)

3.5.2

- Selling price per person = Selling price ÷ Number of people ✓
 $R\ 45\ 225 \div 100$ ✓
 $R\ 452.25$ per person✓ (must include R)
 (Formula (x1) + (÷ **100**) + price per person (x1)) (3)
[40]

QUESTION 4

- 4.1 4.1.1
- No choices in courses/ set menu✓
 - No choice in dishes✓
 - Price is given for the whole menu✓
 - Menu has the correct layout of a table d'hôtel✓ (Any 1) (1)
- 4.1.2
- Creamy Mussel Soup with Croutons✓
 - Apple Sorbet✓
 - Leg of Lamb✓
 - Mornay Sauce✓
 - Minted Rice Timbales✓
 - Steamed Beans with Bacon bits✓
 - Pumpkin Fritters with Caramel sauce✓ (Name whole dish)
 - Cremora Tart with Biscuit Crust✓ (Any 4) (4)
- 4.1.3
- Creamy Mussel Soup✓ with Croutons✓
 - Mornay Sauce✓
 - Pumpkin fritters with Caramel sauce/ Pumpkin fritters✓
 - Cremora Tart with Biscuit Crust/ Biscuit crust✓ (Any 2) (2)
- 4.2 4.2.1 Bottling✓ (1)
- 4.2.2
- Oxygen/ Air has been excluded✓ prevents the growth of bacteria✓
 - It can prevent the decay of organic substances/ prevent oxidation✓
 - Heat/boiling✓ used during bottling destroys micro-organisms and enzymes✓
 - Natural preservatives✓ / sugar and acid is added to prevent growth of micro-organisms✓ (Any 2 with reason) (4)
- 4.3 4.3.1 Chocolate mousse is a cold✓, creamy/ smooth✓, sweet✓, light✓, fluffy/ foamy/ airy mixture✓ with rich/ chocolate taste✓ (Any 2) (2)
- 4.3.2 The egg whites will NOT foam/foaming will be prevented when:
- plastic mixing bowls are used✓
 - the equipment is greasy and full of fat✓
 - there are traces of egg yolk in the white✓
 - the eggs were not at room temperature✓
 - older eggs will not give proper foaming properties/ watery egg white✓
- Improving foaming:
- copper mixing bowls causes a catalytic reaction which helps to produce a stable foam✓
 - Acid e.g. lemon juice and cream of tartar increase foaming ability✓
 - Using fresh eggs✓
 - Round shaped mixing bowls/ Fine wired whisks✓ (Any 3) (3)

- 4.3.3
- If chocolate becomes too hot, it will become grainy/ crumbly✓ and scorch/ burnt taste✓
 - Mousse won't have a smooth texture✓/ it will be lumpy/ the mousse might be runny with lumps in✓
 - The final product will lose flavour✓ shine✓ and the colour will be dark✓ (Any 2) (2)

- 4.4 4.4.1
- (a) Hot dessert✓ (1)
- (b) A warm/ baked sponge-based✓ with sweetened/sugar✓ cream and butter sauce✓ poured over the sponge✓ (Any 2) (3)

4.4.2

STIRRED EGG CUSTARD	BAKED CUSTARD
- Cooked on top of the stove/ use indirect steam/ bain-marie / double boiler✓	- Cooked in the bain-marie/ water bath in the oven✓
- Should be stirred constantly✓	- No stirring✓
- Runny consistency✓	- Set – could be unmoulded✓
- Can be used as a sauce/ accompaniment/ base for other dish✓ (Any 2)	- Is eaten as a dish✓ (Any 2)

(4)

- 4.5 4.5.1
- Gelatine mixture was not allowed to thicken✓ to the consistency of thick egg white to form a gel before fruit was added/ ratio of gelatine not correct/ not enough gelatine used/ pieces of fruit too big✓ (Any 1) (1)

- 4.5.2
- Large quantities of sugar was used✓
 - Large quantities of acid was used✓
 - Addition of too much solid ingredients e.g. fruit, vegetables, nuts✓
 - Adding large quantity of whipped cream or egg whites✓
 - Addition of too much salt✓
 - Ratio incorrect/ too little gelatine/ too much liquid✓
 - Not given enough time to set✓
 - The temperature was not cold/ low enough✓
 - Gelatine was overheated or boiled✓
 - Gelatine was not hydrated and dispersed correctly✓
 - Adding the hot dispersed gelatine to the cold liquid will form strings/ lumps✓ (Any 4) (4)

