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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2018
MARKING GUIDELINES**

MARKS: 200

This marking guidelines consists of 11 pages.

SECTION A**QUESTION 1**

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1.1 MULTIPLE-CHOICE QUESTIONS

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

(10)

1.2 MATCHING ITEMS

1.2.1	D✓	(vi) ✓
1.2.2	A✓	(iii) ✓
1.2.3	B✓	(i) ✓
1.2.4	E✓	(ii) ✓
1.2.5	F✓	(v) ✓

(10)

1.3 ONE-WORD ITEMS

1.3.1	Corkscrew / waiters friend✓
1.3.2	Crystallising✓
1.3.3	Tempering✓
1.3.4	Stuffing✓
1.3.5	Cholera/Hepatitis B✓
1.3.6	Phyllo/Purr ✓
1.3.7	Pine nut✓
1.3.8	Carbohydrates/fats/protein✓
1.3.9	Proteolytic/Papain/Bromelin/Ficin✓
1.3.10	Diabetes✓

(10)

1.4 SELECTION

B✓
C✓
F✓
G✓
H✓

(5)

1.5 ONE-WORD ITEMS

1.5.1	Service cloth✓
1.5.2	Hot tray✓
1.5.3	Plungerv✓
1.5.4	Cloche✓
1.5.5	Tongs✓

(5)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS. HYGIENE, SAFETY AND SECURITY**QUESTION 2**

- 2.1 2.1.1 Tuberculosis✓ (1)
- 2.1.2 Fever, chills✓
Night sweats✓
Chest pains✓
Loss of appetite✓
Weight loss✓
Constant tiredness✓
Dyspnoea/shortness of breath✓ (Any 3) (3)
- 2.1.3 Yes ✓
Workflow disruption✓
Reduction in productivity✓
Increases in indirect costs related to care and treatment of the employees✓
Inhibits economic growth because they have less money to invest in productive activities✓ (Any 3) (3)
- 2.2 Wear gloves✓
Follow good personal hygiene✓ and sanitation✓
If coughing occurs a mouth cover can be used✓ (Any 2) (2)
- 2.3 2.3.1 It can have both a negative and a positive impact;

Negative:
She hasn't been trained on the use of the POS system and might struggle✓
She hasn't received training and might struggle with the service aspect and knowledge of the dishes served in the restaurant✓

Positive:
Amanda could have a good attitude and has displayed a good first impression resulting in her being hired without an interview✓
She could have portrayed a professional appearance✓ (3)
- 2.3.2 For Amanda to show professional work ethics she needs to:
Be honest✓
Be reliable✓
Be punctual✓
Be patient/tolerant✓
Keep confidential matters to herself✓
Work well with others and respect them✓
Get to know herself and others✓
Be creative✓ (Any 3) (3)

- 2.4 A POS system:
Reduces time spent on doing inventory✓
Reduces time on sales on paper work✓
Barcode scanners make checking out faster✓
Makes ordering processes streamlined✓
Service is more faster and accurate✓
Assists the staff not to omit items in the bill✓/ charging incorrectly✓
(Any 3) (3)
- 2.5 Use a credit card with small limits✓
Use a secure connection✓
Do business with reputable organisation✓
Use the recommended website✓
Do not click on any hyperlink contained within a 'spam' email✓
Always use a secure web browser✓
Look out for the closed padlock icon✓
Read the terms and conditions of the suppliers website✓
(Any 2) (2)

TOTAL SECTION B: 20

SECTION C: NUTRITION, MENU PLANNING AND FOOD COMMODITIES

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QUESTION 3

- 3.1 3.1.1 Cocktail✓
Finger lunch✓ (Any 1) (1)
- 3.1.2 A large number of people can be entertained at one time✓
A small space can be used✓
Little cutlery and crockery is required✓ or none✓
A diverse mix of guests can be accommodated✓
Duration of the function is usually short✓
Menus can be cheap✓
A variety of snacks is served✓ (Any 4) (4)
- 3.1.3 Fruit kebabs are suitable✓
Fruits need to be incorporated in the diet✓
The filled eggs are unsuitable✓
They need to avoid egg yolks✓ and avoid mayonnaise which has
been incorporated in the egg yolk. ✓ (Any 4) (4)
- 3.1.4 The important elements of a balanced diet are included✓
Fruit kebabs have vitamins and minerals✓ which will help improve
the immune system of the HIV sufferer✓.
The filled eggs have protein✓ which will repair and build body
tissue✓ and help maintain muscle mass✓ (Any 4) (4)
(Any other relevant answer)
- 3.2 3.2.1 Lacto-ovo vegetarian✓ (1)
- 3.2.2 Helps prevents diabetes, obesity and heart disease✓
Lower cholesterol and blood pressure✓
Less hormones in vegetables than meat✓
Healthy living lifestyle✓ (Any 2) (2)
- 3.2.3 Sunflower✓
Pumpkin✓
Flax✓
Lin✓
Poppy✓
Sesame✓ (Any 3) (3)
- 3.2.4 Protein✓
B Vitamins✓
Fat✓
Minerals (magnesium, phosphorous, potassium)✓ (Any 3) (3)

