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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2021

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 16 pages

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

1.1.1	D✓	M10	
1.1.2	B✓		F17
1.1.3	C✓	M114	F206
1.1.4	C✓	M150	F165
1.1.5	A✓	M23	F77
1.1.6	D✓	M51	F4
1.1.7	D✓	M95	F114
1.1.8	D✓	M52	F9
1.1.9	C✓	M116	F209
1.1.10	C✓	M132	F163

(10)

1.2 MATCHING ITEMS

1.2.1	G✓	ii✓	M136-139 F147-159
1.2.2	A✓	v✓	
1.2.3	B✓	iii✓	
1.2.4	E✓	i✓	
1.2.5	F✓	iv✓	

(10)

1.3 ONE-WORD ITEMS

1.3.1	Mocktail/Virgin drink✓	M160	F64
1.3.2	Muslim/Islam/Followers of Islam✓	M44	F3
1.3.3	Quiche✓	M70	F16
1.3.4	Soaking✓	M104	F103
1.3.5	Overheads/Overhead costs✓	M60	F20
1.3.6	Liquor Act/Liquor Act 59 of 2003✓	M167	F56
1.3.7	Pine/Pine nuts✓	M106	F180
1.3.8	Sushi✓	M69	F16
1.3.9	Silver service/ Silver✓	M192	F36
1.3.10	Canapé✓	M69	

(10)

1.4 SELECTION

1.4.1	B✓	C✓	Any order	M32 F41 (2)
1.4.2	C✓	E✓	F✓	Any order M12 F131 (3)

1.5 SEQUENCE

E✓	C✓	B✓	D✓	A✓	In correct order	M189 F34 (5)
TOTAL SECTION A:						40

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

- | | | | |
|-----|-------|--|-------------------------------|
| 2.1 | 2.1.1 | <p>The waiters displayed very good professional ethics✓ (1)</p> <ul style="list-style-type: none"> • Self-respect/respect for others✓ • Reliability and dependability✓ • Self-control✓ • Loyalty✓ • Honesty and integrity✓ • Maintained the vision of the business✓ • Dealt with sensitive issues in accordance with organisational policies ✓ • Took pride in their work✓ • Showed commitment to their work✓ • Communicating clearly the restaurant's policy to avoid misunderstanding✓ (Evaluation 1 + Any 3) | <p>M29-31
F91
(4)</p> |
| 2.2 | 2.2.1 | <ul style="list-style-type: none"> • Systems can breakdown making it difficult for work to continue✓/retrieval of information can be challenging✓ • Power failures may interrupt computer work/load shedding✓ • It takes time to train people to operate certain programs ✓ • A network to link all the computers is expensive ✓ • Software upgrades can be costly ✓ • Systems should be updated regularly and this can be costly ✓ • Internet connectivity might be a challenge. ✓ | <p>M41
F102
(4)</p> |
| | | (Any 4) | |
| | 2.2.2 | <ul style="list-style-type: none"> • The chef does not have to physically leave the premises to stand in queues to save time/save travelling time✓ • The e-marketplace brings together the buyer and suppliers on an electronic portal and provides a range of facilities to simplify the purchasing process while they are at work✓ • An electronic catalogue with colour pictures, prices and specifications will be available/ Product information/ Quick access to wide range of products✓ • The internet streamlines the purchasing process and introduces efficiencies✓ • Sales promotion information is provided/readily available✓ • Prices of different suppliers can be compared without having to visit them✓ • For the executive chef to make a quick selection ✓ | <p>M36
F94
(4)</p> |
| | | (Any 4) | |

