



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2019**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 17 pages.**

**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

**Correct order**

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

(10)

**1.2 MATCHING ITEMS**

**Correct order**

1.2.1	C✓
1.2.2	A✓
1.2.3	D✓
1.2.4	G✓
1.2.5	B✓

M15  
F135  
(5)

**1.3 MATCHING ITEMS**

**Correct order**

1.3.1	B✓
1.3.2	E✓
1.3.3	G✓
1.3.4	A✓
1.3.5	D✓

(5)

**1.4 ONE-WORD ITEMS**

1.4.1	Drying✓
1.4.2	POS/ Point of sale✓
1.4.3	Marbling/ Intra-muscular fat✓
1.4.4	Overhead costs/ Overheads✓
1.4.5	Allergy/ Allergic reaction✓
1.4.6	GDP/ Gross Domestic Product✓
1.4.7	Jews/ Jewish/ Judaism✓
1.4.8	Sherbet✓
1.4.9	Phyllo/ Strudel pastry✓
1.4.10	Frosting/ Decorating✓

(10)

**1.5 SELECTION ITEMS**

**Any order**

1.5.1 B✓ C✓ E✓ F✓

(4)

1.5.2 B✓ C✓

(2)

1.5.3 B✓ E✓ F✓ G✓

(4)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

- 2.1      2.1.1      14-50 days/ 2-6 weeks✓  
(any number of days/ weeks in range) (1)
- 2.1.2      • Tiredness/ Fatigue✓  
• Upset stomach✓  
• Stomach ache/ Abdominal cramps✓  
• Diarrhoea/ Watery stools✓  
• Light-coloured stools✓  
• Fever/ feverish✓  
• Nausea✓  
• Vomiting✓  
• Loss of appetite✓  
• Dark yellow urine✓  
• Yellowish skin or eyes/ Jaundice✓ (Any 3) (3)
- 2.1.3      • Employee is excluded from work for at least 7 days/ 6 weeks✓  
• There will be a workflow disruption✓  
• Less workers will lead to low productivity/ less products✓  
• Hiring & training of new/ temporary staff✓  
• Less income because of lower productivity✓  
• People will not be making use of the Industry and that will lead to lower income✓  
• It will lead to increased financial cost related to care and treatment of employees✓  
• More money must be spent on buying bottled water for drinking and cooking/ Jojo-tanks can be bought to store water/ sanitizers/ boiling water for washing dishes✓ (Any 3) (3)
- 2.2      • Food handlers infected with TB should be put on sick leave✓ and receive treatment✓  
• Infected food service workers should only return to work✓/ seven days after onset of effective treatment✓  
• Workers may be suspended from food handling duties✓  
• Avoid sneezing and coughing over food✓  
• Wear face mask✓  
• Try to keep food covered✓ (Any 3) (3)

- 2.3      2.3.1
- Showed tolerance/ patience by recognising others as individuals with different personalities
  - Accept each other/ they were not biased /diversity /respect✓
  - Being objective about the Hotels goals/ work towards the same goal/ focussed✓
  - Showed willingness to work with others/ Co-operated with each other /work together/ ✓
  - They were fair and honest with all team members✓
  - Showed understanding and had some thought for their fellow workers /not being selfish✓
  - Every member pulled their weight/ everybody does their part✓
  - Reliable team members✓
  - Enjoyed working with each other/ constructive working relationships/ positive work relationship / practice to work together✓
  - Good communication/ Talked with each other in a respectful manner and listening to each other✓
  - Resolve conflict✓
  - Constantly keeping up with changing trends in the industry✓
  - Share successes and failures✓
  - Motivate each other✓
  - Well-disciplined /punctual✓ (Any 3) (3)
- 2.3.2
- Satisfied customers will become loyal customers✓ they will return to the business because the award is attributed to excellence✓
  - Popularity may increase prices/ satisfied customers are willing to pay more✓
  - Positive word of mouth/ Hotel more well-known/ good reviews on booking platforms/ because of the award which will attract more customers✓ more customer increases the income and profits✓
  - Increased salaries/ incentives/ wages of the staff✓ (Any 3) (3)

