



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2021**



**HOSPITALITY STUDIES  
MARKING GUIDELINE**

**MARKS: 200**

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This marking guideline consists of 14 pages.

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

1.1.1 B ✓

1.1.2 D ✓

1.1.3 A ✓

1.1.4 C ✓

1.1.5 C ✓

1.1.6 A ✓

1.1.7 B ✓

1.1.8 A ✓

1.1.9 D ✓

1.1.10 B ✓

(10 x 1) (10)

**1.2 MATCHING ITEMS**

1.2.1 G ✓

1.2.2 E ✓

1.2.3 B ✓

1.2.4 A ✓

1.2.5 C ✓

(5 x 1) (5)

**1.3 MATCHING ITEMS**

1.3.1 G ✓

1.3.2 D ✓

1.3.3 B ✓

1.3.4 F ✓

1.3.5 C ✓

(5 x 1) (5)



**1.4 ONE-WORD ITEMS**

1.4.1 Phyllo ✓

1.4.2 Paris Brest ✓

1.4.3 Rosé ✓

1.4.4 Back of House ✓

1.4.5 Sommelier ✓

1.4.6 Ganache ✓

1.4.7 Chutney ✓

1.4.8 Barding ✓

1.4.9 Ficin ✓

1.4.10 Mirepoix ✓ (10 x 1) (10)

**1.5 SELECTION**

1.5.1 A ✓

C ✓

D ✓

E ✓

G ✓



(Any order) (5 x 1) (5)

1.5.2 B ✓

C ✓

E ✓

F ✓

G ✓

(Any order) (5 : (5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

2.1 2.1.1 Tuberculosis/ TB ✓ (1)

- 2.1.2
- Fever / chills / night sweats ✓
  - Coughing blood ✓
  - Loss of appetite ✓
  - Constant tiredness/ feeling tired all the time ✓
  - Chest pain ✓
  - Shortness of breath ✓
- (Any 3) (3)

**NOTE:** Constant coughing and loss of weight is already mentioned in the scenario.

- 2.1.3 Joslyn ...
- must be put on sick leave. ✓
  - must receive treatment for TB. ✓
  - can only return to work 7 days after the onset of effective treatment. ✓
- (Any 2) (2)

- 2.2
- There will be a workflow disruption / industry might be closed for a while. ✓
  - Less workers will lead to low productivity. ✓
  - There will be a need for retraining and hiring of workers. ✓
  - It will increase indirect costs related to care and treatment of employees. ✓
- (4)

- 2.3
- Only give your best ✓
  - Never produce work that you are not proud of ✓
  - Going an extra mile ✓
  - Be willing to take extra classes ✓
  - Read cookery magazines and books/ visit cooking websites/ blogs/ watch TV shows or series about cooking ✓
  - Try new trends/ experiment with new flavours or styles of presentation ✓
  - Become a member of a professional organisation/ meet with peers to exchange ideas ✓
- (Any 3) (3)

- 2.4
- Good service creates satisfied customers ✓
  - Satisfied customers are willing to pay ✓
  - Clients return/ become loyal customers ✓
  - Profitability is enhanced/ more customers increase income and profits ✓
  - Customers talk favourably about their experience/ positive word of mouth attract more customers ✓
- (Any 4) (4)

- 2.5
- Use a credit card with small limits ✓
  - Use a secure connection ✓
  - Do business with a reputable organisation ✓
  - Use the recommended website ✓
  - Do not click on any hyperlink contained within a 'spam' email ✓
  - Always use a secure web browser ✓
  - Look out for the closed padlock icon ✓
  - Read the terms and conditions of the supplier's website ✓
  - Use a computer privacy filter ✓
- (Any 3) (3)

**TOTAL SECTION B: 20**



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

**QUESTION 3**

- 3.1 3.1.1 **A – Starter/ salad with main course ✓**  
**Reason:** It is small/ savoury/ contains tomatoes, eggs, small slices of ham ✓
- B – Dessert ✓**  
**Reason:** It contains sweet fruit and pastry ✓ (4)
- 3.1.2 (a) A clear/ flavoursome savoury jelly ✓ (1)
- (b) Clarified meat, fish or poultry flavoured jelly ✓ (1)
- 3.1.3 Allow the mixture to thicken to the consistency of thick egg white before adding the solid ingredients/ chill the gelatine over an ice water bath until it becomes syrupy before solids are added/ solid ingredients should be free of liquid. ✓✓ (2)
- 3.1.4 • Boil/ cook the fresh pineapple ✓  
**Reason:**  
 • Raw pineapple contains a proteolytic enzyme, bromelin ✓  
 • Bromelin breaks down gelatine ✓ (3)
- 3.1.5 • Try not to insert a knife ✓  
 • Pull it gently away from the sides with your fingertips ✓  
 • Use a blow-torch briefly around the outside of a metal mould ✓  
 • Put a warm cloth around the mould ✓  
 • Dip the mould in hot water for 1–2 seconds ✓ (Any 3) (3)
- 3.2 3.2.1 Barquettes ✓ (1)
- 3.2.2 Shortcrust pastry / Pâte brisée / Pâte à foncer ✓ (1)
- 3.2.3 (a) • Blind bake pastry case before adding filling ✓  
 • Use less water in the pastry ✓  
 • Check if oven temperature is not too cold/ preheat the oven ✓  
 • Bake pastry long enough ✓ (Any 2) (2)
- (b) • Do not over-handle or roll pastry ✓  
 • Rest pastry for 20–30 minutes before rolling ✓  
 • Work gently; do not stretch during handling ✓ (Any 2) (2)