- 4.6 4.6.1 Different kinds of raw/fresh vegetables✓ The vegetables are generally sliced or cut into sticks✓, including carrots, sweet pepper, fresh green beans, cucumber, mushrooms, cocktail tomatoes, celery✓ (Any 1) (1)
- 4.6.2 Rumaki✓
Kebab✓ (2)
- 4.6.3 -Large number of people can be entertained at once✓
-A fairly small space can be used✓
-Little/no cutlery and crockery is required✓
- Less tables and chairs are required✓
- They don't have to lay covers for guests✓
- No waiting period for serving of courses/shorter function time✓
-The menu/ venue can be relatively cheap when planned well✓
-Variety of snacks are served/ variety of cultures and religions can be accommodated✓
-Can be eaten easily✓
-A special/ social atmosphere is created as the guests are allowed to mingle with everyone✓
-Allows more creativity with regards to the dishes✓
-A table plan is not necessary✓
-Fewer serving staff needed/ guests serve themselves✓ (Any 6) (6)
- [40]**

TOTAL SECTION C: 80

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

- 5.1 5.1.1 Strengths:
- Jane is self-motivated✓
 - Jane is hard working✓
 - She will get her commodities from the local suppliers✓
 - Her employees are from the area/ she managed to get cleaners, delivery personnel and cooks✓
 - She already has a target market identified/school children✓
 - She designed her own pamphlet, she is very creative✓
 - No other competition in the area/ no other food outlets✓
- (Any 3) (3)
- 5.1.2 (a) Jane must include the following in description of business:
- Business address/ 7 Dutywa EC✓
 - Form of business e.g. sole owner/ Jane's Catering✓
 - Branding/ Company name/ Logo/ Uniforms for the employees/ Jane's Catering✓
 - She must set short, medium and long term goals/ targets✓
 - She must include a street map showing the location of the business/ GPS coordinates -32.0965°S; 28.3111°E✓
 - She must include a site plan✓
- (Any 2) (2)
- (b) Jane must include the following in her operational plan:
- Purchasing and suppliers✓ /Names of the local suppliers✓/ date and times of delivery✓/ Payment terms✓ / Stock control and storage✓
 - Personnel plan✓ / Organogram✓/ Details of the two cooks, the two cleaners and the delivery personnel's job descriptions/ duties✓, their responsibilities✓
- (Any 4) (4)
- 5.1.3 • The name of the products can be added✓
- Product description✓
 - A picture of the finished products✓
 - The price of the products✓
 - The address and contact number/ website✓
 - Times/ trading hours that products will be available✓
 - Promotions e.g. lunch packets, specials, private catering✓
- (Any 4) (4)

- 5.2 5.2.1 • Polish and setting the cutlery✓
 • Place all other/ correct cutlery required for the menu✓ on the table on the outside of the main course knife and fork✓ in the order the dishes will be served, 1st course cutlery will be on the outside✓
 • Blades of knives must be facing left✓
 • Place the dessert spoon and fork across the top of the cover✓ the handle of the dessert spoon is always placed to the right and above the dessert fork which is placed with its handle to the left✓
 • Place bread/ entrée knife on the right edge of the side plate, parallel with the main course knife✓, blades facing left, so that a bread roll can be placed on the plate✓
 • Position the main course knife and fork 1- 2,5 cm from the edge of the table/ a thumb✓
 • There should be 25-29 cm between the knife on the right and the fork on the left (depending on the size of the establishment's dinner plate)✓
 (Any 3) (3)
- 5.2.2 • Steam and polish all glasses✓
 • Correct glasses according to the menu✓
 • Position white wine glasses 2.5cm from the tip of the main course knife✓
 • Additional glassware is positioned at a 45° angle to the left of the first/white wine glass✓
 • White wine glasses first✓ and red wine glasses second✓
 (Any 2) (2)
- 5.2.3 Table decorations:
 • The theme of the table decorations should be appropriate for the type of function and must blend with rest of the décor✓ e.g. if the theme is local or ethnic the table decoration should have an ethnic theme or colouring✓
 • Not hamper the vision of guests/ not too high✓
 • The colours of the flowers, tablecloths and serviettes should blend with the colour scheme/ theme✓
 • The flowers should not have overpowering fragrance✓
 (Any 2) (2)
- 5.2.4 Table numbers:
 • Large enough to be visible✓
 • Pointing towards the entrance✓
 (Any 1) (1)

- 5.3 5.3.1 • Administration office✓
 • Gymnasium✓
 • Swimming pool✓
 • Parking✓
 • Marketing✓
 • Laundry✓
 • Human Resources /HR✓
 • Finance/Accounting✓
 • Maintenance✓
 • Security✓ (Any 3) (3)
- 5.4 5.4.1 Greeting of the guests:
 • Maître d hotel should acknowledge new guests within 30 seconds of entering the restaurant ✓
 • Maître d hotel greet guests in a professional manner/ polite/ friendly/ welcoming way✓
 • Check the reservation/ ask if they got a booking/ note the name of the host✓
 • Maître d hotel introduce guests to waiter✓
 • The waiter greets in a friendly manner✓
 • Address host in his/her preferred language✓ (Any 3) (3)
- 5.4.2 Presenting the bill:
 • When presenting a bill at the table, give it to the host /hostess✓ from the left hand side✓
 • The bill should be folded and placed on a side plate or in a folder, amount to be paid cannot be seen✓
 • If there's no host/ hostess, place the bill in the centre of the table✓
 • Allow enough time to for the customer to place the correct amount of money in the folder/ suggest alternative payment methods✓
 • Collect the folder with the money and bill, take it to the cashiers✓ (Any 3) (3)
- [30]**

