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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 12 pages.

SECTION A

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QUESTION 1**1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

1.2 MATCHING ITEMS

1.2.1	D✓
1.2.2	E✓
1.2.3	A✓
1.2.4	G✓
1.2.5	F✓
1.2.6	C✓

(6)

1.3 ONE-WORD ITEMS

1.3.1	Bellboy / Concierge✓	M6
1.3.2	Crudités✓	M68 F16
1.3.3	Bicarbonate of soda✓	M103
1.3.4	Marbling✓	F192 M81
1.3.5	Vacherin✓	F151 M141
1.3.6	Laundry✓	M3
1.3.7	Sparkling / Champagne ✓	F48 M156
1.3.8	Sec✓	F 48 M156
1.3.9	Aperitif✓	F51 M165
1.3.10	Frosting✓	F65 M161

(10)

1.4 SELECTION

1.4.1	B ✓	C✓	F✓	G✓	Any order
1.4.2	B✓	D✓	F✓	H✓	Any order

(8)

1.5. MATCHING ITEMS

1.5.1	C✓	(ii) ✓
1.5.2	A ✓	(iv) ✓
1.5.3	B✓	(i) ✓

(6)

TOTAL SECTION A:**40**

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

- 2.1 2.1.1 Hepatitis A✓ (1)
 -Caused by the hepatitis virus✓
 -Contagious liver disease✓
 - Makes liver to swell and stops it from working effectively✓ (Any 2) (3)
- 2.1.2 -Tiredness✓
 -Upset stomach✓
 -Fever✓
 -Loss of appetite✓
 -Stomach pain✓
 -Diarrhoea✓
 -Dark yellow urine✓
 -Light coloured stools✓
 -Yellowish skin or eyes✓
 -Nausea✓ (Any 3) (3)
- 2.1.3 Agree✓
 -Both hepatitis and gastro-enteritis requires you to wash hands after using the toilet ✓
 -Both require the washing hands before preparing food or eating✓
 -Drinking treated water✓
 -Both sufferers only return to work when they are free from the symptoms✓ (Any 3) (3)
- 2.2 2.2.1 -Description of the goods✓
 -The price/value per unit✓
 -Quantity that was received✓
 -Quantity that was issued✓
 -New balance of the stock/stock on hand✓
 -Cash column✓
 -Date✓
 -Signature ✓
 -Requisition/order/bin number ✓ (Any 3) (3)
- 2.2.2 -Less time consuming✓
 -Easy to determine the quantity of stock that should be in the store at any given time✓
 -Stock figures can be compared, differences can be highlighted✓
 -The total cost of the stock will be recorded instantly and will be deducted from the stock list✓ (Any 3) (3)

- 2.3 2.3.1 -Customers will get a negative image therefore they will not return to the restaurant ✓
-The restaurant will make less money ✓
-The customers will not speak favourably about their experience at the restaurant ✓
-Customers will not be satisfied ✓ (Any 2) (2)
- 2.3.2 -Yes/No ✓
-The uniform of the waiter is clean ✓
-Waiter is clean shaven ✓
-Hair is out of the waiters face ✓
-Foot wear is clean and safe ✓
-Waiter is not wearing excessive jewellery ✓
-Waiter is smoking in front of the restaurant ✓
-Sleeves are rolled up ✓ (Any 3) (3)
- TOTAL SECTION B: 20**

SECTION C: NUTRITION AND MENU PLANNING: FOOD COMMODITIES

QUESTION 3

3.1 3.1.1

	TWO Unsuitable ☐ Ingredients	Replacements
Jews	Bacon✓	Macon, chicken bacon. ✓
	Parmesan cheese✓	Breadcrumbs, chopped herbs✓
	Minced beef✓ (Any 2)	Chicken, tuna, soya mince ✓ (Any 2)
Hindus	Minced beef✓ / Bacon✓	Soya mince✓
	Red wine ✓	Vegetable stock✓
	(Any ☐)	(2)

(8)

3.1.2

- Chuck✓
- Thin flank✓
- Topside✓
- Neck✓
- Bolo✓
- Thick flank✓

(Any 2) (2)

3.2 3.2.1

- Temperature should be between 1-2 °C✓
- Store in a loosely wrapped plastic✓
- Remove all air from the packaging✓
- Can be vacuum packed which will last for 2 weeks ✓

(Any 3) (3)

3.2.2

- slow freezing produces large ice crystals that tend to break the muscle tissue✓
- The nutritional value, appearance and taste of meat is not affected✓
- Sarcoplasm is retained✓

(Any 2) (2)

3.2.3

- Thawed in its packaging or covered✓ slowly in the refrigerator overnight✓

(2)

3.3 3.3.1

- (a) Colour: Brown✓ / Pink✓
- (b) Class: B /BBB✓ / C✓

(Any 1) (1)

(Any 1) (1)

3.3.2

- Less tender / tough✓ because:
- it is an older animal ✓
- meat with yellow fat is tough✓

(Any 2) (2)

