



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2019

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages.

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

1.1.1	B√
1.1.2	A√
1.1.3	C√
1.1.4	C√
1.1.5	D√
1.1.6	B√
1.1.7	A√
1.1.8	B√
1.1.9	B√
1.1.10	A√

(10)

1.2 MATCHING ITEMS

1.2.1	B√	iv√	(1) √
1.2.2	A√	iii√	(4) √

(6)

1.3 ONE-WORD ITEMS

1.3.1	Dress code√
1.3.2	Cocktail/cocktail function/Finger lunch√
1.3.3	Linen√
1.3.4	Overhead√
1.3.5	Banquet√
1.5.6	Vintage/harvest year√
1.3.7	Steam√
1.3.8	Docking√
1.3.9	Crouté√
1.3.10	Fruitarian √

(10)

1.4 IDENTIFICATION

Any order

1.4.1	A √ B √ C√ G√
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(4)

1.5. MATCHING ITEMS

1.5.1	F√
1.5.2	E √
1.5.3	D√
1.5.4	G√
1.5.5	A√

(5)

1.6 **REARRANGE**
(Must be in the order below)

	D✓
	C✓
	B✓
	E✓
	A✓

(5)

TOTAL SECTION A: 40

2.3

Disease	Gastro-Enteritis	Cholera
Causes (origin)	-Intake of contaminated foods, drinks or chemicals√ -Viral/Rota virus or bacterial infection/Salmonella/ Staphylococcus/Clostridium/ Escherichia√ (2)	-Drinking contaminated water√ -Eating food which has been in contact with contaminated water, flies or soiled hands√ Vibrio cholera (2)
Symptoms	-Diarrhoea√ -Vomiting√ -Abdominal pain√ -Headache√ -Fever√ -Dehydration√ - (Any 2)	-Watery stools/rice-water stools/ Diarrhoea √ -Vomiting√ -Rapid dehydration/severe water loss√ -Rapid heart rate√ -Dry mucous membranes/dry mouth√ -Muscle cramps√ -Low blood pressure√ -Nausea√ (Any 2)

(8)

TOTAL SECTION B: 20

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

- 3.1 3.1.1
- | | NUMBER OF CUT | NAME OF CUT |
|---------------------|---------------|---------------------|
| A Loin chops | 4✓ | Loin✓ |
| B Cushion | 2 or 9✓ | Thick rib/shoulder✓ |
- (4)
- 3.1.2 Oven roasting/roasting✓ (1)
- 3.1.3 1✓, 3✓, 4✓, 5✓, 6✓, 8✓ (Any 2) (2)
- 3.1.4 -Meat can be fashioned/attractively made into a regular shape✓
-It will cook evenly✓
-Easy to carve✓
-Bones reserved for stock✓
-Interesting dishes can be prepared✓
-Debone meat can be additionally stuffed to stretch the meat and yield more portions. (Any 3) (3)
- 3.2 3.2.1 A- Searing / browning meat in oil or fat✓
B- Mirepoix is added and caramelised✓
C- Adding liquid to cover a quarter of the meat✓ (3)
- 3.2.2 -Collagen✓ which is white connective tissue ✓will break down into gelatine and water✓
-Fat begins to melt and coat the muscle fibres✓
-Meat will be tender✓ (Any 3) (3)
- 3.3 3.3.1 Drying✓ (1)
- 3.3.2 -Preserves food for long periods of time✓
-Inhibits enzyme action✓
-Reduces the growth rate of bacteria/inactive✓
-Water is unavailable to bacteria because it has turned into ice/growth retarded due to lack of moisture.✓ (Any 3) (3)
- 3.3.3 Vinegar✓
Brown sugar✓
Salt✓ (Any 2) (2)
- 3.3.4 Will inform consumers of the expiry date of the boerewors.✓
The ingredients will assist consumers who suffer from allergies.✓
The nutritional value will allow consumers to make an informed choice/healthy choice.✓
Mass is indicated- know how many portions can be provided✓
The sell-by date will be clear.✓
Valuable instructions on how prepare the product will be available.✓
Information on food additives can provide guidance to the consumer.✓
Specifies whether the product is suitable for different religious groups.✓
Information on the storage of the product.✓ (Any 3) (3)

