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NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2022

HOSPITALITY STUDIES MARKING GUIDELINE

MARKS: 200

This marking guideline consists of 14 pages.

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

1.1.1 C ✓

1.1.2 A ✓

1.1.3 D ✓

1.1.4 C ✓

1.1.5 B ✓

1.1.6 A ✓

1.1.7 B ✓

1.1.8 D ✓

1.1.9 A ✓

1.1.10 B ✓

(10 x 1) (10)

1.2 MATCHING ITEMS

1.2.1 F ✓

1.2.2 G ✓

1.2.3 A ✓

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 G ✓

1.3.4 C ✓

1.3.5 B ✓

(5 x 1) (5)

1.4 ONE-WORD ITEMS

- 1.4.1 Burr ✓
1.4.2 Barquettes ✓
1.4.3 Budget ✓
1.4.4 Churros / Beignets ✓
1.4.5 Dress code ✓
1.4.6 Glazing / Crystallising ✓
1.4.7 Corkage fee ✓
1.4.8 Liquor Act 59 of 2003/Liquor Act ✓
1.4.9 Bloody Mary ✓
1.4.10 Bouquet Garni ✓ (10 x 1) (10)

1.5 SELECTION

- A ✓
B ✓
D ✓
F ✓
H ✓ (Any order) (5 x 1) (5)

1.6 SEQUENCE

- B / French Onion Soup ✓
E / Hake Meuniere ✓
A / Lemon sorbet ✓
C / Tournedos a la Bordelaise ✓
D / Crème Caramel ✓ (Must be in this order) (5)

TOTAL SECTION A: 40

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

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QUESTION 2

- | | | | |
|-----|-------|--|---------------------------|
| 2.1 | 2.1.1 | (a) Michael encourages young chefs to experiment with the latest trends / they have regular in-house competitions ✓ | (1) |
| | | (b) They use only fresh ingredients / All plates look the same as the pictures on the menu ✓ | (1) |
| | | (c) <ul style="list-style-type: none"> • Michael employs young trainees from the local town, Franshoek ✓ • He buys local ingredients ✓ | (2) |
| | 2.1.2 | <ul style="list-style-type: none"> • Exercise courtesy under all circumstances ✓ • Being punctual ✓ • Keeping confidential matters to himself / herself ✓ • Being fair in all situations and keeping personal opinions private/ be objective / do not be biased ✓ • Doing full share of work and not leaving it for others / everyone should pull their weight ✓ • Being alert at all times ✓ • Dealing with sensitive issues in privacy and in accordance with organisational requirements ✓ • Listening to others / recognise others as individuals with different personalities / have some thought for your fellow workers and do not be selfish / talk to each other / be understanding ✓ • Making allowances for other people's opinions and mistakes/ be tolerant / be willing and prepared to work with others ✓ • Apologising sincerely for errors or misunderstandings ✓ • Speak clearly in a language that the listener can understand ✓ • Practise working with others / everybody should work towards the same objective ✓ • Ask for help when needed / co-operate with each other ✓ • Share successes and failures / enjoy working with each other ✓ | (Any 4 x 1) (4) |
| 2.2 | 2.2.1 | The customer is king / Happy customer, profitable business / The customer is always right / Crown the customer as king ✓ | (Any suitable answer) (1) |

- 2.2.2
- Satisfied customers are willing to pay / when customers are satisfied with the service and goods; they are prepared to pay a fair price ✓
 - Satisfied customers become loyal customers that return to the business ✓
 - Positive word of mouth attracts more customers / customers talk favourably about their experiences ✓
 - More customers increase the income and profits / satisfied customers enhance profitability ✓
- (4 x 1) (4)

- 2.3
- Guests can book rooms by making use of online security to protect their privacy and financial information ✓
 - Prices and facilities offered by different hotels can be compared ✓
 - Pictures of hotels and rooms information on prices and special deals as well as the environment can be found online ✓
 - It is helpful in last-minute travel arrangements ✓
 - It is faster and more efficient ✓
 - If a specific hotel is full, the guests have access to other properties in the vicinity ✓
 - Guests are able to read reviews of other guests to make an informed choice of hotel ✓
 - A guest profile will be created which allows wireless check-ins to prevent long queues ✓
- (Any 4 x 1) (4)

- 2.4
- There is no known risk of HIV transmission to co-workers, guests or customers ✓
 - Sharing utensils such as knives and forks or using the same bathroom facilities is not a risk ✓
 - Scientists and medical authorities agree that HIV does not survive outside the body because oxygen destroys the virus ✓
 - Food worker with Aids should be treated as any other worker unless they have other infections or illnesses such as diarrhoea or hepatitis ✓
 - A business owner who fires a worker with Aids can be charged with unfair dismissal / discrimination. ✓
- (Any 3 x 1) (3)