2.4

Use of computers in menu planning:

- Dish sales can be recorded and analysed to determine popular dishes✓
- Menu can be updated with unpopular dishes removed✓
- Costing of menu, ingredients, production costs and selling price can be calculated✓
- Online dictionary can translate the names of ingredients / spellcheck words✓
- Recipe development and changing recipes are simplified✓
- Ingredients lists and recipes can be drawn, stored and retrieved✓
- Order lists/menu planning can be compiled easily and accurately✓
- Nutritional value of food on the menu can be determined✓
- Serving sizes can be printed on a recipe✓
- Serving suggestions/pictures/ visuals for menu/products✓
- Metric conversions can be done automatically✓
- Standardised recipes for preparing food and food and beverage products are established✓
- It is quicker/easier/saves time to compile the menu✓ (Any 4) (4)

**TOTAL SECTION B: 20**

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

- 3.1 3.1.1 Pâte A Foncer/ Shortcrust√  
Pâte sucrée/ Sweet shortcrust√  
Pâte brisée/Rich shortcrust√ (Any 1) (1)
- 3.1.2 (a) • Heat from hands can melt the shortening√  
• The dough can shrink√  
• Gluten development which will cause the dough to not have short crumbs/ dough become elastic/tough√  
• Toughening of the crust/ hard crust (Any 2) (2)
- (b) • Alter the proportion of fat to flour/ change the ratio of ingredients√  
• Cause the dough to be dry /crack/ fall apart/ crumble√  
• Cause the crust to be hard√ (Any 2) (2)
- 3.1.3 • Allows trapped air/steam to escape√  
• Prevents the pastry from uneven rising/ lifting of pastry/ blistering/ the bottom of the pastry remains flat√ (2)
- 3.2 3.2.1(a) Step 4:  
• To ensure that the batter is thick, smooth and shiny√  
• To form a soft dough that will hold its shape when baked√  
• Pliable to be piped/ spooned√ not runny√  
• Adding too much egg results in a runny batter that cannot be piped/small volume/proportion or ratio can be changed with too much eggs√  
• Controls the consistency/ prevents too much egg being added/ sizes of eggs differ√  
• Easier to mix one egg at a time/ difficult to mix all eggs at one time√  
• Humidity in the air influences the amount of eggs added to the mixture√ (Any 3) (3)
- (b) Step 7:  
• Finishes the baking process/ ensures that the pastry is thoroughly cooked√  
• Allows for the pastry to dry out/ steam can evaporate/ crispy shell√  
• Prevents product from collapsing/ keeps it form√  
• Prevents burning/ ensure golden brown colour√ (Any 3) (3)

- 3.2.2
- Churros✓
  - Beignets✓
  - Aigrettes✓
  - Pommés/ Potato dauphines✓
- (Any 2) (2)
- 3.3 3.3.1
- Enhances the appearance/ improves the shape✓
  - Keeps the meat moist and succulent✓
  - Adds flavour/ better taste to the cut of meat✓
  - Increases the serving portions from the cut/ stretching portions✓
  - Creates interesting dishes/ variety of dishes✓
  - Nutritional value of the dish is increased✓
- (Any 3) (3)
- 3.3.2
- Chuck✓
  - Flat rib✓
  - Brisket✓
  - Prime rib✓
- (Any 2) (2)
- 3.3.3
- It will not:
- have a brown surface/ it will be pale in colour/ won't be desirable in colour✓
  - have a desirable flavour✓
- It will:
- lose sarcoplasm✓ resulting in the beef roll being dry✓ because of the loss of moisture✓
- (Any 2) (2)
- 3.3.4
- Leave the beef roll to rest after cooking to allow the meat juices to settle/
  - Remove the string/ food ties✓
  - Use a good quality sharp knife/ carving knife/ electrical knife✓
  - Cut the beef roll against the grain✓
  - Cut the beef roll using the full length of the blade✓
  - Cut even slices✓
  - Use marks of string to guide portioning✓
- (Any 3) (3)
- 3.3.5
- It will be more expensive due to:
- a lot of labour/ time being involved in removing the bone✓
  - the cut loses weight because of the absence of the bone✓
  - the variety of ingredients used to stuff the roll✓
  - Cost of string/ elastic adds to price✓
- (Any 2) (2)