2.3	2.3.1	<ul style="list-style-type: none"> • The statement is correct/ Workers known to be infected should not be restricted from work✓ (1) • Unless they have other infections or illness such as diarrhoea✓ • Transmission of HIV/AIDS by food and beverage personnel is not a risk because sharing utensils such as knives and forks etc... is not contagious✓ • Using the same bathroom is also not a risk and therefore the infected personnel should not be restricted from working ✓ • Food handlers should follow recommended standards and practices of good personal hygiene and food sanitation✓ (Evaluation 1 + Any 3) 	M26 F81 (4)
	2.3.2	<ul style="list-style-type: none"> • Swollen glands in the armpits, groin or neck✓ • Fever /night sweats✓ • Headaches✓ • Tiredness/lack of energy/unexplained fatigue✓ • Diarrhoea✓ • Mouth and throat ulcers✓ • Weight loss✓ • Unusual skin rashes✓ • Cracked mouth corners/ white spots/unusual blemishes on the tongue, mouth or throat ✓ • Dry cough✓ 	M26 F81 (4)
			(Any 4)
			TOTAL SECTION B: 20

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

3.1	3.1.1	A– Canning✓ B– Drying/Spray-drying✓ C–Treatment with additives/Natural preservatives/Bottling/Pickling✓		M149 F168 (3)
	3.1.2	<ul style="list-style-type: none"> • Acid/vinegar✓ • Salt✓ • Sugar✓ 	(Any 2)	M151 F164 (2)
	3.1.3	<ul style="list-style-type: none"> • Prevents the development/ growth of micro-organisms✓ • Prevent the spoiling of food✓ • Inhibits enzyme action✓ 	(Any 2)	M151 F164 (2)
3.2	3.2.1	<ul style="list-style-type: none"> • Enhances browning✓ • Improves the appearance of the meat✓ • Enhances the flavour✓ • Meat is kept moist/ prevents the meat from drying out✓ 	(Any 2)	M88 F199 (2)
	3.2.2	<ul style="list-style-type: none"> • Bread crumbs✓ • Couscous✓ • Bulgar wheat✓ • Quinoa ✓ • Cooked rice✓ • Cooked/Mashed potatoes✓ • Sweet corn✓ 	(Any relevant 2)	M85 (2)
	3.2.3 (a)	Lamb has a smooth texture✓, fine grain,✓ tender/soft,✓ firm and not dry✓	(Any 2)	M83 F197 (2)
	(b)	Fat in lamb is evenly distributed✓ Fat is firm✓ and white or pinkish in colour✓	(Any 2)	M83 F197 (2)
	3.2.4	Ostrich is healthier because it is: <ul style="list-style-type: none"> • Lean✓ • Low in fat✓ • Low in kilojoules✓ • Low in cholesterol ✓ 	(Any 2)	M79 F189 (2)

	3.2.5	<ul style="list-style-type: none">Game meat is lean and therefore needs to be larded or barded before roasting to prevent dryness✓Marinating adds to the flavour/taste/juiciness/moisture to the meat✓ and prevents the gamy taste✓ it is preferred to use dairy products such as buttermilk and yogurt or oil to marinate rather than wine✓Using suitable cooking methods/ Moist heat methods such as stewing, braising will add juiciness and flavour✓Unsuitable cooking methods/ dry heat such as roasting, grilling will dry out the meat✓Continuous basting will prevent drying out✓Stuffing improves juiciness and taste to the meat✓	(Any 4)	M79 F189 (4)
3.3	3.3.1	<ul style="list-style-type: none">Pliable /Soft dough✓Paper thin✓Non-laminated✓	(Any 2)	M115 F207 (2)
	3.3.2	<ul style="list-style-type: none">Leave phyllo pastry in the refrigerator✓ for 12 hours/ overnight✓After thawing/defrosting it should be left at room temperature for another hour✓Keep pastry covered with plastic or damp towels✓	(Any 2)	M115 (2)
	3.3.3	Crème Chantilly: Fresh whipped cream,✓ lightly sweetened with sugar✓ and flavoured with vanilla✓		M143 (3)
	3.3.4	Apple strudel✓ Phyllo pockets/ baskets/ cigars with sweet fillings✓ Greek milk tart/Galaktoboureko✓	(Any 1)	M115 F207 (1)
3.4	3.4.1	<ul style="list-style-type: none">Mixture was too soft✓Oven was too cold✓Puffs were under baked✓Eggs were not beaten into the mixture sufficiently✓Dough was too stiff✓Incorrect ratio of ingredients/Too few eggs were used/ too much water/ too much flour ✓Water and butter boiled for too long resulting in the loss of steam ✓	(Any 2)	M124 F186 (2)
	3.4.2	<ul style="list-style-type: none">Measure the ingredients correctly✓Melt the butter in boiling water✓Add all the flour at once✓ and beat to form a smooth ball that pulls away from the sides of the saucepan✓Cool the mixture✓Add eggs one at a time/ beat well after each addition✓Check consistency/mixture must be pliable to pipe/shape ✓	(Any 5 in the correct order)	M122 F185 (5)