QUESTION 6

- 6.1 6.1.1 • Name of the wine✓
 (first 4
 only) • Origin✓
 • Vintage/ Harvest year✓
 • Cultivar/ Grape variety/ Type of wine✓
 • Bottle volume✓
 • Producer/ Estate/ Unique name/ Brand name✓
 • Health warning✓
 • Authenticity seal✓
 • Barcode – to identify the bottle of wine✓
 • Suggested serving temperature/ serve the wine at
 15-20°C✓
 • Matching food – e.g. pair food with red wines✓/ Red meat
 dishes✓
 • Flavour description of the wine✓
 • Country of origin- not compulsory for the local market✓
 • Alcohol strength in percentage – e.g. 12% of the volume✓
 • Seller's code number/ name/ address✓
 • Class designation✓ (Any 4) (4)
- 6.1.2 • Store wine at the temperature of 10-12°C/ cool temperature✓
 • Must be kept in the dark away from ultra violet light/ no direct
 sunlight✓
 • No noise or vibrations✓
 • Damp/ moist area✓
 • Bottles must be placed on their side, corks to remain moist and
 swollen✓
 • Red wine bottles must be in a slightly raised position✓
 • Wines must be rotated on a regular basis✓
 • Wines that are similar must be stored together✓
 • Pack and store wines with label to the top or to the front✓
 • When storing wines in card boxes arrows should face up✓
 (Any 4) (4)

- 6.1.3
- Offer host a taste of the wine✓
 - Pour a mouthful into the host glass✓
 - Bottle must never touch the glass✓
 - Don't pick up the glass to pour the wine✓
 - Label of the bottle must face the guest✓
 - Pour from the right hand side of the guest✓
 - After the host approves the wine, fill the glasses of the other guests, and end with the host✓
 - Pour for the ladies first✓
 - Move anti-clockwise✓
 - Pour the glass ½ full✓
 - Ensure that you have enough wine for all the guests✓
 - When done with pouring place the wine on the table✓
 - Refill glasses as required✓
 - When the bottle is empty, ask the host if he would like the same or present the wine list✓ (Any 5) (5)
- 6.2 6.2.1
- On consumption allows the customer to consume/drink liquor on the premises where it is bought✓ and the liquor cannot be taken off the premises/ restaurant✓ (2)
 - Off consumption governs outlets that sell liquor that is bought from a store/ liquor store✓ and consumed elsewhere✓ (2) (4)
- 6.3 6.3.1 Shaken/ shaking and straining✓ (1)
- 6.3.2
- Syrup✓
 - Cordials✓
 - Fruit juices✓ (Any 2) (2)
- 6.4 6.4.1
- Barman must use system of First-in-first-out (FIFO)/ use older stock first✓
 - Have a system of minimum (enough) and maximum (not too much) stock levels✓
 - Place order/ requisition as soon as minimum stock level is reached/ before stock runs out✓
 - Daily stock taking necessary when bartenders change shifts✓
 - Computer based stock control systems can also be used✓
 - Stock ordering must be done in advance to allow delivery time to prevent stock from running out✓
 - Requisition stock from the store man in advance to prevent shortages during the evening✓ (Any 3) (3)

6.4.2	<ul style="list-style-type: none"> • The barman must control his emotions/ be calm/ professional/ polite✓ • The barman must maintain eye contact and a positive body language✓ • The barman must not argue with the guest✓ • Apologise about situation✓ • If barman cannot handle the situation, he must call the Maître d hotel/ Manager✓ • Ask the guest if they would like to order another mocktail/ offer other options✓ 	(Any 3)	(3)
6.5	<ul style="list-style-type: none"> • Deal with the situation calmly and professionally✓ • Explain/ Announce the situation to the customers✓ • Apologise✓ and present a limited menu✓ which does not include any dish or beverage that needs an electrical appliance for preparation e.g. salads and cold beverages✓ • Start up the generator if the establishment has one✓ • Restaurant staff should organize lighting such as candles✓ • Turn of electrical equipment and unplug✓ • Use gas stoves and gas equipment✓ 	(Any 4)	(4) [30]
TOTAL SECTION D:			60
GRAND TOTAL:			200