3.3.6	Beef roll 120g-150g√	T-bone steak 150g-250g√
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- The beef roll is boneless therefore the portion is smaller than the T-bone steak that has a bone in√ (Any 2) (2)

- 3.4 3.4.1
- Pollo-vegetarian /Pollotarian√
  - Pollo-pescatarean √
  - Flexitarian√
  - Semi-vegetarian√ (Any 2) (2)

- 3.4.2
- Lacto-ovo vegetarian/ Ovo-lacto vegetarian√
  - Pollo-vegetarian√
  - Pollo-pescatarean√
  - Pescatarean/ Pesco-vegetarian√
  - Flexitarian√
  - Semi-vegetarian√ (Any 2) (2)

- 3.5 3.5.1
- Selling Price = Total cost / Food cost + overhead cost + labour cost/ + Profit√  
 $R\ 25\ 000 + R\ 5\ 000 + R\ 3\ 500 = R\ 33\ 500$ √  
 $R\ 33\ 500 \times 35 / 100$ √  
 $R\ 33\ 500 + R\ 11\ 725$ √  
 $R\ 45\ 225$ √ (must include R)  
 (Formula (x1) + Any calculation (x2) + correct selling price (x1)) (4)

- 3.5.2
- Selling price per person = Selling price ÷ Number of people √  
 $R\ 45\ 225 \div 100$ √  
 $R\ 452.25$  per person√ (must include R)  
 (Formula (x1) + ( ÷ **100**) + price per person (x1)) (3)  
**[40]**



**QUESTION 4**

- 4.1 4.1.1
- No choices in courses/ set menu✓
  - No choice in dishes✓
  - Price is given for the whole menu✓
  - Menu has the correct layout of a table d'hôtel✓ (Any 1) (1)
- 4.1.2
- Creamy Mussel Soup with Croutons✓
  - Apple Sorbet✓
  - Leg of Lamb✓
  - Mornay Sauce✓
  - Minted Rice Timbales✓
  - Steamed Beans with Bacon bits✓
  - Pumpkin Fritters with Caramel sauce✓ (Name whole dish)
  - Cremora Tart with Biscuit Crust✓ (Any 4) (4)
- 4.1.3
- Creamy Mussel Soup✓ with Croutons✓
  - Mornay Sauce✓
  - Pumpkin fritters with Caramel sauce/ Pumpkin fritters✓
  - Cremora Tart with Biscuit Crust/ Biscuit crust✓ (Any 2) (2)
- 4.2 4.2.1 Bottling✓ (1)
- 4.2.2
- Oxygen/ Air has been excluded✓ prevents the growth of bacteria✓
  - It can prevent the decay of organic substances/ prevent oxidation✓
  - Heat/boiling✓ used during bottling destroys micro-organisms and enzymes✓
  - Natural preservatives✓ / sugar and acid is added to prevent growth of micro-organisms✓ (Any 2 with reason) (4)
- 4.3 4.3.1 Chocolate mousse is a cold✓, creamy/ smooth✓, sweet✓, light✓, fluffy/ foamy/ airy mixture✓ with rich/ chocolate taste✓ (Any 2) (2)
- 4.3.2 The egg whites will NOT foam/foaming will be prevented when:
- plastic mixing bowls are used✓
  - the equipment is greasy and full of fat✓
  - there are traces of egg yolk in the white✓
  - the eggs were not at room temperature✓
  - older eggs will not give proper foaming properties/ watery egg white✓
- Improving foaming:
- copper mixing bowls causes a catalytic reaction which helps to produce a stable foam✓
  - Acid e.g. lemon juice and cream of tartar increase foaming ability✓
  - Using fresh eggs✓
  - Round shaped mixing bowls/ Fine wired whisks✓ (Any 3) (3)

