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# **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✓ M28  
F83  
(2) (Any 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✓ M23  
F77  
(3) (Any 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✓ (Any 2)	Fever✓ (Any 2)

(2 x 2)

M25,22  
F76,78  
(4)

(2 x 2)

- 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) |
- (2 x 2) M66 F12 (4)
- 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	$\text{Selling price} = \frac{\text{Food cost}}{\text{Food cost \%}}$ $= \frac{\text{R3 100,00}}{0,30}$ $= \text{R10 333,00}$	✓ ✓ ✓	M62 F21 (3)
	3.3.2	$\text{Gross profit} = \text{Selling price} - \text{Food cost}$ $= \text{R10 333,00} - \text{R3 100,00}$ $= \text{R7 233,00}$	✓ ✓ ✓	M62 F21 (3)
	3.3.3 (a)	Labour costs	✓	M60 F20 (1)
	(b)	Overhead costs	✓	M60 F20 (1)
3.4	3.4.1	-Beans/Kidney beans/Sugar/Black/Speckled/Haricot/Butter✓ -Lentils/breyani dhal✓ -Chickpeas✓ -Moong dhal✓ -Split peas/dhal✓	(Any 2)	M102 F181 (2)
	3.4.2	-Store in airtight containers✓ -Store vacuum packed✓/store in closed containers to keep weevils out✓ -Store in a cool place✓ -Store in a dry/dark place✓	(Any 1)	M F181 (1)
	3.4.3	-The end product will be harder✓ -Salt will react with the starch in legumes therefore salt should not be added before the beans are softened ✓	(Any 1)	M104 F183 (1)
	3.4.4	-Legumes are versatile✓ -They are economical✓ -They can stretch the number of portions✓ -They are high in protein✓ -Low in fat✓ -Cholesterol-free✓ -Contain natural fibre✓ -High in mineral substances✓ -Rich in anti-oxidants✓ -Low in glycaemic index/gluten free✓	(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>(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)

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✓ (1) -Wooden spoons must be used because metal spoons will give the sauce a metallic flavour✓ due to the reaction with acids✓ (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) [40]

**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✓
  - Advertisements on television : viewers can be made aware of the event✓
- (Any 3)
- M21  
F140  
(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✓
  - It should supply the contact details and address of where the Durban July will take place ✓
- (Any 3)
- M18  
F142  
(3)

5.1.3



**DURBAN JULY✓**

**KWA-ZULU NATAL✓**

Horse racing ✓

Horse racing lovers/Fashion enthusiasts/entertainment/outdoor lovers✓

Entry Cost: R1 500✓

✓ **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)✓
  - Horse race/Durban July (Product)✓
- (Any 3)
- M15  
F135  
(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✓  
 -Budget✓ (Any 4) M12 (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]**



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>	(Any relevant 2)	M175 F31 (2)
	6.3.2 (a)	-Flambé is pouring alcohol over food and setting it alight so that the alcohol can evaporate ✓		M175 F (1)
	(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>	(Any 4)	M194 F37 (4)
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>	(Any 2)	M176 (2)
	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>	(Any 3)	M165 F69 (3)

6.4.3	<ul style="list-style-type: none"> <li>-It is pleasing to look at/attractive/eye catching✓</li> <li>-Menu card is clean and undamaged✓</li> <li>-Font is neat/big enough to read✓</li> <li>-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✓</li> </ul>	M177 F10 (Any 3) (3)
6.5	<ul style="list-style-type: none"> <li>-Light candles/paraffin lights/solar lights✓</li> <li>-Explain the situation to the guests if their service will be interrupted✓</li> <li>-Apologise✓</li> <li>-Present a limited menu which does not include any dish or beverage that needs an electrical appliance for preparation✓</li> <li>-Switch on the generation✓</li> </ul>	M186 F45 (Any 3) (3) [30]
<b>TOTAL SECTION D:</b>		<b>60</b>
<b>GRAND TOTAL:</b>		<b>200</b>