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**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2020**

**HOSPITALITY STUDIES  
MARKING GUIDELINE**

**MARKS: 200**

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This marking guideline consists of 14 pages.

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

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

(10 x 1) (10)

**1.2 MATCHING ITEMS**

- 1.2.1 G ✓
- 1.2.2 A ✓
- 1.2.3 F ✓
- 1.2.4 B ✓
- 1.2.5 D ✓

(5 x 1) (5)

**1.3 MATCHING ITEMS**

- 1.3.1 D ✓
- 1.3.2 F ✓
- 1.3.3 E ✓
- 1.3.4 A ✓
- 1.3.5 B ✓

(5 x 1) (5)

**1.4 ONE-WORD ITEMS**

- 1.4.1 Canapé ✓
- 1.4.2 Nett profit ✓
- 1.4.3 Method Cap Classique ✓
- 1.4.4 Demitasse ✓
- 1.4.5 Chef Pâtissier ✓
- 1.4.6 Baked Alaska ✓
- 1.4.7 Chakalaka ✓
- 1.4.8 Almonds ✓
- 1.4.9 Bromelain ✓
- 1.4.10 Mint ✓

(10 x 1) (10)

**1.5 SELECTION**

1.5.1

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- A ✓
- B ✓
- C ✓
- D ✓
- G ✓

(Any order) (5 x 1) (5)

1.5.2

- A ✓
- B ✓
- D ✓
- F ✓
- G ✓

(Any order) (5 x 1) (5)

**TOTAL SECTION A: 40**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;  
HYGIENE, SAFETY AND SECURITY****QUESTION 2** [Downloaded from eduresourceza.com](https://www.eduresourceza.com)**2.1 2.1.1 Pest control:**

Effective measures must be taken to eliminate flies, other insects, rodents or vermin on the food premises. ✓✓

**2.1.2 Refuse bins:**

Refuse bins are cleaned and disinfected regularly / refuse is removed from the food premises or from the room where food is handled as often as necessary / refuse is stored or disposed of in such a manner that it does not create a problem. ✓✓

**2.1.3 Jewellery:**

No person handling food that is not pre-packed may wear any jewellery unless it is suitably covered. ✓

(3 x 2) (6)

- 2.2**
- A guide dog accompanying a blind person in the sales or serving area. ✓
  - Fish, molluscs or crustaceans that need to be kept alive until prepared for consumption. ✓

(2)

- 2.3**
- HIV/Aids weaken the body's immune system. ✓
  - It leaves the body more vulnerable to TB. ✓
  - A weakened immune system allows TB to infect parts of the body other than the lungs. ✓
  - TB seems to increase the formation of HIV/Aids viruses, thereby weakening the immune system further. ✓

(Any 2) (2)

- 2.4**
- 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 does not 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 4) (4)

2.5

| DISEASE                                                                                        | CHOLERA                                                                                                                                                     | GASTRO-ENTERITIS                                                                                                                                              |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Causes</b>                                                                                  | Drinking contaminated water or eating food which has been in contact with contaminated water, flies or soiled hands / vibrio cholera ✓ (1)                  | Intake of contaminated foods, drinks or chemicals / Viral / Rota virus or bacterial infection / Salmonella / Staphylococcus / Clostridium / Escherichia ✓ (1) |
| <b>Symptoms</b>                                                                                | <ul style="list-style-type: none"> <li>• Rapid heart rate ✓</li> <li>• Dry mucous membranes/ dry mouth ✓</li> <li>• Low blood pressure ✓</li> </ul> (Any 2) | <ul style="list-style-type: none"> <li>• Headache ✓</li> <li>• Fever ✓</li> </ul> (2)                                                                         |
| <b>NOTE:</b> NOT diarrhoea / vomiting / abdominal pain / dehydration since it is similarities. |                                                                                                                                                             |                                                                                                                                                               |

(6)