- 3.3 3.3.1 Selling price = Food cost + Overhead cost + Labour costs + Profit
 = R4 450 + R650 + R1600
 = R6 700✓ X 40/100✓
 = R2 680✓
 SP = R6 700 + R2 680✓
 = R9 380✓ (5)
- 3.3.2 Cost per person = Selling price/ number of guests
 = R9380✓/ 40✓
 = R234.50✓ (3)
- 3.4 3.4.1 Drying ✓ (1)
- 3.4.2 The following information is available on the label:
 The name of the product✓
 The brand name of the product✓
 Picture/Image of the product✓
 Net weight of the product✓
 The following information is unavailable on the label:
 Name and address of the manufacturer is not available✓
 Sell-by-date / expiry date✓
 Nutritional information✓
 Ingredient list✓
 Country of origin✓ (Any 5) (5)
- 3.4.3 Growth of micro-organisms is retarded due to lack of moisture✓
 The shelf life of food is improved✓
 Drying makes food lighter to transport✓
 Food products are available of all year round✓
 Easy to store✓
 Saves time and labour✓ (Any 4) (4)
[40]

QUESTION 4**Downloaded from eduresourceza.com**

4.1 4.1.1

	Milk tart	Cream puffs	Vol-au-vent
Type of pastry	Shortcrust ✓ (1)	Choux✓ (1)	Puff✓ (1)
Technique in the shaping of pastry	Rolling✓ Cutting✓ Press by hand✓ (Any 1)	Piped or spooned✓ (1)	Rolling ✓ Cutting✓ (Any 1)

(6)

4.1.2

Milk Tarts✓

Because you add a cooked filling to the pastry✓

To keep the crust from blistering✓

To ensure that the pastry case is cooked thoroughly✓

To help the crust to become crisp✓

(Any 3)

(3)

4.1.3

Light , flaky layers✓

Uneven surface✓

Good volume✓

Shape is round✓

Looks baked through✓

(Any 3)

(3)

4.1.4

Croquembouche✓

(1)

4.1.5

Because the caramel will absorb moisture✓ and become soft✓ and not hold its shape✓

(Any 2)

(2)

4.1.6

Melt sugar (water optional) until golden brown.✓ Flick caramel sugar✓ over dowels or wooden spoons✓ to create long, fine hairy thread of sugar✓

(Any 2)

(2)

4.1.7

Made from hot egg custard✓ or fruit puree✓ to which hydrated gelatine is added✓.

Whipped egg whites are folded in the base✓

(Any 3)

(3)

4.2

4.2.1

(a) It was set in the freezer instead of the fridge✓

(1)

(b) Too little gelatine was used✓

Too much sugar was used✓

Large pieces of kiwi were used✓

It was set at room temperature instead of the fridge✓

Enzymes in the kiwi broke down the proteins in the gelatin ✓ thus destroyed the setting ability✓

(Any 3)

(3)

4.2.2

Rinse moulds in cold water✓

Lightly spray moulds with non-cook spray✓

Lightly brush moulds with oil✓

(3)

4.2.3

Pureed ✓/fruit sauces✓ cooked or uncooked✓ with or without sugar

(Any 2)

(2)

4.3	4.3.1	Loin✓/Sirloin✓ Downloaded from eduresourceza.com	(1)
	4.3.2	There is a good distribution of marbling on the T-bone✓, it will add to the tenderness✓ and flavour to the meat✓ It is a soft meat cut with little connective tissue✓ (Any 3)	(3)
	4.3.3	Meat may have been cooked too long✓ The meat may have been obtained from an old carcass/ involved in a lot of muscle activity✓ The wrong cooking method may have been used✓ Animal may have been stressed during slaughtering✓ Carcass was not matured sufficiently✓ (Any 4)	(4)
	4.3.4	Bright red colour✓ Well-marbled✓ Pleasant smell✓ Creamy coloured fat✓ Cut surface must be smooth/satin/velvety ✓ Bones should be red and porous✓ Texture should be firm but not dry✓ (Any 3)	(3) [40]
TOTAL SECTION C:			80