TOTAL SECTION B: 20

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

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QUESTION 3

- 3.1 3.1.1 Allow each jelly layer to set before adding the next layer. ✓ (1)
- 3.1.2 Clarified meat, fish or poultry flavoured stock that sets when cooling down/Savoury jelly made of a strong stock in which the gelatine content is increased. ✓ (1)
- 3.1.3 (a) Soak in cold water for at least 15 minutes until it is very soft. ✓ (1)
- (b) • Remove softened sheets from the water, do not squeeze water out ✓
• Stir the gelatine into the hot liquid until it is completely dissolved ✓ (2)
- 3.1.4 Allow the mixture to thicken to the consistency of thick egg white before adding the solid ingredients ✓ / chill the gelatine over an ice water bath until it becomes syrupy before solids are added / solid ingredients should be free of liquid. ✓ (2)
- 3.1.5 • Try not to insert a knife ✓
• Pull it gently away from the sides with your fingertips ✓
• Use a blow-torch briefly around the outside of a metal mould ✓
• Put a warm cloth around the mould ✓
• Dip the mould in hot water for 1–2 seconds ✓ (Any 3 x 1) (3)
- 3.2 3.2.1 Mille-feuilles ✓ (1)
- 3.2.2 Puff pastry/rough puff pastry ✓ (1)
- 3.2.3 (a) It contributes to the flavour / adds a rich flavour / gives a wonderful colour ✓ (1)
- (b) The acid in lemon juice softens the gluten in the flour and makes the dough more pliable and easier to roll out ✓ (1)
- 3.2.4 (a) Whipped cream / confectioner's custard / mousse / chiffon filling / fresh fruit ✓✓ (Any 2 x 1) (2)
- (b) Ganache / glaze icing / chocolate sauce / dusted icing sugar / spun sugar ✓✓ (Any 2 x 1) (2)

- 3.3 3.3.1 Walnuts ✓ (1)
- 3.3.2 Peanuts ✓ (1)
- 3.3.3 Pecan nuts ✓ (1)
- 3.3.4 Pine nuts ✓ (1)
- 3.4 3.4.1 • TVP has a good shelf life and can be kept for a year. ✓
• Meat needs to be refrigerated or frozen or else it will rot within a few days. ✓ (2)
- 3.4.2 Both are good sources of protein. ✓ (1)
- 3.4.3 TVP are much cheaper than meat / Meat is much more expensive than TVP. ✓ (1)
- 3.5 3.5.1 Total cost = cost of ingredients + labour cost + overheads ✓
= R12 000 + R2 800 + R1 500 ✓
= R16 300 ✓

Selling price = total costs + profit ✓
= R16 300 + R19 700
= R36 000 ✓ (5)
- 3.5.2 Gross profit = selling price – food cost
= R36 000 – R12 000 ✓
= R24 000 ✓ (2)
- 3.5.3 36 000 / 120 ✓
= R300 ✓ (2)
- 3.5.4 • Do comparative buying / purchase food from more than one supplier ✓
• Take precautions against theft ✓
• Control staff access to food as much as possible ✓
• Train employees thoroughly – this will help to minimise the cost of ingredients / Breakages of containers, burning of food and other accidents all reduce profit ✓
• Measure portions accurately / avoid overproduction of food ✓
(Any 3 x 1) (3)
- 3.6 • Can be used for sweet and savoury dishes ✓ for example cream puffs with custard / cream filling or tuna / cheese / biltong / cream cheese and chilli filling ✓

OR

- Is suitable for a variety of cooking methods ✓ for example baking (eclairs) / deep fat frying (aigrettes) or poaching (gnocchi). ✓ (2)

[40]

