



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12



HOSPITALITY STUDIES

NOVEMBER 2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages

SECTION A
QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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

(10)

1.2 MATCHING ITEMS

| | |
|-------|----|
| 1.2.1 | C✓ |
| 1.2.2 | A✓ |
| 1.2.3 | G✓ |
| 1.2.4 | B✓ |

(4)

1.3 ONE-WORD ITEMS

| | |
|--------|-----------------------------------|
| 1.3.1 | Human Resources/HR✓ |
| 1.3.2 | Overheads✓ |
| 1.3.3 | Crepe Suzette✓ |
| 1.3.4 | Collagen/white connective tissue✓ |
| 1.3.5 | Elastin✓ |
| 1.3.6 | Chakalaka✓ |
| 1.3.7 | Phyllo✓ |
| 1.3.8 | Glazing✓ |
| 1.3.9 | Electronic✓ |
| 1.3.10 | Eighteen/18✓ |

(10)

1.4 SELECTION

| | |
|-------|----------|
| 1.4.1 | A✓C✓D✓F✓ |
| 1.4.2 | A✓D✓E✓ |
| 1.4.3 | A✓C✓ |
| 1.4.4 | B✓C✓ |

(in any order)

(4)

(3)

(2)

(2)

1.5. MATCHING ITEMS

| | |
|-------|------|
| 1.5.1 | D✓ |
| 1.5.2 | H✓ |
| 1.5.3 | F✓ |
| 1.5.4 | B/C✓ |
| 1.5.5 | A✓ |

(5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 2.1.1 Constant coughing/longer than three weeks√
Fever/Chills√
Night sweats√
Chest pains√
Coughing blood√
Loss of appetite√
Weight loss√
Constant tiredness/fatigue√
Shortness of breath/ **Dyspnoea** √ (Any 3) (3)
- 2.1.2 No **/Worker must go on sick leave**√
TB is contagious/ To avoid it being spread √
It can be spread to other members of staff, food and guests.√ (3)
- 2.1.3 There will be a workflow disruption√
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√
There will be vacant posts/job opportunities for others√
Less money will be available for investment√
The worker doesn't earn money/no money to spend or pay tax√
Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect√ (Any 3) (3)
- 2.1.4 People with HIV have a weakened immune system √ leaving the body more vulnerable to TB√
A weakened immune system allows TB to infect other parts of the body other than the lungs√
TB increases the formation of HIV viruses√ (Any 2) (2)
- 2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/**regular rounds/watching CCTV**√
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor√
By speaking to guests about the safety of their belongings(**must be related to keeping their belongings safe**)/**sending alerts to their devices** √.
Must be visible at entrance√ (Any 2) (2)
Search staff when they enter the workplace or when they leave√

2.2.2 **Good teamwork will lead to good team spirit/positivity that will leave a good impression.** ✓
Good teamwork will increase productivity✓
Good impression will lead to satisfied customers that are willing to pay✓
Satisfied customers become loyal customers that return to the business✓
Customers will come up with positive word of mouth that attract more customers✓
More customers will increase the income and profits✓ (Any 3) (3)

2.3 Computers can assist chefs in the following ways:
Dish sales can be recorded✓
Unpopular dishes can be removed from the menu✓
The chef can search dishes for the menu on the internet✓
The menu and the ingredient costs can be calculated✓
Selling price can be calculated easily✓
Profit can be calculated easily ✓
Developing and changing of recipes can be simplified✓
Recipes and ingredients can be listed✓
Order lists can be compiled easily and accurately✓
Metric conversions can done automatically✓
Serving sizes can be printed on a recipe✓
Nutritional values can be determined✓
Online dictionary for translating menu/ingredient terms ✓ (Any 4) (4)