- 4.3.3
- If chocolate becomes too hot, it will become grainy/ crumbly✓ and scorch/ burnt taste✓
  - Mousse won't have a smooth texture✓/ it will be lumpy/ the mousse might be runny with lumps in✓
  - The final product will lose flavour✓ shine✓ and the colour will be dark✓ (Any 2) (2)

- 4.4
- 4.4.1 (a) Hot dessert✓ (1)
- (b) A warm/ baked sponge-based✓ with sweetened/sugar✓ cream and butter sauce✓ poured over the sponge✓ (Any 2) (3)

4.4.2

STIRRED EGG CUSTARD	BAKED CUSTARD
- Cooked on top of the stove/ use indirect steam/ bain-marie / double boiler✓	- Cooked in the bain-marie/ water bath in the oven✓
- Should be stirred constantly✓	- No stirring✓
- Runny consistency✓	- Set – could be unmoulded✓
- Can be used as a sauce/ accompaniment/ base for other dish✓ (Any 2)	- Is eaten as a dish✓ (Any 2)

(4)

- 4.5
- 4.5.1 Gelatine mixture was not allowed to thicken✓ to the consistency of thick egg white to form a gel before fruit was added/ ratio of gelatine not correct/ not enough gelatine used/ pieces of fruit to big✓ (Any 1) (1)

- 4.5.2
- Large quantities of sugar was used✓
  - Large quantities of acid was used✓
  - Addition of too much solid ingredients e.g. fruit, vegetables, nuts✓
  - Adding large quantity of whipped cream or egg whites✓
  - Addition of too much salt✓
  - Ratio incorrect/ too little gelatine/ too much liquid✓
  - Not given enough time to set✓
  - The temperature was not cold/ low enough✓
  - Gelatine was overheated or boiled✓
  - Gelatine was not hydrated and dispersed correctly✓
  - Adding the hot dispersed gelatine to the cold liquid will form strings/ lumps✓ (Any 4) (4)

4.6	4.6.1	Different kinds of raw/fresh vegetables√ The vegetables are generally sliced or cut into sticks√, including carrots, sweet pepper, fresh green beans, cucumber, mushrooms, cocktail tomatoes, celery√	(Any 1)	(1)
	4.6.2	Rumaki√ Kebab√		(2)
	4.6.3	<ul style="list-style-type: none"> <li>-Large number of people can be entertained at once√</li> <li>-A fairly small space can be used√</li> <li>-Little/no cutlery and crockery is required√</li> <li>- Less tables and chairs are required√</li> <li>- They don't have to lay covers for guests√</li> <li>- No waiting period for serving of courses/shorter function time√</li> <li>-The menu/ venue can be relatively cheap when planned well√</li> <li>-Variety of snacks are served/ variety of cultures and religions can be accommodated√</li> <li>-Can be eaten easily√</li> <li>-A special/ social atmosphere is created as the guests are allowed to mingle with everyone√</li> <li>-Allows more creativity with regards to the dishes√</li> <li>-A table plan is not necessary√</li> <li>-Fewer serving staff needed/ guests serve themselves√</li> </ul>	(Any 6)	(6) <b>[40]</b>
<b>TOTAL SECTION C:</b>				<b>80</b>