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

- 5.1 5.1.1 Leaflets✓
Brochures✓
Flyers✓
Adverts✓

(Any 3) (3)
- 5.1.2 School going children✓
University students✓
Families✓
Teenagers✓
Reason: the reasonable price will make it affordable for people to buy✓

(Any 1) (2)
- 5.1.3 It creates job opportunities.✓
Economic growth is stimulated and local income will increase.✓
It will contribute to the development✓ and improvement of the infrastructure✓
Tourists will bring valuable currency.✓
The esteem and standard of the community improves✓. (Any 4) (4)
- 5.1.4 Negative:
Not easy to read✓
Pictures do not relate to the product being advertised✓
It is untidy and unattractive✓
There is no slogan on the poster✓
No contact details are provided✓
Spelling mistakes on the name Burgers (Burghers) and Reasonable (Reasonabl) ✓
Positive:
Price is included✓
Discount is included, (Cheap Cheap) ✓
Information is not cluttered✓ (Any other relevant 5) (5)
- 5.2 5.2.1 Guest and function rooms✓
Food and beverage✓
Bars✓
Laundry✓
(Any other relevant answer) (Any 3) (3)
- 5.2.2 Paying staff salaries✓
Controlling banking procedures✓
Overseeing the auditing of hotel funds✓
Ensuring payments of VAT✓
Keeping track of the money coming in and out of the business✓
Safeguarding the business assets✓
Preparing financial reports✓
Drawing up budgets✓ (Any 4) (4)

- 5.2.3 An entrepreneur must possess the following characteristics:
 Have an ability to identify business opportunities and take calculated risks to achieve success✓
 Be committed and determined✓
 Have a sense of responsibility and a love of achievement✓
 Be creative, self-reliant and adaptable✓
 Have a perspective that is future orientated✓
 Be confident to achieve success✓
 Possess good organising and management skills✓
 Have high levels of energy and a sense of humour✓ (Any 4) (4)
- 5.2.4 Business address✓
 Form of business✓
 Branding✓
 Short , medium and long term goals✓
 Street map showing location of business✓
 Site plan showing layout of the business✓ (Any 5) (5)
[30]

QUESTION 6

- 6.1 6.1.1 The second fermentation occurs in the bottle✓
 Similar to the Traditional Champagne Method ✓ (Any 1) (1)
- 6.1.2 Carbonation Method✓
 Tank Method/ Charmat Method✓
 Transfer Method✓ (Any 2) (2)
- 6.1.3 Champagne is only bottled in France✓ in the Champagne district✓
 (Any 1) (1)
- 6.1.4 Caviar✓
 Oysters✓ (Any relevant hors d' oeuvres) (1)
- 6.1.5 Grape juice is fermented ✓ then the alcohol is removed✓ before bottling✓
 (Any 2) (2)
- 6.1.6 Glass B✓
 7-12°C✓ (2)
- 6.1.7 Use sugar or salt to coat the rim of the glass✓
 Place in the refrigerator/freezer to become frosted✓
 Dip glasses in beaten egg white✓ or lemon juice✓ and then dip them in granulated sugar or powders✓ (Any 2) (2)
- 6.1.8 Liquor can only be served with a meal✓
 Liquor cannot be sold to anyone under the age of 18✓
 Liquor cannot be sold to guests who are already intoxicated✓
 Adequate toilet facilities must be provided✓
 Any liquor bought on the premises must be consumed on the premises✓ (Any other relevant answer) (3)

- 6.1.9 Mary must be polite without being familiar✓
 She must be attentive, but not respond to the flirting✓
 She must serve the meal as soon as possible✓
 If the situation gets out of hand, Mary should report the guest to the
 Maître d' hotel or manager✓
 Mary can ask if another waiter of a different gender can take over
 the service of the table✓ (Any 4) (4)

- 6.2 Always present the bill to the host✓/from the left✓
 Place the bill folded in the billfold or side plate✓
 Allow enough time for the customer to place the correct amount of
 money in the folder✓
 Bring the card machine if the guest requests it✓
 Collect the folder with the money and the bill, and take it to the
 cashiers✓ (Any 4) (4)

- 6.3 6.3.1 The tables are close together✓, It will make moving around the
 tables very difficult✓ for both the guests and the waiters✓. The
 tables look cluttered✓ however the space per cover seems
 sufficient for the guest to eat comfortably. ✓
 Tables and chairs aren't aligned properly. ✓ (Any 4) (4)

	Formal Dinner	Cocktail Function
Food serving procedure	Plated✓	Buffet✓ Waiters with trays✓
Clearing procedure	When the guest is finished eating the plates are removed from the table by the waiter✓	The waiter removes empty platters and glasses from the buffet table✓

(4)

TOTAL SECTION D: 60
GRAND TOTAL: 200