- 3.2.4
- Line the tart pan with pastry and finish the edges off neatly ✓
  - Dock/ pierce small holes into the raw pastry with a fork ✓
  - Line the case with foil, a double layer of greaseproof paper ✓
  - Fill it with dry beans/ rice ✓
  - Bake the pastry case for 10–15 minutes at 180 °C ✓
  - Remove the beans/ rice and lining and bake for a further 5–10 minutes until the pastry is dry and lightly browned ✓ (Any 4) (4)
- 3.3
- Add to vegetable stews or thick soups ✓
  - Prepare hummus/ a dip from beans, garlic and lemon juice and serve with vegetables as a dip or use it in pitas or wraps ✓
  - Lentil patties can be used for hamburgers ✓
  - Vegetarian tacos ✓
  - Baked beans on toast for breakfast ✓
  - Lentil curry with basmati rice ✓ (Any suitable 4) (4)
- 3.4
- 3.4.1
- Easy to rehydrate and use in dishes ✓
  - Does not take much space/ easy to store/ does not need refrigeration ✓
  - Has a long shelf life ✓ (Any 2) (2)
- 3.4.2
- It is cheaper than animal protein ✓
  - It helps to stretch meat in different dishes ✓ (2)
- 3.4.3
- It is a good source of protein ✓
  - It is low in kilojoules/ it does not contain saturated fat or cholesterol ✓
  - It is rich in complex carbohydrates and dietary fibre ✓
  - It contains several minerals and vitamin B ✓ (Any 2) (2)

3.5

	Name of dish	Classification
<b>A</b>	Poached Pear in Red Wine ✓	Poaching ✓
<b>B</b>	Lemon Meringue Pie ✓	Baking ✓
<b>C</b>	Crêpes Suzette ✓	Shallow Frying ✓

(6)  
[40]

**QUESTION 4**

- 4.1 4.1.1 Total cost = cost of ingredients + labour cost + overheads  
 = R15 000 + R6 500 + R5 000  
 = R26 500 ✓
- Selling price = total /food costs + profit ✓  
 = R26 500 + R11 000 ✓  
 = R37 500 ✓ (4)
- 4.1.2 Gross profit = selling price – food cost  
 = R37 500 – R15 000  
 = R22 500 ✓
- Gross profit % = gross profit / total sales x 100 ✓  
 = R22 500 / R37 500 x 100 ✓  
 = 60 % ✓ (4)
- 4.1.3 = R37 500/ 150 ✓  
 = R250,00 per person ✓ (2)
- 4.2 4.2.1
- Less space is needed – rather allocate the space of the library to the exhibition ✓
  - Guests can mingle/ walk around with their plates of cocktails while enjoying the art and photography ✓
  - Hospitality Studies learners can collaborate with the Photography club regarding creativity of dishes ✓
  - The menu can appeal to different cultural groups ✓
  - Finger foods can be inexpensive yet interesting; it can be more profitable/ more visitors can be attracted ✓
  - The duration of a cocktail party is usually quite short ✓ (Any 4) (4)
- 4.2.2 Savoury:
- Pizette ✓
  - Blinis with Salmon and Cream Cheese ✓
  - Canapés with Biltong ✓
- Sweet:
- Chocolate Palmiers ✓
  - Mini Milktart ✓ (5)
- 4.3 4.3.1 (a) Chocolate Eclairs ✓ (1)
- (b) Choux pastry ✓ (1)
- 4.3.2
- Prevent steam from evaporation/ prevent over boiling ✓
  - Steam is the only raising agent ✓ (2)



- 4.3.3
- Low volume with thick crust ✓
  - Greasy and heavy eclairs ✓
- Motivation:**
- Too low temperature / too little steam was generated during the baking process ✓ (3)

- 4.3.4
- The filling softens the eclairs ✓
  - Customers expect the eclairs to be crispy and find the soft eclairs unappetising ✓ (2)