3.5

3.5.1

TWO techniques	Description of each technique
Edging ✓	A fork is used to decorate the edge of the pie✓
Glazing✓	Milk/thinned mayonnaise/ egg white/egg yolk/whole beaten egg brushed on top of the pie✓
Pieces of pastry/Fleurons/ pastry leaf✓ (Any 2)	Pieces of pastry are cut into leaves and placed on top of the pie with egg white or water✓ (Any 2)

M118
F213
(4)
[40]

4.2.2	<p>Net profit = Selling price - Total cost✓ Or = Selling price - (Food cost + Overheads + Labour cost/staff salaries)✓ and = R18 000-00 - (R4 000 + 2 000 + 2 000)✓ = R10 000-00✓</p>	(Any 3)	M62 F19 (3)
4.2.3	<p>Food cost ✓ Labour cost/staff salaries ✓ Overhead cost✓ Age of client✓</p>	(Any 3)	M63 F19 (3)
4.3	<p>4.3.1</p> <ul style="list-style-type: none"> • Personal and kitchen hygiene is essential when preparing the Hors d'oeuvres✓ • Hors d'oeuvres are prepared to be bite sized✓ • Must be visually attractive and colourful✓ • Must be tasty and well-seasoned✓ • Must include a variety of flavours✓ • Ingredients should be easily recognisable✓ • Food should be properly prepared by using the correct techniques and cooking methods✓ • It should be prepared using high quality ingredients✓ • Prepare the correct number of snacks for the duration of the function and the number of guests ✓ 	(Any 4)	M74 F13 (4)
	<p>4.3.2</p> <ul style="list-style-type: none"> • Don't put too much food on platters✓ • Place hors d'oeuvres diagonally in neat, evenly spaced rows/ in a pattern that is pleasing to the eye✓ • Consider a mixture of colours, tastes and textures ✓ • Different levels and heights may add to visual excitement ✓ • Provide enough space around tables✓ • Pack out plates, food etc. in logical order✓ • Provide for practicalities such as a place to discard toothpicks, skewers or napkins✓ 	(Any 4)	M74 F13 (4)
4.4	<ul style="list-style-type: none"> • Soy-glazed beef skewers✓ – Hindus do not eat beef✓ • Pork Sausages with Mustard Dip✓ – Hindus do not eat pork✓ • Mini Wraps with Bacon and Spinach✓ – Hindus do not eat pork ✓ • Toasted Coconut Marshmallows✓ - gelatine used in the preparation of the marshmallows can be from beef or pork origin✓ • Only 2 dishes suitable✓: Mini Red Onion Tart tatin and Cheese puffs✓/ strict Hindus are vegetarians and do not eat meat, fish, eggs, onion or garlic ✓ 	(Any 5)	M44 F3 (5)
4.5	<p>4.5.1</p> <p>Agar agar✓</p>		M128 F160 (1)