QUESTION 4

- 4.1 4.1.1 Not suitable ✓
Reason: Sweet treats are not served when it will be followed by a meal ✓ (2)
- 4.1.2 (a) • Not suitable ✓
 • Bobotie spring rolls and Biltong and Cream Cheese Bouchée contain meat and milk / Jewish people do not mix meat and milk products during a meal. ✓
- AND/OR**
- Angels on Horseback contain bacon and shellfish. Both items are not allowed in Kosher cooking ✓ (2)
- (b) • Not suitable ✓
 • Angels on Horseback contains bacon / Muslim people are not allowed to eat bacon / pork / Brandy Balls contain alcohol / Muslim people do not consume alcohol ✓
- OR**
- Suitable ✓
 • Apart from the Angels on Horseback and Brandy Balls all other dishes are allowed in Muslim diets / Muslims should just refrain from eating Angels on Horseback and Brandy Balls ✓ (2)
- (c) • Not suitable ✓
 • Buddhists are strict vegetarians / All the savoury dishes contain meat ✓ (2)
- 4.1.3 Fruit and vegetables ✓ (1)
- 4.1.4 **Savoury**
 Crudité / vegetable tempura / baked stuffed mushrooms / spinach tartlets/ baby marrow fritters/ sweetcorn puffs / vegetable skewers ✓
 (Any suitable answer)
- Sweet**
 Strawberries dipped in chocolate/ fruit and custard tartlets/ mini candy apples/ apple or pear tartlets/ fruit kebab/ chocolate fountain with fresh fruit ✓
 (Any suitable answer) (2)
- 4.2 • Vacuum sealing / packing ✓
 • Freezing / refrigeration ✓
 • Drying / biltong ✓
 • Smoking ✓
 • Treating with additive s/ natural preservatives / salt and vinegar ✓
 (Any 3 x 1) (3)

- 4.3 Wash jars in hot soapy water and rinse well. Then ...
 • boil them for about 10 minutes in water ✓
 • dry the jars by leaving them in a warm oven ✓
 • microwave the jars until the water evaporates ✓ (3 x 1) (3)

- 4.4 4.4.1 **A** – Baked Alaska ✓
B – Pavlova ✓ (2)

4.4.2

TYPE OF MERINGUE	PREPARATION TECHNIQUE
French meringue / Common meringue ✓	Beat egg whites into a soft peak and gradually add sugar ✓ (2)
Swiss meringue ✓	Beat egg whites and sugar over a bain-marie / until sugar is dissolved ✓ (2)
Italian meringue ✓	A hot syrup is poured onto egg whites while it is being whipped ✓ (2)

(6)

- 4.4.3
- All equipment should be free of fat or grease ✓
 - Egg whites should have no trace of egg yolk ✓
 - Mixing bowls should be made of a material that does not retain grease, such as glass, porcelain or stainless steel ✓
 - Egg whites at room temperature foam best ✓
 - Acids such as cream of tartar or lemon juice help to stabilise the foam ✓ (Any 3 x 1) (3)

- 4.5 4.5.1 **A** – Shin/Shank ✓
B – Wing Rib ✓
C – Fillet ✓ (3)

- 4.5.2 (a) **B** / Wing Rib ✓
Motivation:
 It is a large meat cut to make it worthwhile and easy to debone, stuff and roll / It has enough marbling for the long, slow cooking process of pot roasting ✓
- (b) **A** / Shin / Shank ✓
Motivation:
 It contains bone to add flavour / it is a tough meat cut and suitable for the long, slow cooking process of making stock and soup ✓
- (c) **C** / Fillet ✓
Motivation:
 It is the softest meat cut and suitable for the short cooking time of frying e.g., Steak Diane ✓ (6)

- 4.6
- It stretches the number of serving portions from a cut ✓
 - Enhances/improves the appearance of the meat dish ✓
 - Adds extra texture to the dish ✓
 - A variety of interesting dishes can be prepared ✓

(Any 3 x 1)

(3)

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

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE

QUESTION 5

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- 5.1 5.1.1
- The ability to identify business opportunities / take calculated risks to achieve success ✓
 - Commitment and determination ✓
 - Sense of responsibility and love of achievement ✓
 - Creativity, self-reliance and adaptability ✓
 - Future orientated perspective ✓
 - Confidence in achieving success ✓
 - Good organising and management skills ✓
 - High levels of energy and a sense of humour ✓
- (Any 4 x 1) (4)

5.1.2	Strengths/strong points ✓ (1)	Mr Watkins grew up in hotel-environments / Mr Watkins are familiar with hotel management / Mrs Watkins is a trained chef / there are no other hotels in a 120 km radius and only 4 guesthouses in their town / the town is a popular halfway stop from Bloemfontein to Port Elizabeth for business travellers and holiday tourists ✓ (Any 1) (1)
	Weaknesses/Weak points ✓ (1)	The hotel is in a remote town, 200 km from the nearest large city / Fresh produce is not easily available ✓ (Any 1) (1)
	Opportunities ✓ (1)	Turn an old hotel into a unique, profitable boutique hotel / attract visitors with special meals / employ local people / start a sustainable fruit and vegetable garden / Successful marketing strategies (by word of mouth and social media) ✓ (Any 1) (1)
	Threats ✓ (1)	Tourists might prefer to stay in the cheaper guesthouses / bad reviews on social media ✓ (Any 1) (1)