- 4.4
- Lemon Syrup/Limoncello/Lemonade ✓
  - Frozen lemon juice ✓
  - Lemon marmalade ✓
  - Lemon curd ✓
  - Lemon sorbet ✓
  - Salt preserved lemons ✓ (Any suitable 4) (4)

- 4.5 4.5.1 T-bone/ T-bone steak/ Loin ✓ (1)

- 4.5.2
- A** – sirloin ✓
- B** – fillet/ fillet of beef ✓ (2)

- 4.5.3
- Any dry heat cooking methods/ frying/ grilling/ roasting/ baking ✓
- Motivation:**
- It is a soft meat cut and requires little cooking time ✓ (2)

- 4.5.4
- Not suitable ✓
  - The T-bone steak has a high fat content with lots of flavour/ the garlic will spoil the meaty flavour/ the cream of the sauce is too rich ✓

**OR**

- It is suitable ✓
- The garlic and cream complements the meaty flavour if added in moderation ✓ (2)

- 4.5.5 Dry red wine/ Cabernet Sauvignon/ Shiraz/ Merlot ✓ (Any 1) (1)

**[40]**

**TOTAL SECTION C: 80**

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

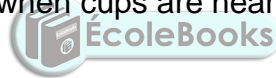
- 5.1 5.1.1 Food and Beverage ✓ (1)
- 5.1.2
- Accommodation ✓
  - Conferences/ Banqueting ✓ (2)
- 5.1.3
- Turn rooms into flats to let ✓
  - Offer room service ✓
  - Drive through meals/ takeaways instead of sit-down meals ✓
  - Meal deliveries ✓
  - Special offers on accommodation ✓
  - Update website/ virtual tours on website ✓
  - Update marketing strategies/ target local market ✓ (Any 3) (3)
- 5.2
- Keeps track of all income and expenses ✓
  - Arranges insurance to cover the loss of valuables and injury to staff ✓
  - Prepares financial reports or statements ✓
  - Draws up budget ✓
  - Prepares cash flow forecasts ✓
  - Oversees cashiers and having systems in place for them ✓
  - Sets up procedures for purchasing, receiving, stores and requisitioning ✓
  - Ensures that stocktaking is done on a regular basis ✓
  - Takes care of debt collections ✓
  - Pays tax and VAT ✓
  - Dealing with queries from guests regarding billing and foreign exchange ✓
  - Pays staff salaries ✓
  - Controls banking procedures ✓
  - Oversees the auditing of hotel funds ✓ (Any 3) (3)
- 5.3 5.3.1 Front office/ Reception ✓ (1)
- 5.3.2
- The front office/ reception is the heart of every accommodation establishment ✓
  - It is where the guest makes contact with the establishment when he/she makes a booking/ checks in or settles an account/ handling guest problems ✓
  - Enquiries are handled through the front office ✓
  - Making a good first impression forms the basis of a satisfactory staying experience ✓ (Any 3) (3)

- 5.4 5.4.1
- Ability to identify business opportunities ✓
  - Take calculated risks to achieve success ✓
  - Sense of responsibility ✓
  - Love of achievement ✓
  - Creativity, self-reliance and adaptability ✓
  - Future-orientated perspective ✓
  - Confidence in achieving success ✓
  - Good organising and management skills ✓
  - High levels of energy and sense of humour ✓
- (Any 4) (4)
- 5.4.2 **New entrants into the market** ✓
- Many people can do exactly the same as what Pumeza did / Pumeza is going to compete against people who were in the business a long time and might have regular customers ✓
- The customer's bargaining power** ✓
- Customers might choose the next-door neighbor because they are cheaper / there are many similar food trucks in Durban that offers the same street food ✓
- The bargaining power of suppliers of raw material** ✓
- Pumeza may have to bargain with suppliers that she buys the ingredients/ packaging from, especially if she buys in bulk ✓
- Substitute products** ✓
- Other street food items may be more popular/ cheaper for example hotdogs ✓
- (Any 3 x 2) (6)
- 5.4.3
- Attractive, clear and appealing pictures ✓
  - Post consistently ✓
  - Tell stories with the posts ✓
  - Build a strong brand ✓
  - Choose the right hashtags ✓
  - Create the perfect bio ✓
  - Produce interesting content ✓
  - Cross promote friends and influencers ✓
  - Go live on Instagram ✓
  - Engage with your followers and targeted audience ✓
- (Any 3) (3)
- 5.4.4
- Attractive and creative appearance of food truck ✓
  - Providing delivery service in the neighborhood ✓
  - Holding special events to attract customers ✓
  - Increasing loyalty rewards for dining when food trucks are most active ✓
  - Change menus seasonally ✓
  - Park at strategic venues ✓
  - Testing new recipes and food niches ✓
- (Any 2 x 2) (4)

