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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages

SECTION A**QUESTION 1** Downloaded from eduresourceza.com**1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

1.2 MATCHING ITEMS

1.2.1	C✓
1.2.2	A✓
1.2.3	G✓
1.2.4	B✓

(4)

1.3 ONE-WORD ITEMS

1.3.1	Human Resources/HR✓
1.3.2	Overheads✓
1.3.3	Crepe Suzette✓
1.3.4	Collagen/white connective tissue✓
1.3.5	Elastin✓
1.3.6	Chakalaka✓
1.3.7	Phyllo✓
1.3.8	Glazing✓
1.3.9	Electronic✓
1.3.10	Eighteen/18✓

(10)

1.4 SELECTION

1.4.1	A✓C✓D✓ F✓
1.4.2	A✓D✓ E✓
1.4.3	A✓C✓
1.4.4	B✓C✓

(in any order) (4)
(3)
(2)
(2)**1.5. MATCHING ITEMS**

1.5.1	D✓
1.5.2	H✓
1.5.3	F✓
1.5.4	B/C✓
1.5.5	A✓

(5)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Constant coughing/longer than three weeks✓
Fever/Chills✓
Night sweats✓
Chest pains✓
Coughing blood✓
Loss of appetite✓
Weight loss✓
Constant tiredness/fatigue✓
Shortness of breath/ Dyspnoea ✓ (Any 3) (3)
- 2.1.2 No /Worker must go on sick leave✓
TB is contagious/ To avoid it being spread ✓
It can be spread to other members of staff, food and guests.✓ (3)
- 2.1.3 There will be a workflow disruption✓
Less workers will lead to low productivity✓
There will be a need for retraining and hiring of workers✓
It will increase indirect costs related to care and treatment of employees✓
There will be vacant posts/job opportunities for others✓
Less money will be available for investment✓
The worker doesn't earn money/no money to spend or pay tax✓
Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect✓ (Any 3) (3)
- 2.1.4 People with HIV have a weakened immune system ✓ leaving the body more vulnerable to TB✓
A weakened immune system allows TB to infect other parts of the body other than the lungs✓
TB increases the formation of HIV viruses✓ (Any 2) (2)
- 2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV✓
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor✓
By speaking to guests about the safety of their belongings (must be related to keeping their belongings safe)/sending alerts to their devices ✓.
Must be visible at entrance✓ (2)
Search staff when they enter the workplace or when they leave✓
(Any 2)

- 2.2.2 Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓
Good teamwork will increase productivity ✓
Good impression will lead to satisfied customers that are willing to pay ✓
Satisfied customers become loyal customers that return to the business ✓
Customers will come up with positive word of mouth that attract more customers ✓
More customers will increase the income and profits ✓ (Any 3) (3)
- 2.3 Computers can assist chefs in the following ways:
Dish sales can be recorded ✓
Unpopular dishes can be removed from the menu ✓
The chef can search dishes for the menu on the internet ✓
The menu and the ingredient costs can be calculated ✓
Selling price can be calculated easily ✓
Profit can be calculated easily ✓
Developing and changing of recipes can be simplified ✓
Recipes and ingredients can be listed ✓
Order lists can be compiled easily and accurately ✓
Metric conversions can be done automatically ✓
Serving sizes can be printed on a recipe ✓
Nutritional values can be determined ✓
Online dictionary for translating menu/ingredient terms ✓ (Any 4) (4)

TOTAL SECTION B: 20

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

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3.1 3.1.1 Cold dessert ✓ (1)

3.1.2		Crème Pâtissière	Crème Brûlée
	Ingredients	Starch: corn flour/ cake flour✓ No caramelised sugar✓ Whole egg✓ (Any 1)	No starch: no corn flour/ cake flour✓ Caramelised sugar✓ Only egg yolk ✓ (Any 1)
	Preparation method	No baking✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot✓. No bain marie✓ Not using blow-torch ✓ (Any 1)	Baking✓ No boiling and stirring ✓ Inside bain-marie in oven✓ Sugar caramelised using a blow-torch/under the grill in the oven✓ (Any 1)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites✓
Crisp, paper-thin biscuits✓
Baked into different shapes✓
Twisted and curled after coming out of the oven, while still hot✓
(Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting.✓
Results in a smooth and shiny chocolate finish. ✓
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads.✓ (Any 2) (2)