4.5.2	Large quantities of sugar will weaken the gel/ takes longer to gel✓ Retards the setting process/not set at all✓	M132 F163 (2)
4.6	<ul style="list-style-type: none"> • Try not to insert a knife to loosen the gelatine dish✓ • Gently pull it away from the sides with finger tips /allow air to separate the contents from the mould by tilting and shaking the mould✓ • Use a blow-torch briefly around the mould✓ • Put a warm cloth around the mould and unmould✓ • Dip the mould into hot water for 1-2 seconds✓ • Invert the mould over a plate or place a plate over the mould and flip them over✓ 	M130 F162 (Any 4) (4) [40]
TOTAL SECTION C:		80

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

- 5.1 5.1.1 Meerkat Ranch will contribute to the economy by:
- Creates job opportunities✓
 - Increases the GDP of the province✓
 - Esteem and living standards of people will improve✓
 - Income generated by Meerkat Ranch will contribute to development of infrastructure in the province✓
 - The multiplier effect will take effect/ income generated by tourists✓
 - It will attract foreign/ local investors✓ (Any 4)
- M1
F143
(4)
- 5.1.2 • Security✓
Meerkat Ranch is in the bush, security must provide a safe environment for all guests/ protect people and assets✓
- Marketing✓
The marketing department will ensure that they use positive marketing techniques to attract guests to Meerkat Ranch✓
 - Front office ✓
Welcomes the guests and provides information✓/handle financial transactions✓ check in and out of guests✓
 - Human resources✓
Hire, train/retrain employees✓
 - Maintenance✓
The upkeep of game drive vehicles and lodges/ rooms✓
 - Laundry ✓
Washing, ironing and dry cleaning of Meerkat's linen. ✓
(2x2)
- M4
F118
(4)
- 5.1.3 Message is received by ears and eyes; ✓ this form of media can reach large audiences. ✓ Message can be repeated many times as the advertiser can afford. ✓ They use sound / music and visuals that appeal to the target market. ✓ They evoke emotions within the viewer/ listener that make them remember the product / service. ✓ It can be marketed through television/promotional videos/ cinema projections/ digital shows online/YouTube/pop-up adverts✓ (Any 2)
- M20
F140
(2)

- 5.1.4 (a) Product:
Deluxe Self-catering private lodges/lodges✓
Coffee at the kiosk✓
Game drives✓
(Any 2) M15-16
F133-135
(2)
- (b) Place:
2 hours away from the East Coast of East London✓
It is in the bush✓
(Any 2) M15-16
F133-135
(2)
- (c) Promotions:
If you book now, you will qualify for low prices✓
Free game drives ✓
(Any 2) M15-16
F133-135
(2)
- (d) People:
Wildlife enthusiasts are incorporated in the pamphlet✓
Coffee lovers/drinkers✓ People who enjoys lavish accommodation✓
M15-16
F133-135
(2)
- 5.1.5 (a) An Entrepreneur is a person who can identify business opportunities/ create new ideas✓ to start his or her own business,✓ especially when it involves taking on financial risks.✓ (Any 2) M8
F129
(2)
- (b) • Suitable preparation and serving area for the craft coffee/ kitchen✓
• Sufficient utensils and coffee machine equipment for craft coffee✓
• Correct and enough ingredients for craft coffee✓
• Packaging/serving equipment/cups/ cutlery etc...✓
• Transport/delivery to get ingredients✓
• Sitting area: tables and chairs/ umbrella/ awning✓
• Hygiene: Uniform, sanitizers ✓
• Safety: Fire extinguisher/ First aid kit✓
• Policies: for the successful running of the business e.g. contracts ✓
• Good service: less waiting time, good quality products
(Any 4) M10
F131
(4)
- (c) • Organogram: the staff who will be responsible for which tasks within the business✓
• Job description: a list of the tasks for each staff member✓
• Individual responsibilities/ duties: staff will take responsibility for specific or critical tasks during a shift✓
(Any 2) M12
(2)

5.2. The restaurant staff should:

- Switch off all electrical equipment✓
- Use the necessary fire extinguisher equipment✓
- Call the fire brigade✓
- Remain calm and keep the guests calm✓
- Ring the fire alarm✓
- Evacuate the building immediately✓
- Staff should direct the guests to a safe centralised point.✓