**[30]**

**QUESTION 6**

- 6.1 6.1.1 D ✓ (1)
- 6.1.2 A ✓ (1)
- 6.1.3 B ✓ (1)
- 6.1.4 C ✓ (1)
- 6.2
- Waiter asks guests if they prefer hot or cold milk ✓
  - Place coffee cup, saucepan and teaspoon to the right of each customer ✓
  - The cup's handle, should point in the direction of the customer's right hand ✓
  - Place the sugar bowl and sweeteners on the table ✓
  - Carry the coffee pot and milk jugs on a tray on the palm of your left hand ✓
  - Approach guests from the right-hand side and ask if they prefer hot or cold milk ✓
  - Pour the coffee by tilting the coffee pot and pouring it up to 16 mm from the rim of the cup. The coffee pot should not leave the tray ✓
  - Add milk in the same manner ✓
  - Leave the sugar bowl on the table ✓
  - Make sure you offer refills when cups are nearly empty ✓ (Any 5) (5)
- 6.3 6.3.1 Silver service ✓ (1)
- 6.3.2
- Arrange food on a suitable platter ✓
  - Hold the platter on the flat part of your left hand ✓
  - Lower your left hand which is holding the platter to no more than 5 cm from the edge of the guest's plate ✓
  - Pick up the food item with your right-hand using a serving spoon and fork and transfer it to the guest's plate ✓
  - Move around the table in an anticlockwise sequence to serve each guest ✓
  - Remember to serve ladies first ✓
  - Do not leave the platter on the table ✓ (Any 4) (4)
- 6.4 6.4.1
- Bath or shower daily ✓
  - Use deodorant ✓
  - Wear clean clothes and uniform ✓
  - Follow the care instructions on clothing labels to maintain the fabric's best look ✓
  - Do not wear overpowering perfume or aftershave ✓
  - Males should be clean shaven ✓
  - Hair must be clean and out of the face ✓
  - Head gear should always be worn when handling food ✓
  - Keep fingernails clean and short ✓



- Footwear should be clean and safe ✓
  - Avoid excessive jewellery ✓
  - Do not smoke in food areas ✓
  - Cover open burns and cuts with a waterproof dressing ✓
  - Hand should be washed immediately after using the toilet, smoking or dealing with refuse ✓
- (3)

- 6.4.2
- Acknowledge guests within 30 seconds of arrival; give the guests the menu within two minutes of their arrival. ✓
  - Waiters should be friendly and organised. ✓
  - Make eye contact. ✓
  - Do not speak too loudly or too softly. ✓
  - Deal with difficult customers discreetly and ensure that difficult situations are not obvious to other customers. ✓
  - Answer the guests' enquiries about the food and drink available; take an interest in their orders and make appropriate suggestions regarding menu choices. ✓
  - Some customers want to be left alone; others want to be entertained. Be aware of customer's moods. ✓
  - Meet special needs of guests, for example, dietary and religious requirements, child seats, wheelchair access, and a non-smoking area. ✓
  - Show that you are genuinely pleased to see customers and serve them properly.
  - Apologise if customers have been kept waiting. ✓
  - Find out and use the names of the people you serve.
  - All customers should be treated equally and with the necessary respect and dignity. ✓
  - Show respect and courtesy to people with different cultural practises. ✓
  - Remember what regular guests like to order. ✓
  - Make suggestions and inform customers of special dishes. ✓
  - Call a manager if questions are beyond your scope of authority. ✓
  - Make sure that guests never have to wait for the bill and always accept gratuities with thanks. ✓
- (3)

- 6.5 6.5.1
- 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 the preparation e.g. salads and cold beverages ✓
  - Start up the generator if the establishment has one ✓
  - Restaurant staff should organise lighting such as candles ✓
  - Turn off electrical equipment and unplug it ✓
  - Use gas stoves and gas equipment ✓
- (3)

- 6.5.2
- Be friendly/ Make sure their glasses are filled/ offer the beverage menu ✓
  - Inform guests that they have to wait for a certain time (some dishes on the menu may take longer to prepare on an a la carte menu) ✓
  - If there is a crisis in the kitchen, be prepared to offer 'free' items e.g. bread rolls or coffee, with the approval of the manager. It costs very little but one can keep the customers happy that way. It will depend on the in-house policy of the restaurant ✓
  - Some modern restaurants provide entertainment to keep guests busy, for example games ✓
- (Any 2) (2)
- 6.6 6.6.1 (a) D ✓
- (b) A / B ✓
- (c) C ✓ (3)
- 6.6.2 B / Ciropicariello ✓
- Motivation:** It is made in Italy / only sparkling wine made in France is allowed to be called champagne. ✓ (2)
- [30]**

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**