**TOTAL SECTION B: 20**

## SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

### QUESTION 3

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- 3.1 3.1.1 A – Paris Brest ✓  
B – Croquembouche ✓  
C – Beignets / Churros ✓  
D – Eclairs ✓ (4 x 1) (4)
- 3.1.2 A • Whipped cream ✓  
• Grilled almonds ✓  
B • Spun sugar ✓  
C • Dusted with icing sugar / Rolled in castor sugar ✓  
D • Melted chocolate ✓ (Any 4) (4)
- 3.2 3.2.1 Cheese aigrettes / pommes dauphine ✓ (1)
- 3.2.2 Gougere ✓ (1)
- 3.3 **SHORT PASTRY:**  
• Rub shortening into flour and add cold liquid to form a stiff dough ✓
- SWEET PASTRY**  
• Cream sugar and egg and add to flour mixture. No liquid ✓ (2)
- 3.4 • Work as quickly as possible ✓  
• Brush the pastry with melted butter or oil ✓  
• Cover the pastry with a wet cloth while working ✓ (3)
- 3.5 3.5.1 Puff pastry / Rough puff ✓
- 3.5.2 Shortcrust pastry / pâte brisée ✓
- 3.5.3 Phyllo / phyllo pastry / Strudel ✓
- 3.5.4 Sweet pastry / pâte sucrée ✓ (4 x 1) (4)
- 3.6 3.6.1 Rack of Lamb ✓ (1)
- 3.6.2 Baking / frying ✓  
Reason:  
It is a soft cut / meat cut from the hind quarter / it is a tender cut and requires little cooking time. ✓ (2)
- 3.6.3 Rib ✓ (1)
- 3.6.4 AAA – softest meat / young meat ✓  
222 – little / lean fat ✓ (2)
- 3.6.5 • During resting time meat juices redistribute themselves evenly ✓  
• Meat juices will be retained and the dish will be moist inside ✓ (2)

- 3.7 3.7.1 Fish ✓ (1)
- 3.7.2 Eggs ✓ (1)
- 3.7.3 Cheese ✓ (1)
- 3.7.4 Chicken ✓ (1)
- 3.8 3.8.1
- TVP are meat replacement products / High-protein meat substitute. ✓
  - They are made from soya beans, wheat, oats and other sources. ✓
  - They resemble mincemeat. ✓ (3)
- 3.8.2
- They have the same protein value as meat. ✓
  - It is cheaper than meat. ✓
  - They look and taste similar to mincemeat dishes. ✓
  - They have a long shelf life and can be kept for a year. ✓
  - They do not require a fridge / freezer when stored. ✓
  - They stretch meat dishes. ✓
  - They are convenient to use as they are easy to rehydrate and use in dishes. ✓
  - They are low in kilojoules and beneficial to health as they do not contain saturated fat or cholesterol. ✓ (Any 3) (3)
- 3.8.3
- Sausages ✓
  - Stews ✓
  - Pies ✓
  - Hamburgers ✓ (Any 3) (3)
- [40]

**QUESTION 4**

- 4.1 4.1.1  $\text{Net profit} = \text{selling price} - \text{total costs} \checkmark$   
 $\text{Net profit} = \text{R100 000} + \text{R45 000} + \text{R50 000} = \text{R195 000} \checkmark$   
 $= \text{R450 000} - \text{R195 000} \checkmark$   
 $\text{Net profit} = \text{R255 00} \checkmark$  (4)
- 4.1.2  $\text{Gross profit} / \text{total sales} \times 100 \checkmark$   
 $\text{Gross profit \%} = (\text{R450 000} - \text{R100 000}) \checkmark / \text{R450 000} \checkmark \times 100$   
 $\text{Gross profit \%} = 77,8\% \checkmark$  (4)
- 4.1.3  $\text{R450 000} / 500 \checkmark$   
 $= \text{R900 per person} \checkmark$  (2)
- 4.2 4.2.1 Table d'hôte  $\checkmark$   
Motivation:  
  - It has a fixed price / it does not have any choices  $\checkmark$  (2)
- 4.2.2 (a)
  - Change Prawn and Mussel Chowder  $\checkmark$  to another soup/ starter without shellfish, for example Vegetable soup.  $\checkmark$
  - Change Grilled chicken breast by omitting the bacon and feta cheese.  $\checkmark$
  - Add a sauce for example orange sauce or brown sauce.  $\checkmark$  (4)
- (b)
  - Remove the mashed potato  $\checkmark$  and substitute it with cauliflower mash or any other vegetables that contains little carbohydrates  $\checkmark$

**OR**

  - Remove the chocolate mousse  $\checkmark$  and replace it with fresh berries / any other suitable low carbohydrate dessert  $\checkmark$   
(Any 2) (2)
- (c)
  - Remove the chocolate mousse  $\checkmark$  and replace it with fresh berries/ any other suitable low carbohydrate dessert  $\checkmark$  (2)
- 4.3 4.3.1
  - The food products will be available all year round / the product will have an extended shelf-life / Food preservation increases the safe storage period of foodstuffs.  $\checkmark$
  - The company will save money, for example instead of buying jam they can produce their own / excess products can be kept for later use.  $\checkmark$
  - Chefs can be creative with new products that they develop that taste much better than store-bought items, for example pickles / jams / it increases the availability of various food stuffs.  $\checkmark$
  - Enzyme action is reduced and the growth of micro-organisms is inhibited.  $\checkmark$
  - Transportation of various foodstuffs is easier.  $\checkmark$  (3)

