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 ✓
1.3.6 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 ✓

(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)

<table>
<thead>
<tr>
<th>D</th>
<th>C</th>
<th>B</th>
<th>E</th>
<th>A</th>
</tr>
</thead>
</table>

(5)

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

QUESTION 2

2.1 2.1.1 -Wear a clean uniform √
-Keep hair out of the face/hair must clean and neat √
-Head gear should always be worn when handling food √
-Finger nails should always be kept neat and short √
-Avoid excessive jewellery √
-Beards must be shaven/neatly shaven √
-Footwear should be clean √
-No nail polish

(Any 4) (4)

2.1.2 -Productivity √
-Punctuality √
-Honesty/loyalty √
-Reliability √
-Tolerance/Patient/work well with each other/teamwork √
-Confidentiality √
-Respect √
-Creativity √

(Any 4) (4)

2.1.3 -The computer determines which rooms e.g. smoking/non-smoking, single or double, room with a view √ and rates √ are available for a specific night √
-The computer records the accommodation sales for a single night √
-The number of guests including children are entered into the system √
-Contact details of the guests are recorded √
-The method the guest will use for payment is recorded √
-A registration card is prepared and saved on the computer √
-Use a centralized computer system to make reservations √
-Use the computer to search for the best possible accommodation options with regards to price and availability √
-Online reservations made easier √

(Any 3) (3)

2.2 HIV is not transmitted by sharing utensils or using the same bathroom facilities or day-day contact √

(1)
### 2.3

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

**TOTAL SECTION B: 20**
SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 3.1.1

<table>
<thead>
<tr>
<th>NUMBER OF CUT</th>
<th>NAME OF CUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Loin chops</td>
<td>4√ Loin√</td>
</tr>
<tr>
<td>B Cushion</td>
<td>2 or 9√ Thick rib/shoulder√</td>
</tr>
</tbody>
</table>

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)

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√

4.4.2 The ice water will change into steam/act as a rising agent/It will cause the pastry to form layers√

4.4.3 -Oven is too cold√  
-Fat too soft√  
-Dough too soft√
-Edges not sealed√
-Uneven folding and rolling√ (Any 2)

4.4.4 Shortening remain hard√  
Forms layers√
Provides better rising√
Warm butter absorbed by flour will affect the flakiness.√ (Any 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)

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)

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)

4.5

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

4.5 (8)
4.6

<table>
<thead>
<tr>
<th>Unsuitable dishes</th>
<th>Reasons</th>
</tr>
</thead>
</table>
| 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√
(b) Producer: Ariel√
(c) Class designated name: Dealcoholized√

(1) (1) (1)

6.1.3

<table>
<thead>
<tr>
<th>SUITABLE</th>
<th>UNSUITABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beef lasagne√</td>
<td>Caviar√</td>
</tr>
<tr>
<td>Veal√</td>
<td>Prawn√</td>
</tr>
</tbody>
</table>

(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)

TOTAL SECTION D: 60
GRAND TOTAL: 200