- 3.3.5 Lawful ✓ and permitted according to the rules of Mohammed/Islam. ✓
Food has been prepared according to the religious laws ✓ (Any 2) (2)
- 3.4 3.4.1 Coupe ✓
Sundae ✓ (Any 1) (1)
- 3.4.2 (a) Chantilly cream: whipped cream ✓ sweetened with sugar ✓ and
flavoured with vanilla ✓ (Any 2) (2)
(b) Coulis: fruit that is pureed ✓ cooked or uncooked/with or without
sugar ✓ (2)
- 3.4.3 Crème anglaise/egg custard ✓ (1)
- 3.4.4 To break ice crystals ✓ and include air ✓ (1)
- 3.4.5 Not suitable ✓
Crème anglaise contains eggs. Lacto vegetarian excludes eggs ✓ (2)
- 3.4.6 Nuts contain proteins which provide the body with the essential
amino acids required for growth. ✓ Nuts also contain
vitamins/vitamin B ✓, fat ✓, minerals/phosphorous ✓ and fibre ✓
necessary in the body to maintain good health. Because lacto-
vegetarians exclude some proteins e.g. eggs in their diet, nuts can
be eaten to replace the protein in the diet ✓.
Low in cholesterol ✓ (Any 3) (3)
- 3.4.7 Roasting/grilling/toasted ✓ (1)
- [40]**

QUESTION 4

- 4.1 4.1.1 Cost for the topping = R16-00+R3-90+R21-50 ✓
= R41-40 ✓ (2)
- 4.1.2 Selling price = Food cost + Profit ✓
= R41.40 + 50%/R41.40 + R20.70 ✓
= R62.10 ✓ (3)
- 4.1.3 Cost per portion = Selling price / Yield ✓
= R62.10 / 4 ✓
= R15.52 ✓ (Any 2) (2)
- 4.2 Choux ✓ (1)
- 4.3 Flour ✓
Boiling water ✓
Fat/shortening/butter/margarine ✓
Eggs ✓
Salt ✓ (Any 3) (3)

- 4.4 4.4.1 A- Puff✓
B- Phyllo✓ (2)
- 4.4.2 The ice water will change into steam/ act as a rising agent/It will cause the pastry to form layers✓ (1)
- 4.4.3 -Oven is too cold✓
-Fat too soft✓
-Dough too soft✓
-Edges not sealed✓
-Uneven folding and rolling✓ (Any 2) (2)
- 4.4.4 Shortening remain hard✓
Forms layers✓
Provides better rising✓
Warm butter absorbed by flour will affect the flakiness.✓ (Any 2) (2)
- 4.4.5 Leave in the refrigerator for 12 hours/overnight✓
Remove from the fridge one hour before using it✓
Keep pastry covered to prevent it from drying out✓ (Any 2) (2)
- 4.4.6 Suitable✓:
It must be bite size✓
Or
Unsuitable✓:
It can be messy when pastry flakes ✓or too big/not bite size✓ (Any 2) (2)
- 4.4.7 Don't put too much food on platters✓
Place snacks in neat, evenly spaced rows or in an attractive pattern✓
Use a mixture of colours, tastes and textures✓
Use different levels or heights✓
Provide enough space around tables✓
Pack out the food and plates in a logical order✓
Provide a place to discard toothpicks, napkins or skewers
Use platters or trays with small individual dishes✓ (Any 4) (4)

4.5

Function	Ingredient	Motivation
Thickens the custard	Egg yolks✓	Egg protein coagulates and thickens the custard✓
Hydrates the gelatin	Cold water✓	In order to absorb the liquid and swell✓
Prevents the setting of the gelatin	Raw pineapple✓	Enzyme/bromelin breaks down proteins in gelatin✓
Increases the stiffness of the gelatin	Milk✓	Presence of proteins and mineral salts ✓

(8)

4.6

Unsuitable dishes	Reasons
Samoosa with homemade mayonnaise✓	-Samoosa is fried✓ -Mayonnaise contains egg yolks✓ -Both dishes have high amounts of fat✓ (Any 1)
Kinglip served with rosemary mash and creamy mushroom sauce✓	-Mash contains fat✓ -sauce contains a lot of cream✓ -Dish contains high amount of fat✓ (Any 1)
Jam turnover with Chantilly cream✓	-High amounts of sugar✓ -Made with refined carbohydrates✓ -Both dishes have high amount of fat✓ (Any 1)
Suitable dishes: Steamed Mediterranean Vegetables does not contain any oil Beetroot Salad	

(6)
[40]**TOTAL SECTION C: 80**

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

- 5.1 5.1.1. -Informs√ the target market about the products and services that are on offer√ (2)
- 5.1.2 The marketing tool is suitable √for the business because it:
 -spells out the name of the product√
 -gives a short clear description of the product and business hours√
 -it displays the slogan√
 -the message is conveyed through the illustration√
 -it supplies the contact details of the business√
 -it has used simple and understandable language√
 -no spelling mistakes√
 -includes promotion√
 -neat and attractive√
 -big lettering√
 Not overcrowded√ (Any 5) (5)
- 5.1.3 The marketing tool adheres to the marketing mix√ due to the availability of the following:
 -Product √
 -Place√
 -Promotion√
 Except for the following that is not available on the marketing tool√:
 -People√
 -Price√ (Any 5) (5)
- 5.2 5.2.1 -Guest rooms √
 -Laundry √ (2)
- 5.2.2 -Controls banking procedures. √
 -Pays salaries. √
 -Oversees the auditing of hotel funds. √
 -Ensures payment of VAT. √
 -Preparing financial reports. √
 -Drawing up budgets. √
 -Preparing cash flow forecasts. √
 -Safeguarding the business's assets. √
 -Taking care of collections, which means making sure that money to the business is paid. √
 -Dealing with queries from guests regarding billing and foreign exchange. √
 -Handle income tax.√
 -Pay monthly expenses and accounts.√
 -Keeping track of income and expenditure coming into the business.√ (Any 4) (4)