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

- 5.1      5.1.1      Strengths:
- Jane is self-motivated✓
  - Jane is hard working✓
  - She will get her commodities from the local suppliers✓
  - Her employees are from the area/ she managed to get cleaners, delivery personnel and cooks✓
  - She already has a target market identified/school children✓
  - She designed her own pamphlet, she is very creative✓
  - No other competition in the area/ no other food outlets✓
- (Any 3)      (3)
- 5.1.2 (a) Jane must include the following in description of business:
- Business address/ 7 Dutywa EC✓
  - Form of business e.g. sole owner/ Jane's Catering✓
  - Branding/ Company name/ Logo/ Uniforms for the employees/ Jane's Catering✓
  - She must set short, medium and long term goals/ targets✓
  - She must include a street map showing the location of the business/ GPS coordinates -32.0965°S; 28.3111°E✓
  - She must include a site plan✓
- (Any 2)      (2)
- (b) Jane must include the following in her operational plan:
- Purchasing and suppliers✓ /Names of the local suppliers✓/ date and times of delivery✓/ Payment terms✓ / Stock control and storage✓
  - Personnel plan✓ / Organogram✓/ Details of the two cooks, the two cleaners and the delivery personnel's job descriptions/ duties✓, their responsibilities✓
- (Any 4)      (4)
- 5.1.3
- The name of the products can be added✓
  - Product description✓
  - A picture of the finished products✓
  - The price of the products✓
  - The address and contact number/ website✓
  - Times/ trading hours that products will be available✓
  - Promotions e.g. lunch packets, specials, private catering✓
- (Any 4)      (4)

- 5.2 5.2.1
- Polish and setting the cutlery✓
  - Place all other/ correct cutlery required for the menu✓ on the table on the outside of the main course knife and fork✓ in the order the dishes will be served, 1<sup>st</sup> course cutlery will be on the outside✓
  - Blades of knives must be facing left✓
  - Place the dessert spoon and fork across the top of the cover✓ the handle of the dessert spoon is always placed to the right and above the dessert fork which is placed with its handle to the left✓
  - Place bread/ entrée knife on the right edge of the side plate, parallel with the main course knife✓, blades facing left, so that a bread roll can be placed on the plate✓
  - Position the main course knife and fork 1- 2,5 cm from the edge of the table/ a thumb✓
  - There should be 25-29 cm between the knife on the right and the fork on the left (depending on the size of the establishment's dinner plate)✓ (Any 3) (3)
- 5.2.2
- Steam and polish all glasses✓
  - Correct glasses according to the menu✓
  - Position white wine glasses 2.5cm from the tip of the main course knife✓
  - Additional glassware is positioned at a 45° angle to the left of the first/white wine glass✓
  - White wine glasses first✓ and red wine glasses second✓ (Any 2) (2)
- 5.2.3 Table decorations:
- The theme of the table decorations should be appropriate for the type of function and must blend with rest of the décor✓ e.g. if the theme is local or ethnic the table decoration should have an ethnic theme or colouring✓
  - Not hamper the vision of guests/ not too high✓
  - The colours of the flowers, tablecloths and serviettes should blend with the colour scheme/ theme✓
  - The flowers should not have overpowering fragrance✓ (Any 2) (2)
- 5.2.4 Table numbers:
- Large enough to be visible✓
  - Pointing towards the entrance✓ (Any 1) (1)

- 5.3      5.3.1      • Administration office✓  
 • Gymnasium✓  
 • Swimming pool✓  
 • Parking✓  
 • Marketing✓  
 • Laundry✓  
 • Human Resources /HR✓  
 • Finance/Accounting✓  
 • Maintenance✓  
 • Security✓ (Any 3) (3)
- 5.4      5.4.1      Greeting of the guests:  
 • Maître d hotel should acknowledge new guests within 30 seconds of entering the restaurant ✓  
 • Maître d hotel greet guests in a professional manner/ polite/ friendly/ welcoming way✓  
 • Check the reservation/ ask if they got a booking/ note the name of the host✓  
 • Maître d hotel introduce guests to waiter✓  
 • The waiter greets in a friendly manner✓  
 • Address host in his/her preferred language✓ (Any 3) (3)
- 5.4.2      Presenting the bill:  
 • When presenting a bill at the table, give it to the host /hostess✓ from the left hand side✓  
 • The bill should be folded and placed on a side plate or in a folder, amount to be paid cannot be seen✓  
 • If there's no host/ hostess, place the bill in the centre of the table✓  
 • Allow enough time to for the customer to place the correct amount of money in the folder/ suggest alternative payment methods✓  
 • Collect the folder with the money and bill, take it to the cashiers✓ (Any 3) (3)