- 4.3.2 Food item **A**
- Freezing ✓
  - Pickles ✓
  - Atjar ✓

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(Any 2) (2)

- Food item **B**
- Freezing ✓
  - Jam ✓
  - Tinned ✓
  - Dried ✓
  - Atjar ✓
  - Chutney ✓

(Any 2) (2)

4.4

| CLASS                               | EXPLANATIONS                                                           |
|-------------------------------------|------------------------------------------------------------------------|
| French Meringue / Common meringue ✓ | Beat egg whites into a soft peak and gradually add sugar ✓             |
| Swiss Meringue ✓                    | Beat egg whites and sugar over a bain-marie until sugar is dissolved ✓ |
| Italian Meringue ✓                  | A hot syrup is poured onto egg whites while it is being whipped ✓      |

(6)

4.5 4.5.1 The mixture can lose its thickening ability and will not set. ✓ (1)

- 4.5.2
- Orange juice will increase the acid content. ✓
  - The mixture will melt more easily / will have a softer jelly. ✓
- (2)

- 4.5.3
- Raw figs contain proteolytic enzymes / ficin that will break down the gelatine. ✓
  - The mixture will lose its setting ability / it will be a runny mixture instead of a firm jelly or mould/gel will not form/hydrolyse the gelatine. ✓
- (2)

4.5.4 Freezing will cause water to ooze out of the gelatine dish / syneresis will occur. ✓ (1)

4.5.5 The egg custard will curdle. ✓ (1)

[40]

**TOTAL SECTION C: 80**

**SECTION D: SECTORS AND CAREERS**  
**FOOD AND BEVERAGE SERVICE**

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**QUESTION 5**

- 5.1 5.1.1
- Training as a chef ✓
  - 20 years of experience in the hospitality industry ✓
  - He is used to working long hours ✓
  - He has lots of energy and enthusiasm ✓
  - Exceptional culinary creativity ✓
  - His products are of high quality and standard ✓ (Any 4) (4)
- 5.1.2 His exceptional culinary creativity / his signature dish of orange-and-prickly pear sauce. ✓ (1)
- 5.1.3 A signature dish is a recipe that is unique and associated with an individual chef or restaurant. ✓ (1)
- 5.1.4 (a) **Goals and strategy**  
 A broad overview of your core business ✓ / your target market and clear targets for what you want to achieve. ✓ (2)
- (b) **Operational plans**  
 It describes how the business will operate ✓ and the details and costs for manufacturing, delivering, stock control, merchandising and storing. ✓ (2)
- (c) **Financial plans**  
 A list of expenses and possible income / calculations of possible expenses ✓ and income to see whether the business have the potential to be profitable. ✓ (2)
- 5.1.5 New entrants into the market ✓ – The more companies enter the market; the less profit can be generated and vice versa. ✓
- The customer's bargaining power ✓ – If customers have a lot of power, they can keep the prices relatively low, thereby reducing profit margins. ✓
- Substitute products ✓ – Similar products that is more attractive or cheaper can result in lower profit margins. ✓
- Bargaining power of suppliers of ingredients and packaging ✓ – If suppliers have a lot of power, they can determine the terms at which they supply the materials, thereby reducing the profit margin. ✓ (Any 3 x 2) (6)

- 5.1.6
- Chef ✓
  - Kitchen assistant ✓
  - **Downloaded from eduresourceza.com**
  - Marketing manager ✓
  - Delivery person/sales person ✓
  - Admin clerk ✓
- (Any 2) (2)

- 5.1.7
- The font letter type is not easily readable. ✓
  - Font size of types of sauces and address is too small. ✓
  - Potential customers might be drawn to 'best in town'. ✓
  - The pictures used is of the ingredients and not of the actual product. ✓
  - The price is not shown. ✓
  - The volume of containers is not shown. ✓
  - The type of packaging is not shown. ✓
  - Only website is shown; not any other contact details. ✓
- (Any 5) (5)

5.2

| Revenue-generating | Non-revenue-generating |
|--------------------|------------------------|
| bar ✓              | housekeeping ✓         |
| banquet room ✓     | finance ✓              |
|                    | maintenance ✓          |

(5)  
[30]