3.2.3 Praline✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓
Swelling, tongue, lips or eyes /tightening of throat✓
Difficulty in breathing/choking✓
Vomiting ✓
Diarrhoea✓
Abdominal cramps✓
Eczema/Hives: skin rashes/redness/itching✓
Tingling sensation in the mouth✓
Heart palpitations✓
Lowered blood pressure/feeling faint✓ (Any 4) (4)

- 3.3 It is not suitable✓ because the trifle has:
too much sugar/sugar will increase blood glucose✓
fat in the cream/ custard/ fat in egg yolks✓
only refined starch✓
no high-fibre ingredients/no complex carbohydrates✓ (Any 2) (3) (1)
- 3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine✓
Sprinkle powder over cold water/liquid✓
Leave to stand / soak for two minutes or longer✓ / to absorb liquid
and swell✓ (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed✓ (1)
- 3.4.3 3,4-6g OR 10ml✓ because:
1 sheet of gelatine is equivalent to 1,7g-3g/5ml ✓ therefore:
2 sheets are 1.7g x2 = 3.4g or 5mlx2= 10ml ✓
(Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian✓
Pesco-vegetarian✓
Pollo-pescatarian/semi-vegetarian✓
Flexitarian✓
Lacto-ovo vegetarian✓ (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy
products, eggs, and fruits ✓ (1) (4)

- 3.5.2 It is high in protein/essential amino acids e.g. lysine✓
 Low in fat✓
 Cholesterol free✓
 Natural source of fibre✓
 Gluten free✓
 High in vitamin B ✓
 High in minerals/ such as potassium/ iron / magnesium✓
 Rich in anti-oxidants✓
 Low GI✓
 It adds variety to the diet✓
 More affordable/relatively cheap✓
 Longer shelf life✓
 Readily/easily available✓

(Any 5)

(5)

3.6

	Sterilising of bottles	Sealing the bottle
Explanation of how the technique is applied	Wash bottles in hot, soapy water/give it an anti-bacterial wash✓ Boil 10 minutes or more✓ In a container with boiling water✓ Dry upside down in oven✓ Bottles can be microwaved until water boils✓ Sterilize the lids as above✓ (Any 3)	Immediately close bottle with lid/ while the mixture is still hot✓ (Any 1)
Reason for applying the technique	Destroys/kills bacteria/ micro-organisms ✓ Prolongs shelf life✓ (Any 1)	No air able to enter or exit/ reduce oxidation✓ Micro-organisms cannot multiply/no deterioration. ✓ Prolongs shelf life✓ (Any 1)

(6)
[40]

QUESTION 44.1 4.1.1 **Downloaded from eduresourceza.com**

Dish	Beef cut
A Tournedo	Fillet✓
B Grilled Sirloin	Loin✓

(2)

- 4.1.2 Stretches the portion✓
 Gives more flavour✓
 Improves appearance✓
 Makes it more succulent and juicy/adds moisture/less dry✓
 Creates more interesting dishes✓
 Improves nutritive value ✓ (Any 4) (4)

- 4.1.3 Use a clean grill ✓
 Brush grill with lemon/rosemary/onion to add flavour✓
 Use charcoal or non-poisonous wood✓
 Grill ±10cm above moderate coals/do not put directly on coals/ not too hot✓
 Grill should leave appetising crosshatch marks on the meat✓
 Don't season/salt meat before grilling✓
 Keep/ rest steak at room temperature before grilling ✓
 Use meat tongs/don't poke with a fork✓
 Brush grill with oil to prevent sticking✓
 Grill on one side, leave to loosen by itself and turn on other side✓
 Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides✓ (Any 3) (3)

- 4.1.4 Moist heat is for tough meat cuts/forequarter✓
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/rubbery✓
 Meat juices will be lost in water/liquid resulting in less flavour✓ (Any 2) (2)

- 4.1.5 Truffles✓
 Foie gras/duck liver✓
 Crouté✓
 Any:
 sauce (e.g. madeira sauce)✓
 vegetables (e.g. grilled vegetables)✓
 starch (e.g. mashed potatoes)✓
 salad (e.g. greek salad) ✓ (Any 2 relevant answers) (2)