TOTAL SECTION B: 20

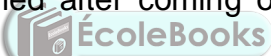
SECTION C: NUTRITION AND MENU PLANNING AND FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Cold dessert ✓ (1)

| | Crème Pâtissière | Crème Brûlée |
|--------------------|---|---|
| Ingredients | Starch: corn flour/ cake flour ✓ No caramelised sugar ✓ Whole egg ✓ (Any 1) | No starch: no corn flour/ cake flour ✓ Caramelised sugar ✓ Only egg yolk ✓ (Any 1) |
| Preparation method | No baking ✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot ✓. No bain marie ✓ Not using blow-torch ✓ (Any 1) | Baking ✓ No boiling and stirring ✓ Inside bain-marie in oven ✓ Sugar caramelised using a blow-torch/under the grill in the oven ✓ (Any 1) |

(4)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites ✓
Crisp, paper-thin biscuits ✓
Baked into different shapes ✓
Twisted and curled after coming out of the oven, while still hot ✓
 (Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting. ✓
Results in a smooth and shiny chocolate finish. ✓
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads. ✓ (Any 2) (2)

3.2.3 Praline ✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓
Swelling, tongue, lips or eyes /tightening of throat ✓
Difficulty in breathing/choking ✓
Vomiting ✓
Diarrhoea ✓
Abdominal cramps ✓
Eczema/Hives: skin rashes/redness/itching ✓
Tingling sensation in the mouth ✓
Heart palpitations ✓
Lowered blood pressure/feeling faint ✓ (Any 4) (4)

- 3.3 It is not suitable✓ because the trifle has: (1)
 too much sugar/sugar will increase blood glucose✓
 fat in the cream/ custard/ fat in egg yolks✓
 only refined starch✓
 no high-fibre ingredients/no complex carbohydrates✓ (Any 2) (3)
- 3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine✓
 Sprinkle powder over cold water/liquid✓
 Leave to stand / soak for two minutes or longer✓ / to absorb liquid
 and swell✓ (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed✓ (1)
- 3.4.3 3,4-6g OR 10ml✓ because:
 1 sheet of gelatine is equivalent to 1,7g-3g/5ml ✓ therefore:
 2 sheets are $1.7g \times 2 = 3.4g$ or $5ml \times 2 = 10ml$ ✓
 (Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian✓
 Pesco-vegetarian✓
 Pollo-pescatarian/semi-vegetarian✓
 Flexitarian✓
 Lacto-ovo vegetarian✓ (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy
 products, eggs, and fruits ✓ (1) (4)



QUESTION 4

4.1 4.1.1

| Dish | Beef cut |
|-------------------|----------|
| A Tournedo | Fillet✓ |
| B Grilled Sirloin | Loin✓ |

(2)

4.1.2

Stretches the portion✓
 Gives more flavour✓
 Improves appearance✓
 Makes it more succulent and juicy/adds moisture/less dry✓
 Creates more interesting dishes✓
 Improves nutritive value ✓

(Any 4)

(4)

4.1.3

Use a clean grill ✓
 Brush grill with lemon/rosemary/onion to add flavour✓
 Use charcoal or non-poisonous wood✓
 Grill ±10cm above moderate coals/**do not put directly on coals/ not too hot✓**
 Grill should leave appetising crosshatch marks on the meat✓
 Don't season/salt meat before grilling✓
 Keep/ rest steak at room temperature before grilling ✓
 Use meat tongs/don't poke with a fork✓
 Brush grill with oil to prevent sticking✓
 Grill on one side, leave to loosen by itself and turn on other side✓
Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides✓
 (Any 3)

(3)

4.1.4

Moist heat is for tough meat cuts/forequarter✓
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/**rubbery✓**
 Meat juices will be lost in water/liquid resulting in less flavour✓
 (Any 2)

(2)

4.1.5

Truffles✓
 Foie gras/duck liver✓
 Crouté✓
 Any:
 sauce (e.g. madeira sauce)✓
 vegetables (e.g. grilled vegetables)✓
 starch (e.g. mashed potatoes)✓
 salad (e.g. greek salad) ✓

(Any 2 relevant answers)

(2)

