SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 12 pages.

SECTION A

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 √ (Any □)	Vegetable stock√ (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√   (Any 1)   (1)

(b) Class: B /BBB√ / C√   (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

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
	(a)
		Food cost = Filling + Crust √
		          = 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) **[40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

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

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 √   F39
                  -Wash the bar floor√   M182
                  -Clean the sink in the bar√   (Any 3)   (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   F41
him/her to disturb other guests. √   M185
-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. √   F65
- place swizzle sticks in the glass to allow the ingredients to mix. √   M161
                                                                          (3)
                                                                          [30]

                                              TOTAL SECTION D: 60
                                              GRAND TOTAL: 200