(Any 4)

M187
F45
(4)

[30]

QUESTION 6

6.1 6.1.1

	A	B
Wine classification	Sparkling wine✓ (1)	Red wine/natural/ still✓ (1)
Degree of sweetness	Very dry✓ (1)	Dry✓ (1)
Alcohol content	12%✓ (1)	14%✓ (1)
Identify TWO dishes that suit the wine	Caviar ✓ Oysters✓ (2)	Tournedos✓ Crown Roast✓ Venison-potjie✓ (Any 2)

M156
F47-
48
(10)

6.1.2 Opening of a red wine bottle:

- Hold the bottle at 45° angle at waist length✓
- Use waiters friend to carefully open the foil ✓
- Discard the foil and close waiters friend✓
- Wipe the top of the bottle with your service cloth✓
- Hold the neck of the bottle firmly in one hand and insert the corkscrew into the centre of the cork✓
- Turn the corkscrew in a clockwise direction ensuring that it goes down the centre of the cork✓
- Tilt the arm of the waiters friend and rest the lever on the lip of the bottle ✓
- Hold the lever in place with your index finger✓
- Remove the cork from the corkscrew and place it on a side dish for the host to inspect✓ (Any 5 in correct/ Logical order)

M166
F60
(5)

6.2 6.2.1 Cleaning of tableware:

- Wash in clean, hot, soapy water✓
- Rinse in clean, hot water✓
- Air dry and polish with a clean cloth ✓
- If stains are present dip into hot water and polish with a clean, dry cloth✓ (Any 2)

M177
(2)

6.2.2 Menu card design:

- Menu cards should be on durable/ attractive/ themed paper✓
- Make sure the type of font and size suits the event✓
- It must be easy to read✓
- Correctly written in correct format✓
- Pleasing to look at/ creative and easy to handle✓ (Any 3)

M177
F33
(3)

- 6.2.3 Table linen requirements:
- The choice of the linen should match the choice of the menu✓
 - Linen must compliment the theme of meal/décor✓
 - Linen should be clean✓
 - No wax stains or food stains✓
 - Table cloths should be well ironed with only the centre fold visible✓
 - Linen must hang evenly from each side of the table✓
 - Linen should not be upside down✓
- (Any 3)
- M177
F34
(3)
- 6.3 Crumbing down
- Conducted after main course before dessert✓
 - Remove all unnecessary items from the table e.g. salt and pepper pots, empty glasses✓
 - Equipment; brush and pan/table scraper/electric brush/or folded linen napkin between dessert spoon and fork can be used✓
 - Hold equipment in your right hand.✓
 - Hold a plate in the flat of your left hand, 5cm below the edge of the table✓
 - Start on the right of the host✓
 - Stand between two guests✓
 - Brush the crumbs on the plate halfway from both guests✓
 - Slide/pull down the dessert fork and spoon/reposition dessert cutlery✓
 - Continue anti-clockwise✓
 - End with the host✓
- (Any 3)
- M194
F37
(3)

6.4

On-consumption liquor licence:

- No persons under the age of 18 may be served alcohol✓
- Provide adequate toilet facilities for both male and female guests on or near the licenced premises✓
- Meals must be available during the hours that liquor is served✓
- No serving of alcohol to a person that is drunk✓
- All liquor bought on the premises must be consumed on the premises✓
- If permitted guests can take their own liquor to an establishment, a corkage fee is charged and guests consume the liquor on the premises✓
- No form of adulteration/ no water may be added/ diluting with water. ✓
- Current COVID regulations of the selling and serving of alcohol must be adhered too ✓
- On closed days, alcohol may only be served to a person ordering a meal during allocated hours. ✓

(Any 4)

M168
/9
F55
(4)**[30]**

TOTAL SECTION D: 60
GRAND TOTAL: 200