**QUESTION 6**

- 6.1 6.1.1 To adjust the cutlery that was originally laid to meet a guest's specific order. ✓ (1)
- 6.1.2
- If there were choices in the same meal, the cover will have to be adjusted according to the selection of the guest. ✓
  - If a traditional place setting was used and a guest orders fish for main course, the joint knife and fork will be replaced with a fish knife and fork. ✓
  - Glassware that guests are not going to use must be removed. ✓
  - Covers are corrected after orders have been taken and placed with the kitchen. ✓
  - Covers may be corrected up to and including the main course. ✓
  - Place the required items in the sequence of use. ✓ (Any 3) (3)
- 6.2
- Deal with the situation calmly and professionally.
  - Quickly diffuse the problem. ✓
  - Let the guest describe without interruption what went wrong. / Listen and pay attention. ✓
  - Apologies should sound sincere and convincing. ✓
  - Do not make excuses or blame anyone else. ✓
  - Be polite. / control your emotions. ✓
  - Never offer something you cannot deliver. ✓
  - Check back. ✓
  - Acknowledge the complaint and thank the guest for bringing the matter to your attention. ✓
  - If you cannot handle the complaint, call the Maître d'hôtel or your supervisor to assist. ✓ (Any 5) (5)
- 6.3
- Maintain high quality service standards / acknowledge guests within 30 seconds of entering the restaurant/ handing guests the menu within 2 minutes of their arrival /show that you are genuinely pleased to see customers and serve them properly. ✓
  - Answer guests' enquiries about food and drinks available/ take an interest in their orders and make appropriate suggestions regarding menu choices/make an eye contact. ✓
  - Meet special needs of guests, for example dietary and religious requirements, child seats, wheelchair access, and a non-smoking area. / be aware of customers moods ✓
  - Provide adequate service levels, for example, how long guests have to wait for special dishes and the facilities and services the restaurant offers, such as toilets and safe parking areas /apologise if customers have been kept waiting. ✓
  - Remember what regular guests eat and drink and if they have special requests, for example a favourite table. ✓
  - Use guests' names but always respect their privacy. ✓
  - Be professional and friendly at all times. ✓

- Make sure that guests never have to wait for the bill and always accept gratuities with thanks. ✓
  - Show it and court it to people and their cultural practices. ✓
  - All customers should be treated equally and with the necessary respect and dignity. ✓
- (Any 5) (5)

6.4 6.4.1 Sauvignon Blanc / Chenin Blanc ✓

6.4.2 Shiraz ✓

6.4.3 Pinotage ✓

6.4.4 Cabernet Sauvignon ✓

6.4.5 Port ✓ (5)

- 6.5
- Make sure that the sparkling wine is well chilled. ✓
  - Serve it in a flute shaped glass. ✓
  - Pour from the right side. ✓
  - Use the correct way of opening the bottle. ✓
  - Lift the glass and bottle at a slight angle / 45°. ✓
  - Pour slowly along the side of the glass. ✓
  - Pour the glass  $\frac{2}{3}$  to  $\frac{3}{4}$  full
  - Put the glass down. ✓
- (Any 4) (4)

6.6 **On-consumption license**

- The establishment is allowed to serve liquor with a meal, but not allowed to let guests remove open bottles of alcohol from the premises / liquor to be consumed where it is bought, but not taken off the premises. ✓
- Example: hotels, restaurants, pubs, theatres, clubs, sports grounds, temporary venues. ✓

**Off-consumption license**

- The establishment sell alcohol, but customers are not allowed to open bottles or drink alcohol on the premises / sells liquor that will be consumed elsewhere. ✓
- Example: liquor stores, grocers, wine farms / wholesalers / liquor outlets. ✓ (4)

- 6.7
- Ideally it should be stored in an underground cellar that is free from vibrations. ✓
  - The cellar should be free from excessive draughts and unwanted odours. ✓
  - The cellar should be absolutely clean, well-ventilated, with only subdued lighting / wine must be kept in the dark to avoid damage from ultra violet light. ✓
  - The cellar should have a constant temperature of 10 °C–12 °C/ 14 °C–16 °C. ✓
  - A humidity level of 70% is ideal to prevent corks from drying out. ✓
  - Bottles with corks should lie on their sides to prevent the cork from drying out. ✓
  - Store wines upside down in a box. ✓
  - Red wine should be stored in a slightly raised position with the corks at the top. ✓
  - Rotate wine on regular basis. ✓
  - Store similar wines together. ✓
  - Pack and store wines bottles with the label to the top or to the front. ✓
  - When wine is stored in cardboard boxes, the arrows should face up. ✓

(Any 3)

(3)

**[30]**

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