- 4.2 4.2.1 Total cost=total cost per person x number of guests + overheads/
 $200 \times R200 = R40\,000$ ✓
 $(R40\,000) \checkmark + (R500 + R300)\checkmark$ (3)
 $=R40\,800 \checkmark$ (Any 3)

- 4.2.2 $R40\,800 \times 50\% (50/100)\checkmark$
 $=R20\,400 \checkmark$
OR
 $R40\,800 / 2\checkmark = R20\,400 \checkmark$ (2)

- 4.2.3 A Aloe caterers ✓
B Witteklip Secondary School ✓
C 3½ hours/ 18:30-22:00 ✓
D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays✓/ weddings ✓/ anniversaries✓/funerals✓/
matric farewell/ tea party✓
Social events/entertainment✓
Prize giving functions / award ceremonies✓
Marketing functions/product/media launches✓
Business liaising/functions✓/fund raising events✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized✓, savoury snacks✓
Attractively garnished✓
Three parts: base, spread and garnish✓
May be glazed with aspic to prevent drying out✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad✓
No colour variation: too many white and pink colours✓
Not all bites are dainty/bite sized e.g. quiche ✓
Good✓ - variety of shapes: round, long, etc.✓
(Any 2 relevant answers)
- (b) Ingredients used: Good✓
Applicable accompaniments✓
Different food groups included✓
Savoury and sweet snacks are included✓
Bad✓-Too many fish dishes: salmon, tuna, sushi ✓
High in starch/carbohydrates✓
Rich in fat: mayonnaise, cream, chocolate✓
Not sufficient vegetarian options✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucree✓
B Puff pastry/rough puff/flaky pastry✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓
B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly✓
Too much egg will result in a runny pastry ✓
The pastry cannot be shaped or piped properly✓
End products have a poor shape/no cavity/flat/dense texture ✓
(Any 2) (2)
- 4.5.2 Piping bag/plastic bag✓
Piping nozzle✓
Two spoons/teapoons✓ (Any 2) (2)

[40]**TOTAL SECTION C: 80**

SECTION D: FOOD AND BEVERAGE SERVICE

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QUESTION 5

- 5.1 5.1 Visual/poster✓ (1)
- 5.2 Mamelodi school learners✓ and teachers✓ and non-teaching staff✓
Municipal workers✓
Mamelodi community members/people who want a quick meal/parents of the learners✓ (3)
- 5.3 Bright colours that will catch the eye✓
Big letters/font easy to read✓
Interesting pictures/photos✓
A big space or a small advert on a clean blank page✓
Neat and attractive✓
Catch potential customers attention by using words such as FREE/indicate promotions✓
All correct information is available/✓ no spelling mistakes or language errors ✓
Not cluttered / not too much information✓
Apply art elements and principles✓
Include business information such as: name/contact details/address✓
Include product information such as: price/slogan/description of product✓
Use simple understandable language✓ (Any 5) (5)
- 5.4. Brochures, leaflets/ ✓
Printed media✓ OR local newspaper✓
Audio ✓ OR local radio station✓
Audio-visual OR TV✓
Electronic/e-mail/ online✓
Social media: Facebook, Instagram, WhatsApp, Sms✓
Product samples /promotional items✓
Word of mouth✓
Billboards✓ (Any 3) (3)
- 5.5 Name of Owner/business✓: Nomhle✓
Business Address✓: No 63 Mamelodi Extension✓
Form of business✓: Sole owner✓
Type of business/Business description✓: lunch café or take-away✓
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓
Product/Service description✓: Bunny chows, vetkoek with mince, hotdogs and burgers✓
Marketing plan✓: poster ✓ (Any 6) (6)

- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs and burgers from Nomhle ✓
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She can supply vendors selling from the trolley and stalls ✓
Children's birthday parties to make hot dogs and burgers ✓
Delivery service of bunny chows, vetkoek, hot dogs and burgers (food) into people's homes ✓
Waiter ✓, maintenance ✓, security, ✓
Purchasing vegetables from a farmer ✓
Cleaner ✓ (Any other relevant 3) (3)
- 5.7 Pays staff salaries ✓
Controls banking procedures ✓
Oversees the auditing of funds ✓
Ensures payment of VAT ✓
Safeguarding of business assets ✓
Pay debtors/monthly expenses/accounts ✓
Keeping track of money coming in and out of business ✓
Prepare financial reports ✓
Drawing up budgets ✓
Handle income tax/SARS ✓
Take care of account enquiries ✓ (Any 3) (3)
- 5.8 Laundry ✓: for washing of table cloths ✓
Marketing ✓: advertisement using poster ✓
Front office ✓: sales lady to make contact with the customers ✓
Maintenance ✓: to ensure stoves are in working order and plumbing is also in working condition ✓
Security ✓: to guard the premises ✓
Human Resource ✓: hiring and firing the staff ✓ (Any 3 × 2) (6)
[30]

QUESTION 6 **Downloaded from eduresourceza.com**

- 6.1 6.1.1 (a) Maître d'hôtel should investigate the problem✓
Control your emotions; stay calm✓
Show willingness to assist guests/ pay attention to customers✓
Apologise sincerely✓
He must not argue with the customer✓
Acknowledge the complaint and thank the guest for bringing the matter to your attention✓
Never place the blame on yourself or on somebody else✓
He must not promise something he cannot provide✓
Keep guests updated/ inform the guest on the progress of the food/ ✓
Offer alternative dishes that won't take that long ✓
Bring guests a complementary/free drink/bread rolls with the approval of the manager ✓ (Any 4) (4)
- 6.1.1 (b) Keep waiters / guests calm✓
Control your emotions and keep charge of the situation✓
Ask the customer politely but firmly to leave/lower voices✓
No more alcoholic beverage should be offered✓
Non-alcoholic drinks/coffee can be offered to the guests✓
Keep the incident as quiet as possible✓
Move the guests to a different table✓
Call maître d/ security to handle the problem✓
Apologise to the other guests for the noise ✓ (Any 5) (5)
- 6.1.2 Serve them a complimentary/free beverage✓
Check the guest after a while that all is well✓
Call the guest within the week to check that he/she is satisfied with how the problem was solved✓
Build and maintain a good relationship✓ (Any 1) (1)
- 6.1.3 Wash in clean, hot, soapy water✓
Rinse in clean, hot water ($\pm 60^{\circ}\text{C}$) ✓
Air dry✓
Polish with a clean cloth✓
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth✓
OR
Ensure that clean cutlery is used✓
Study menu and lay cutlery accordingly✓
Ensure cutlery is straight/in line with the opposite cover✓
Lay cutlery 1-2 cm from the edge of a table✓
Use a dinner/entrée plate to determine the space between main course knives and forks✓
Ensure that all covers look the same✓ (Any 3) (3)

- 6.2 6.2.1 Pink/light red/ blush/
Motivation: It is a rose/skins were removed/ blend of white and red wine✓ (2)
- 6.2.2 6/7/8°C✓ (1)
- 6.2.3 Brut: Very dry✓ (1)
- 6.2.4
- | | Wine A | Wine B |
|-----------------------------|--|---|
| Manufacturing Method | Charmat (second fermentation in the tank)✓
Cap Classique✓
Tank method✓
Carbonation✓
Transfer method✓ (Any 1) | Champagne (second fermentation the bottle)✓ |
| Origin | Roederer Estate,
Anderson Valley,
California, USA✓ | France✓ |
- (4)
- 6.2.5 Caviar✓
Oysters✓ (Any 1) (1)
- 6.3 On-consumption/on premises✓
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓
Off-consumption/off premises✓
For liquor stores who sell liquor that is consumed elsewhere ✓
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓ (2 x 2) (4)
- 6.4 Informing the guests about promotions,/ dish of the day ✓
The waiter will ask the guests if they are ready to order✓
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓
Take the order for starters and main courses✓
Note any dietary requirements✓
Repeat the order to make sure that the order is correct✓
Transfer the order to the kitchen docket including special requirements✓
Place the order with the kitchen✓
Record the sale for billing purposes✓ (Any 4) (4)

TOTAL SECTION D: 60**GRAND TOTAL: 200**