**(3)**  
**[30]**

**QUESTION 6**

- 6.1      6.1.1      • Name of the wine✓  
 (first 4  
 only)
- Origin✓
  - Vintage/ Harvest year✓
  - Cultivar/ Grape variety/ Type of wine✓
  - Bottle volume✓
  - Producer/ Estate/ Unique name/ Brand name✓
  - Health warning✓
  - Authenticity seal✓
  - Barcode – to identify the bottle of wine✓
  - Suggested serving temperature/ serve the wine at 15-20°C✓
  - Matching food – e.g. pair food with red wines✓/ Red meat dishes✓
  - Flavour description of the wine✓
  - Country of origin- not compulsory for the local market✓
  - Alcohol strength in percentage – e.g. 12% of the volume✓
  - Seller's code number/ name/ address✓
  - Class designation✓ (Any 4)      (4)
- 6.1.2      • Store wine at the temperature of 10-12°C/ cool temperature✓
- Must be kept in the dark away from ultra violet light/ no direct sunlight✓
  - No noise or vibrations✓
  - Damp/ moist area✓
  - Bottles must be placed on their side, corks to remain moist and swollen✓
  - Red wine bottles must be in a slightly raised position✓
  - Wines must be rotated on a regular basis✓
  - Wines that are similar must be stored together✓
  - Pack and store wines with label to the top or to the front✓
  - When storing wines in card boxes arrows should face up✓ (Any 4)      (4)

- 6.1.3
- Offer host a taste of the wine✓
  - Pour a mouthful into the host glass✓
  - Bottle must never touch the glass✓
  - Don't pick up the glass to pour the wine✓
  - Label of the bottle must face the guest✓
  - Pour from the right hand side of the guest✓
  - After the host approves the wine, fill the glasses of the other guests, and end with the host✓
  - Pour for the ladies first✓
  - Move anti-clockwise✓
  - Pour the glass ½ full✓
  - Ensure that you have enough wine for all the guests✓
  - When done with pouring place the wine on the table✓
  - Refill glasses as required✓
  - When the bottle is empty, ask the host if he would like the same or present the wine list✓ (Any 5) (5)
- 6.2 6.2.1
- On consumption allows the customer to consume/drink liquor on the premises where it is bought✓ and the liquor cannot be taken off the premises/ restaurant✓ (2)
  - Off consumption governs outlets that sell liquor that is bought from a store/ liquor store✓ and consumed elsewhere✓ (2) (4)
- 6.3 6.3.1 Shaken/ shaking and straining✓ (1)
- 6.3.2
- Syrup✓
  - Cordials✓
  - Fruit juices✓ (Any 2) (2)
- 6.4 6.4.1
- Barman must use system of First-in-first-out (FIFO)/ use older stock first✓
  - Have a system of minimum (enough) and maximum (not too much) stock levels✓
  - Place order/ requisition as soon as minimum stock level is reached/ before stock runs out✓
  - Daily stock taking necessary when bartenders change shifts✓
  - Computer based stock control systems can also be used✓
  - Stock ordering must be done in advance to allow delivery time to prevent stock from running out✓
  - Requisition stock from the store man in advance to prevent shortages during the evening✓ (Any 3) (3)



- 6.4.2
- The barman must control his emotions/ be calm/ professional/ polite✓
  - The barman must maintain eye contact and a positive body language✓
  - The barman must not argue with the guest✓
  - Apologise about situation✓
  - If barman cannot handle the situation, he must call the Maître d hotel/ Manager✓
  - Ask the guest if they would like to order another mocktail/ offer other options✓ (Any 3) (3)
- 6.5
- 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 preparation e.g. salads and cold beverages✓
  - Start up the generator if the establishment has one✓
  - Restaurant staff should organize lighting such as candles✓
  - Turn of electrical equipment and unplug✓
  - Use gas stoves and gas equipment✓ (Any 4) (4)
- TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**