- 3.4 3.4.1 -Depends on the budget✓ and the personal taste of the clients✓
-Should have at least 6-8 different types of snacks✓
-Make sure that you include items that can be served hot or cold, baked or fried✓
-Keep flavour, colour and temperature in mind✓
-Keep seasonal food in mind✓
-Allow three to four cold snacks and three to four hot snacks per person✓ (Any 4) (4)
- 3.4.2 -Cocktail functions can take place in the late afternoon, evening or late evening✓
-17:00-19:00✓ (Any 1) (1)
- 3.4.3 -Decorate the venue according to the theme✓
-A central table for display of food is required✓
-Smaller tables can be provided for used side plates and glasses✓
-There must be sufficient side plates, glasses and serviettes for the number of guests invited✓
-If using chairs, scatter them around the venue✓
-Set up audio-visual equipment for speeches and check its working condition✓
-Place cutlery and holders on the buffet tables✓
-Set up the table for the drinks✓ (Any 4) (4)
- 3.5 3.5.1 Charlotte Muscovite✓
Ice cream✓ (2)
- 3.5.2 -Beat egg yolk and sugar✓
-Cook egg yolks mixture, milk, and vanilla in a bain marie✓/ double boiler/ over hot water ✓
-Stir continuously✓
-Stir until it coats the back of a spoon✓
-Great care should be taken to prevent curdling during the preparation✓ (Any 3) (3)
- 3.5.3 Baked Alaska✓ (1)
- 3.5.4 1 part egg whites to 1 part sugar✓ (1)
- 3.5.5 -Egg whites must be free from any traces of egg yolks✓
-Equipment should be free from traces of fat✓
-Egg whites must be at room temperature✓
-Use cream of tartar or lemon juice to stabilise foam✓
-use glass, porcelain, copper or stainless steel bowls ✓ (Any 3) (3)
- [40]

QUESTION 4**Downloaded from eduresourceza.com**

- | | | | | |
|-----|-------|--|---------|-----|
| 4.1 | 4.1.1 | Short crust pastry✓ | | (1) |
| | 4.1.2 | Docking✓
-Piercing small holes into the raw pastry to allow any trapped air to escape✓ and to prevent the pastry from rising during the baking process✓ | | (2) |
| | 4.1.3 | -To prevent the pastry from becoming soggy✓
-Keeps the juices in✓ | (Any 1) | (1) |
| | 4.1.4 | -Protein✓
-Vitamin B✓
-Iron✓
-Potassium✓
-Carbohydrates✓
-Fibre✓ | (Any 2) | (2) |
| | 4.1.5 | To remove :
-Dirt such as stones and pebbles✓
-Impurities✓
-Bad and broken lentils✓ | (Any 1) | (1) |
| | 4.1.6 | -Salt slows down the cooking process✓
-Causes the lentils to harden✓ | (Any 1) | (1) |
| | 4.1.7 | -Pesco✓
-Lacto-ovo✓
-Pollo✓
-Pollopescatarean / Semi vegetarian ✓
-Flexitarian ✓ | (Any 3) | (3) |
| 4.2 | 4.2.1 | - To develop steam✓
-To form a cavity which expands inside the batter✓ | | (2) |
| | 4.2.2 | -To dry out the pastry completely✓
-Forms a crispy shell✓
-Prevents burning✓ | (Any 2) | (2) |
| | 4.2.3 | -To allow trapped steam to escape ✓
- The trapped steam can cause softening of the puffs✓ | (Any 1) | (1) |
| 4.3 | 4.3.1 | Bottling / Pickling✓ | | (1) |
| | 4.3.2 | -Vinegar✓
-Salt✓
-Sugar✓ | (Any 2) | (2) |

- 4.3.3 -Cucumber✓
-Cauliflower✓
-Green bean✓
-Chillies✓
-Peppers✓
-Asparagus✓
-Peas✓
-Corn✓ (Any relevant) (2)
- 4.3.4 -To prevent the beetroot from having a metallic taste✓ due to the reaction with the acid✓
-Acid discolours pot✓ (2)
- 4.4 4.4.1 Food cost = Filling + Crust ✓
(a) = R500-00 + R300-00✓
= R800-00✓
=R800-00/50 people✓
=R16-00 per person✓ (Any 3) (3)
- (b) Total cost of the dish = Food cost + Labour cost + Overhead cost✓
= R800-00 + R100-00 + R180-00✓
=R1080-00✓ (3)
- 4.4.2 -Electricity✓
-Water✓
-Serving platters✓ (3)
- 4.5 4.5.1 Step 1 (b): Hydrate the gelatine powder in 30 ml water. ✓
Step 2 (d): Bring fig juice and sugar to a boil ✓
Step 3 (a): Disperse the gelatine in the hot juice mixture. ✓
Step 4 (c): Mix figs and 230g cream cheese into the gelatine mixture. ✓
Step 5 (f): Pour into wet mould. ✓
Step 6 (e): Refrigerate and leave to set. ✓ (6)
- 4.5.2 -The fresh figs contain a proteolytic enzyme which break down the protein in the gelatine✓
-Enzyme in fresh figs prevents gel formation✓
-Figs have the enzyme ficin✓ (Any 2) (2)
- TOTAL SECTION C: 80**