4.2 4.2.1

Total cost=total cost per person x number of guests + overheads/
 $200 \times R200 = R40\ 000$ ✓
 $(R40\ 000) \checkmark + (R500 + R300) \checkmark$
 $=R40\ 800 \checkmark$

(Any 3)

(3)

4.2.2

$R40\ 800 \times 50\% (50/100) \checkmark$
 $=R20\ 400 \checkmark$
OR
 $R40\ 800 / 2 \checkmark = R20\ 400 \checkmark$

(2)

- 4.2.3 A Aloe caterers ✓
 B Witteklip Secondary School ✓
 C 3½ hours/ 18:30-22:00 ✓
 D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays ✓/ weddings ✓/ anniversaries ✓/ funerals ✓/
 matric farewell/ tea party ✓
 Social events/entertainment ✓
 Prize giving functions / award ceremonies ✓
 Marketing functions/product/media launches ✓
 Business liaising/functions ✓/ fund raising events ✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized ✓, savoury snacks ✓
 Attractively garnished ✓
 Three parts: base, spread and garnish ✓
 May be glazed with aspic to prevent drying out ✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad ✓
 No colour variation: too many white and pink colours ✓
 Not all bites are dainty/bite sized e.g. quiche ✓
 Good ✓ - variety of shapes: round, long, etc. ✓
 (Any 2 relevant answers)
- (b) Ingredients used: Good ✓
 Applicable accompaniments ✓
 Different food groups included ✓
 Savoury and sweet snacks are included ✓
 Bad ✓ - Too many fish dishes: salmon, tuna, sushi ✓
 High in starch/carbohydrates ✓
 Rich in fat: mayonnaise, cream, chocolate ✓
 Not sufficient vegetarian options ✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucee ✓
 B Puff pastry/rough puff/flaky pastry ✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓
 B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare ✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly ✓
 Too much egg will result in a runny pastry ✓
 The pastry cannot be shaped or piped properly ✓
 End products have a poor shape/no cavity/flat/dense texture ✓
 (Any 2) (2)
- 4.5.2 Piping bag/plastic bag ✓
 Piping nozzle ✓
 Two spoons/teapoons ✓ (Any 2) (2)

[40]

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1 Visual/poster✓ (1)
- 5.2 Mamelodi school learners✓ and teachers✓ and non-teaching staff✓
Municipal workers✓
Mamelodi community members/people who want a quick
meal/parents of the learners✓ (3)
- 5.3 Bright colours that will catch the eye✓
Big letters/font easy to read✓
Interesting pictures/photos✓
A big space or a small advert on a clean blank page✓
Neat and attractive✓
Catch potential customers attention by using words such as
FREE/indicate promotions✓
All correct information is available/✓ no spelling mistakes or
language errors ✓
Not cluttered / not too much information✓
Apply art elements and principles✓
Include business information such as: name/contact details/
address✓
Include product information such as: price/slogan/description of
product✓
Use simple understandable language✓ (Any 5) (5)
- 5.4. Brochures, leaflets/ ✓
Printed media✓ OR local newspaper✓
Audio ✓ OR local radio station✓
Audio-visual OR TV✓
Electronic/e-mail/ online✓
Social media: Facebook, Instagram, WhatsApp, Sms✓
Product samples /promotional items✓
Word of mouth✓
Billboards✓ (Any 3) (3)
- 5.5 Name of Owner/business✓: Nomhle✓
Business Address✓: No 63 Mamelodi Extension✓
Form of business✓: Sole owner✓
Type of business/Business description✓: lunch café or take-away✓
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓
Product/Service description✓: Bunny chows, vetkoek with mince,
hotdogs and burgers✓
Marketing plan✓: poster ✓ (Any 6) (6)
- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs
and burgers from Nomhle✓
She can supply vendors selling from the trolley and stalls✓
Children's birthday parties to make hot dogs and burgers✓
Delivery service of bunny chows, vetkoek, hot dogs and burgers
(food) into people's homes✓
Waiter✓, maintenance✓, security, ✓ (3)

