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

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.1.1</td>
<td>D ✓</td>
<td>M10</td>
</tr>
<tr>
<td>1.1.2</td>
<td>B ✓</td>
<td>F17</td>
</tr>
<tr>
<td>1.1.3</td>
<td>C ✓</td>
<td>M114 F206</td>
</tr>
<tr>
<td>1.1.4</td>
<td>C ✓</td>
<td>M150 F165</td>
</tr>
<tr>
<td>1.1.5</td>
<td>A ✓</td>
<td>M23 F77</td>
</tr>
<tr>
<td>1.1.6</td>
<td>D ✓</td>
<td>M51 F4</td>
</tr>
<tr>
<td>1.1.7</td>
<td>D ✓</td>
<td>M95 F114</td>
</tr>
<tr>
<td>1.1.8</td>
<td>D ✓</td>
<td>M52 F9</td>
</tr>
<tr>
<td>1.1.9</td>
<td>C ✓</td>
<td>M116 F209</td>
</tr>
<tr>
<td>1.1.10</td>
<td>C ✓</td>
<td>M132 F163</td>
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(10)

1.2 MATCHING ITEMS

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1.2.1</td>
<td>G ✓  ii ✓</td>
</tr>
<tr>
<td>1.2.2</td>
<td>A ✓  v ✓</td>
</tr>
<tr>
<td>1.2.3</td>
<td>B ✓  iii ✓</td>
</tr>
<tr>
<td>1.2.4</td>
<td>E ✓  i ✓ M136-139</td>
</tr>
<tr>
<td>1.2.5</td>
<td>F ✓  iv ✓ F147-159</td>
</tr>
</tbody>
</table>

(10)

1.3 ONE-WORD ITEMS

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

(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

<p>| | | | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>1.5.1</td>
<td>E ✓  C ✓  B ✓  D ✓  A ✓ In correct order M189 F34</td>
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(5)

TOTAL SECTION A: 40
SECTION B: KITCHEN AND RESTAURANT OPERATIONS.
HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 2.1.1 The waiters displayed very good professional ethics✓ (1)
- 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) F91

2.2 2.2.1 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.✓
(Any 4) F102

2.2.2 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✓
(Any 4 ) F94
2.3 2.3.1

- 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)

2.3.2

- 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 ✓

(Any 4) (4)

TOTAL SECTION B: 20
SECTION C: NUTRITION AND MENU PLANNING

FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 A– Canning ✓ M149
      B– Drying/Spray-drying ✓ F168
      C–Treatment with additives/Natural preservatives/Bottling/Pickling ✓ (3)

3.1.2 • Acid/vinegar ✓ M151
• Salt ✓ F164
• Sugar ✓ (Any 2) (2)

3.1.3 • Prevents the development/ growth of micro-organisms ✓
• Prevent the spoiling of food ✓ M151
• Inhibits enzyme action ✓ F164
(Any 2) (2)

3.2 3.2.1 • Enhances browning ✓
• Improves the appearance of the meat ✓ M88
• Enhances the flavour ✓
• Meat is kept moist/ prevents the meat from drying out ✓ F199
(Any 2) (2)

3.2.2 • Bread crumbs ✓
• Couscous ✓
• Bulgar wheat ✓
• Quinoa ✓
• Cooked rice ✓
• Cooked/Mashed potatoes ✓ M85
• Sweet corn ✓ (Any relevant 2) (2)

3.2.3 (a) Lamb has a smooth texture ✓, fine grain ✓, tender/soft ✓, firm and not dry ✓ (Any 2) F197 (2)
(b) Fat in lamb is evenly distributed ✓
   Fat is firm ✓ and white or pinkish in colour ✓ (Any 2) F197 (2)

3.2.4 Ostrich is healthier because it is:
• Lean ✓
• Low in fat ✓ M79
• Low in kilojoules ✓ F189
• Low in cholesterol ✓ (Any 2) (2)
3.2.5 • 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

3.3 3.3.1 • Pliable/Soft dough✓
• Paper thin✓
• Non-laminated✓ (Any 2) (2) M115 F207

3.3.2 • 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) (2) M115

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) (1) M115 F207

3.4 3.4.1 • 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) (2) M124 F186

3.4.2 • 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✓ M122 F185
• Check consistency/mixture must be pliable to pipe/shape✓ (Any 5 in the correct order) (5)
### 3.5 3.5.1

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

(Any 2)
QUESTION 4

4.1  4.1.1
- Protein ✓
- Natural fibre ✓
- Carbohydrates ✓
- Vitamin B and foliate ✓
- Minerals: potassium, iron and magnesium ✓

(Any 2)

4.1.2
- Suitable ✓ because none of the dishes include meat/ no fish and eggs ✓ (1)
- Chickpea salad with Mixed Lettuce Leaves and Walnuts are healthy owing to high content of green leafy vegetables and do not contain saturated fats ✓
- High complex carbohydrates in the form of chickpeas are beneficial to health ✓
- Grilled Soya Cutlets with Mushroom sauce, soya does not contain saturated fat and is a healthy option ✓
- The mushroom sauce will have fat and flour but as an accompaniment it will not be too harmful ✓
- Steamed baby Potatoes is served with the skin on retaining nutrients and is not refined starch ✓
- Chargrilled Vegetables are a healthy way of preparing vegetables compared to frying them and is suitable for a person with high cholesterol levels ✓
- No processed meat was used ✓
- Dishes do not contain a lot of sugar ✓
- The dishes in the menu are very low in cholesterol ✓

(Evaluation 1 + Any 5)

4.1.3
- Contains no hormones ✓
- Excellent source of nutrients ✓
- High in protein ✓
- Low in fat ✓
- Cholesterol free compared to meat ✓
- Natural source of fibre ✓
- Gluten free ✓
- High in minerals and vitamins ✓
- Rich in antioxidants and low in glycaemic index ✓

(Any 3)

4.2  4.2.1 Gross profit = Selling price – Food cost ✓
= R18 000-00 – R4 000-00 ✓
= R14 000-00 ✓

(3)
4.2.2 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

(Any 3) (3)

4.2.3 Food cost ✓

Labour cost/staff salaries ✓

Overhead cost ✓

Age of client ✓

(Any 3) (3)

4.3 4.3.1

- 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)

4.3.2

- 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) (4)

4.4

- 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 tatins and Cheese puffs ✓ / strict Hindus are vegetarians and do not eat meat, fish, eggs, onion or garlic ✓

(Any 5) (5)

4.5 4.5.1 Agar agar ✓
4.5.2 Large quantities of sugar will weaken the gel/takes longer to gel✓
Retards the setting process/not set at all✓

4.6  
- 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✓

(Any 4)

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)

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)

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)
5.1.4 (a) Product: Deluxe Self-catering private lodges/lodges✓ Coffee at the kiosk✓ Game drives✓
(Any 2) (2)

(b) Place:
2 hours away from the East Coast of East London✓ It is in the bush✓
(Any 2) (2)

(c) Promotions:
If you book now, you will qualify for low prices✓ Free game drives ✓
(Any 2) (2)

(d) People:
Wildlife enthusiasts are incorporated in the pamphlet✓ Coffee loversdrinkers✓ People who enjoys lavish accommodation✓
(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) (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) (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) (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)
QUESTION 6

6.1 6.1.1

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

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) F60

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

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✓

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✓
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)

TOTAL SECTION D: 60
GRAND TOTAL: 200