[40]

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

- 5.1 5.1.1 -School teachers✓
-Members of the community who visit farm stall or flea market✓
-Tourists visiting farm stall or the flea market✓ (Any 2) (2)
- 5.1.2 Strengths:
-Hospitality Studies learner✓
-Lives 5 kilometres outside the town✓
-Busy tourist route✓
-Two locals help in the selling of fruit✓
-Helped by her experienced grandmother✓
-She uses recycled bottles✓
-Mpho sells to school teachers✓
-Sells at the farm stall and flea market✓ (Any 4) (4)
- 5.1.3 Threats:
-Competition (someone making the same preserves) ✓
-Rising fuel prices (transportation of goods) ✓
-Fruit spoiling✓
-Time management (unforeseen school activities) ✓
-Weather / drought (trees not bearing fruits) ✓ (Any relevant) (3)
- 5.1.4. -Poster has a description of the product✓
-It is neat and attractive✓
-The lettering is big✓
-Name of the product is visible✓
-Poster is free from spelling mistakes✓
-Promotion is there (free tasting on homemade bread)✓
BUT:
-There is no price✓, slogan✓, address or contact details✓, picture of the product✓, (Any 5) (5)
- 5.1.5 Product✓ : Apricot Jam✓
Place✓: Ubuntu farm stall✓
People✓: School teachers, Members of the community who visit farm stall or flea market, tourists visiting farm stall or the flea market✓
Promotion: free tasting on homemade bread, poster✓ (Any 3×2) (6)

- 5.1.6 -the glass bottles are easy to handle✓
-suitable for preserving jams✓
-recycled bottles are suitable for jam if hygienically cleaned✓ ✓
-bottles need to be suitable for the jam(bottles need to be sterilised before the jam is added)✓
-She can put branding/labels on the bottles✓
-Attractive labels and branding can be added✓
-Information can be added✓
(Any 4) (4)
- 5.1.7 -Creates job opportunities✓
-Stimulates economic growth✓
-Improves infrastructure✓
-Contributes to development and improvement of the locals✓
-Tourists bring valuable foreign currency✓
-Esteem and living standards of the community improves✓ (Any 3) (3)
- 5.2 -Front office is the heart of the accommodation establishment✓
-Guests makes use of front office when making a booking, check in, check out and settling of account✓
-Enquiries are handled in this office✓
-Contributes to the economy by selling goods and services that generate income and create jobs✓
(Any 3) (3)
- [30]**

QUESTION 6**Downloaded from eduresourceza.com**

- 6.1 6.1.1 Glass A: Cocktail / Martini✓
Glass B: Red / White / Wine✓ (2)
- 6.1.2 Presenting wine. ✓ (1)
- 6.1.3 -Stand on the right-hand side of the guest. ✓
-Hold the wine selected on a service cloth in your hand with the label facing towards the host. ✓
-Present the wine to the host while saying the name and vintage of the wine to confirm that it is the correct one. ✓
-Allow the host to feel the temperature of the wine should he / she wish to. ✓
-Open the bottle once the host is satisfied. ✓ (Any 4) (4)
- 6.1.4 -Name of the wine ✓ – Riesling. ✓
-Producer / Estate✓ – Barnard vineyards. ✓
-Vintage / Harvest year ✓ – 2011✓ (3 × 2) (6)
- 6.1.5 -Not suitable, ✓ because Riesling is a white wine✓ and beef stew is a red meat that pairs well with a red wine. ✓ F52
M159
(3)
- 6.2 6.2.1 Mervin should:
-Clean and care for bar equipment ✓
-Clean glasses, jugs and cocktail equipment before packing them out/steam glasses ✓
-Arrange bar condiments and accessories i.e. peanut bowls, bill dockets, straws. ✓
-Arrange glasses in the storeroom✓
-Empty rubbish bins✓
-Wipe bar counters ✓
-Wash the bar floor✓
-Clean the sink in the bar✓ (Any 3) F39
M182
(3)
- 6.2.2 -When clearing the bar Mervin should first conduct a stock take of consumables. ✓
-He should clear the bar top and pack away all equipment. ✓
- He should wash and polish used glasses. ✓
-Mervin should remove all empty bottles. ✓
-He should empty the liqueur trolley and return stock to the bar cupboard. ✓ F30
M176
- He must restock the bar from the cellar. ✓ (Any 4) (4)

- 6.2.3 Mervin should:
- Not serve him/her any more alcoholic beverages. ✓
 - Keep calm. ✓
 - Be friendly but firm at all times and avoid showing emotions. ✓
 - Ask the customer politely but firmly to leave rather than allowing him/her to disturb other guests. ✓
 - inform the staff that can remove him/her if necessary. ✓
 - Keep the incident as quiet as possible. ✓ (Any 4) (4)
- 6.2.4 Mervin will:
- mix the ingredients in a glass in which it will be served. ✓
 - float the ingredients on top of each other and form layers in the glass. ✓
 - place swizzle sticks in the glass to allow the ingredients to mix. ✓
- F65
M185
[30]
- TOTAL SECTION D: 60**
GRAND TOTAL: 200