- Purchasing vegetables from a farmer ✓
Cleaner ✓ (Any other relevant 3)
- 5.7 Pays staff salaries ✓
Controls banking procedures ✓
Oversees the auditing of funds ✓
Ensures payment of VAT ✓
Safeguarding of business assets ✓
Pay debtors/monthly expenses/accounts ✓
Keeping track of money coming in and out of business ✓
Prepare financial reports ✓
Drawing up budgets ✓
Handle income tax/SARS ✓
Take care of account enquiries ✓ (Any 3) (3)
- 5.8 Laundry ✓: for washing of table cloths ✓
Marketing ✓: advertisement using poster ✓
Front office ✓: sales lady to make contact with the customers ✓
Maintenance ✓: to ensure stoves are in working order and plumbing is also in working condition ✓
Security ✓: to guard the premises ✓
Human Resource ✓: hiring and firing the staff ✓ (Any 3 × 2) (6)
[30]



QUESTION 6

- 6.1 6.1.1 (a) Maître d'hôtel should investigate the problem√
Control your emotions; stay calm√
Show willingness to assist guests/ pay attention to customers√
Apologise sincerely√
He must not argue with the customer√
Acknowledge the complaint and thank the guest for bringing the matter to your attention√
Never place the blame on yourself or on somebody else√
He must not promise something he cannot provide√
Keep guests updated/ inform the guest on the progress of the food/√
Offer alternative dishes that won't take that long √
Bring guests a complimentary/free drink/bread rolls with the approval of the manager √ (Any 4) (4)
- 6.1.1 (b) Keep waiters / guests calm√
Control your emotions and keep charge of the situation√
Ask the customer politely but firmly to leave/lower voices√
No more alcoholic beverage should be offered√
Non-alcoholic drinks/coffee can be offered to the guests√
Keep the incident as quiet as possible√
Move the guests to a different table√
Call maître d/ security to handle the problem√
Apologise to the other guests for the noise √ (Any 5) (5)
- 6.1.2 Serve them a complimentary/free beverage√
Check the guest after a while that all is well√
Call the guest within the week to check that he/she is satisfied with how the problem was solved√
Build and maintain a good relationship√ (Any 1) (1)
- 6.1.3 Wash in clean, hot, soapy water√
Rinse in clean, hot water ($\pm 60^{\circ}\text{C}$) √
Air dry√
Polish with a clean cloth√
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth√
OR
Ensure that clean cutlery is used√
Study menu and lay cutlery accordingly√
Ensure cutlery is straight/in line with the opposite cover√
Lay cutlery 1-2 cm from the edge of a table√
Use a dinner/entrée plate to determine the space between main course knives and forks√
Ensure that all covers look the same√ (Any 3) (3)
- 6.2 6.2.1 Pink/light red/ blush√
Motivation: It is a rosé/skins were removed/ blend of white and red wine√ (2)

6.2.2 6/7/8°C✓ (1)

6.2.3 Brut: Very dry✓ (1)

6.2.4

| | Wine A | Wine B |
|-----------------------------|--|---|
| Manufacturing Method | Charmat (second fermentation in the tank)✓ Cap Classique✓ Tank method✓ Carbonation✓ Transfer method✓ (Any 1) | Champagne (second fermentation the bottle)✓ |
| Origin | Roederer Estate, Anderson Valley, California, USA✓ | France✓ |

(4)

6.2.5 Caviar✓
Oysters✓ (Any 1) (1)

6.3 On-consumption/on premises✓
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓
Off-consumption/off premises✓
For liquor stores who sell liquor that is consumed elsewhere ✓
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓



(2 x 2) (4)

6.4 Informing the guests about promotions,/ dish of the day ✓
The waiter will ask the guests if they are ready to order✓
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓
Take the order for starters and main courses✓
Note any dietary requirements✓
Repeat the order to make sure that the order is correct✓
Transfer the order to the kitchen docket including special requirements✓
Place the order with the kitchen✓
Record the sale for billing purposes✓

(Any 4) (4)
TOTAL SECTION D: 60

GRAND TOTAL: 200