- 5.2.3 -The ability to identify business opportunities and take calculated risks to achieve success.√
 - Commitment and determination/passionate about the job.√
 -A sense of responsibility and love for achievement. √
 - Creativity, self-reliance and adaptability. √
 - A perspective that is future-orientated. √
 - Confidence in achieving success. √
 - Good organising and management skills. √
 - High levels of energy and a sense of humour.√
 -The person should be positive.√
 -Have a vision for the business√
 -A professional approach√ (Any 3) (3)
- 5.2.4 -Name of the business is included. √
 -The business description is included. √
 -The marketing plan is also included. √
 -Staffing plan is included. √
 -There are overall business goals. √
 -No operational plan. √
 -No financial plan. √ (Any 5) (5)
- 5.3 -Baking √
 -Home industries √
 -Vendors √
 -Function catering √
 -Children’s birthday parties √
 -Meals on wheels √ (Any 4) (4)

[30]

QUESTION 6

- 6.1 6.1.1 Natural√ / Still√ / Red wine√/ dealcoholized wine (Any 2) (2)
- 6.1.2 (a) Cultivar: Cabernet Sauvignon√ (1)
 (b) Producer: Ariel√ (1)
 (c) Class designated name: Dealcoholized√ (1)
- 6.1.3
- | SUITABLE | UNSUITABLE |
|------------------------|-------------------|
| Beef lasagne√
Veal√ | Caviar√
Prawn√ |
- (4)
- 6.1.4 -Stand on the right-hand side of the guest√
 -Hold the wine selected on a service cloth√
 -Label must face towards the guest√
 -Present the wine to the host whilst saying the name and vintage of the wine to confirm that it is the correct one√
 -Open the bottle once the host is satisfied√
 -Permit the guest to feel the temperature of the wine if they wish to do so. (Logical order - Any 4) (4)

- 6.2 Ndumiso might be failing to secure a liquor licence due to the following:
 -In the preceding 10 years, been sentenced to imprisonment, for any offence, without the option of a fine✓
 -Rehabilitated insolvent✓
 -A minor/under 18 on the date of consideration of the application✓
 -A husband of any of the above persons✓
 -The restaurant is next to the school and no permission is granted from the community.✓ (Any 3) (3)
- 6.3 -Present coffee from the right ✓
 -With the cup handle on the right hand side and the spoon at the back of the cup✓
 -Sugar is offered first✓
 -Offer a choice of hot or cold milk✓
 -Always lift the cup to the pot when pouring from a short-spouted coffee pot. ✓
 -If the spout is long, then the coffee can be poured into the cup on the table/pour coffee by tilting the coffee pot and pouring it up to 16mm from the rim of the cup✓
 -Put coffeepot on a tray or side plate on a neatly folded service cloth or serviette ✓
 -Serve anti-clockwise✓
 -Ladies first, then men and host last✓
 -Ensure the coffee essentials are carried to the table on a tray.
 -Leave the sugar bowl on the table.✓
 -Make sure you offer refills when cups are empty.✓ (Any 4) (4)
- 6.4 -The manager will decide which action should be taken according to the degree of the injury✓ e.g. slips and falls
 -With minor injuries, the necessary first aid will be provided✓
 -For major injuries, emergency services will be contacted/get an ambulance/transfer the person to hospital for treatment.✓
 -After each injury, a report should be completed and filed✓ (Any 3) (3)
- 6.5 6.5.1 -tot measure✓
 -glass✓
 -swivel sticks✓/mixing spoon✓/long spoon✓/spoon✓
 -strainer✓
 -mixing glass✓
 -ice tongs ✓
 -knife and chopping board✓
 -liquidizer/mixer/shaker✓ (Any 3) (3)

- 6.5.2
- If a cocktail contains cream, fruit juice or eggs, it should be shaken√
 - Never shake effervescent drinks√
 - Serve in a chilled glass/appropriate glass for the cocktail.√
 - Ice should be clear and clean√
 - Follow the recipe carefully√
 - Use good quality products√
 - Use accurate measurements/ tot measure√
 - Don't make glasses too full√
 - Add garnishes last√
 - Glasses are often decorated using plastic straws and umbrellas√
 - Place ice in the glass or mixer, followed the non-alcoholic drink and then the alcohol.√
 - Ensure clean equipment.√

(Any 4)

(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200