(8)

- 5.1.3
- Receptionist ✓
 - Chefs / kitchen assistants ✓
 - Cleaners / laundry assistants ✓
 - Restaurant manager / maître d' / waiters / barman ✓
 - Gardener / maintenance manager ✓
 - Accountant ✓
 - Security staff ✓
- (Any 4 x 1) (4)

- 5.1.4
- Local artists can produce handmade articles / souvenirs for guests to buy ✓
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 - Guest can provide the hotel with homemade food items, for example bread / cakes and dessert / sweet treats / biltong / jam ✓
 - Local farmers can sell their fresh produce, for example meat / biltong / fruit and vegetables ✓
 - Laundry service ✓
 - Shuttle service / tour guide for local tourist attractions ✓
 - Maintenance / garden services ✓ (Any 3 x 1) (3)
- 5.1.5
- Front office / Reception ✓
 - Finance / Accounting ✓
 - Housekeeping ✓
 - Maintenance ✓
 - Security ✓
 - Marketing ✓
 - Laundry ✓
 - Human Resource ✓ (Any 3 x 1) (3)
- 5.1.6
- Attractive, clear and appealing profile pictures ✓
 - Good, clear descriptions and directions on the page ✓
 - Good quality pictures with personal touches added ✓
 - Regularly add photos ✓
 - Respond as soon as possible on comments of guests ✓
 - Encourage guests to contribute to the page with *likes*, photos and reviews ✓ (Any 3 x 1) (3)
- 5.1.7
- Switch off all electrical equipment ✓
 - Use the fire extinguisher to try kill the fire ✓
 - Ring the fire alarm ✓
 - Ask guests and staff to evacuate the building and take them to a safe place ✓
 - Call the local fire brigade ✓
 - Staff should stay calm and keep the guests calm ✓
 - Evacuate the restaurant ✓ (Any 3 x 1) (3)
- 5.1.8
- Invest in rechargeable light bulbs at bedside tables ✓
 - Invest in invertors / generators / solar panels ✓
 - Have gas or lamps / candles with matches / battery operated lights available in the rooms ✓ (Any 2 x 1) (2)

[30]

QUESTION 6

6.1 6.1.1

Grape	Wine classification	Sweet or Dry
Special Late Harvest	White ✓	Sweet ✓
Sauvignon Blanc	White ✓	Dry ✓
Brut Sparkling Wine	Sparkling ✓	Dry ✓
Pinotage	Red ✓	Dry ✓
Sherry	Fortified ✓	Sweet ✓

(10)

- 6.1.2
- (a) Sauvignon Blanc ✓
 - (b) Special Late Harvest ✓
 - (c) Sherry ✓
 - (d) Pinotage ✓
 - (e) Brut Sparkling Wine ✓
- (5)

- 6.2
- Greet and welcome the guests ✓
 - Seat the guests ✓
 - Unfold the serviettes ✓
 - Introduce yourself ✓
 - Present the menu and wine list ✓
 - Take orders for drinks ✓
 - Remove unused covers for guests that did not arrive ✓
- (Must be in the correct order) (Any 5 x 1) (5)

6.3 **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)

- 6.4
- Clear away all used items and utensils, such as coffee cups, flowers and glassware which should be removed on a drinks tray ✓
 - Clearing all tables of unused crockery, cutlery and cruet sets ✓
 - Removing linen from the table ✓
 - Ensuring that the chairs have no crumbs on them and are returned to the correct places ✓
 - Switching off all electrical equipment ✓
 - Cleaning required items ✓
 - Storing all items in the correct places ✓
 - Wipe the counters and tables ✓
 - Switching hot beverages machines off and cleaning them ✓
 - Arranging the tables and preparing the dining room for the next service ✓
 - Following the correct cleaning procedures for the linen, crockery, cutlery, glassware and any other equipment used ✓
 - Storing the linen, crockery, cutlery, glassware and equipment in the correct place and manner, making sure storerooms and cupboards are locked ✓
 - Preparing the area and workstations for the next service ✓ (Any 4 x 1) (4)
- 6.5
- 6.5.1 The maître d' should investigate and reprimands the waiter especially if the waiter is smoking or chatting to friends. ✓ (1)
- 6.5.2 Waiters should write down orders and repeat them to the customers ✓ (1)
- [30]**

TOTAL SECTION D: 60
GRAND TOTAL: 200