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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **SENIOR CERTIFICATE EXAMINATIONS NATIONAL SENIOR CERTIFICATE EXAMINATIONS**

**HOSPITALITY STUDIES**

**2019**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages.**

**SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	B✓	iv✓	(1) ✓
1.2.2	A✓	iii✓	(4) ✓

(6)

**1.3 ONE-WORD ITEMS**

1.3.1	Dress code✓
1.3.2	Cocktail/cocktail function/Finger lunch✓
1.3.3	Linen✓
1.3.4	Overhead✓
1.3.5	Banquet✓
1.5.6	Vintage/harvest year✓
1.3.7	Steam✓
1.3.8	Docking✓
1.3.9	Crouté✓
1.3.10	Fruitarian ✓

(10)

**1.4 IDENTIFICATION**

Any order

1.4.1	A ✓ B ✓ C ✓ G ✓
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(4)

**1.5. MATCHING ITEMS**

1.5.1	F✓
1.5.2	E ✓
1.5.3	D✓
1.5.4	G✓
1.5.5	A✓

(5)

1.6 **REARRANGE**  
(Must be in the order below)

	D✓
	C✓
	B✓
	E✓
	A✓

(5)

**TOTAL SECTION A: 40**



## 2.3

<b>Disease</b>	<b>Gastro-Enteritis</b>	<b>Cholera</b>
Causes (origin)	-Intake of contaminated foods, drinks or chemicals√ -Viral/Rota virus or bacterial infection/Salmonella/ Staphylococcus/Clostridium/ Escherichia√ (2)	-Drinking contaminated water√ -Eating food which has been in contact with contaminated water, flies or soiled hands√ Vibrio cholera (2)
Symptoms	-Diarrhoea√ -Vomiting√ -Abdominal pain√ -Headache√ -Fever√ -Dehydration√ - (Any 2)	-Watery stools/rice-water stools/ Diarrhoea √ -Vomiting√ -Rapid dehydration/severe water loss√ -Rapid heart rate√ -Dry mucous membranes/dry mouth√ -Muscle cramps√ -Low blood pressure√ -Nausea√ (Any 2)

(8)

**TOTAL SECTION B: 20**

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

- 3.1 3.1.1
- |                     | NUMBER OF CUT | NAME OF CUT         |     |
|---------------------|---------------|---------------------|-----|
| <b>A Loin chops</b> | 4✓            | Loin✓               |     |
| <b>B Cushion</b>    | 2 or 9✓       | Thick rib/shoulder✓ | (4) |
- 3.1.2 Oven roasting/roasting✓ (1)
- 3.1.3 1✓, 3✓, 4✓, 5✓, 6✓, 8✓ (Any 2) (2)
- 3.1.4 -Meat can be fashioned/attractively made into a regular shape✓  
-It will cook evenly✓  
-Easy to carve✓  
-Bones reserved for stock✓  
-Interesting dishes can be prepared✓  
-Debone meat can be additionally stuffed to stretch the meat and yield more portions. (Any 3) (3)
- 3.2 3.2.1 A- Searing / browning meat in oil or fat✓  
B- Mirepoix is added and caramelised✓  
C- Adding liquid to cover a quarter of the meat✓ (3)
- 3.2.2 -Collagen✓ which is white connective tissue ✓will break down into gelatine and water✓  
-Fat begins to melt and coat the muscle fibres✓  
-Meat will be tender✓ (Any 3) (3)
- 3.3 3.3.1 Drying✓ (1)
- 3.3.2 -Preserves food for long periods of time✓  
-Inhibits enzyme action✓  
-Reduces the growth rate of bacteria/inactive✓  
-Water is unavailable to bacteria because it has turned into ice/growth retarded due to lack of moisture.✓ (Any 3) (3)
- 3.3.3 Vinegar✓  
Brown sugar✓  
Salt✓ (Any 2) (2)
- 3.3.4 Will inform consumers of the expiry date of the boerewors.✓  
The ingredients will assist consumers who suffer from allergies.✓  
The nutritional value will allow consumers to make an informed choice/healthy choice.✓  
Mass is indicated- know how many portions can be provided✓  
The sell-by date will be clear.✓  
Valuable instructions on how prepare the product will be available.✓  
Information on food additives can provide guidance to the consumer.✓  
Specifies whether the product is suitable for different religious groups.✓  
Information on the storage of the product.✓ (Any 3) (3)

- 3.3.5 Lawful ✓ and permitted according to the rules of Mohammed/Islam. ✓  
Food has been prepared according to the religious laws ✓ (Any 2) (2)
- 3.4 3.4.1 Coupe ✓  
Sundae ✓ (Any 1) (1)
- 3.4.2 (a) Chantilly cream: whipped cream ✓ sweetened with sugar ✓ and  
flavoured with vanilla ✓ (Any 2) (2)  
(b) Coulis: fruit that is pureed ✓ cooked or uncooked/with or without  
sugar ✓ (2)
- 3.4.3 Crème anglaise/egg custard ✓ (1)
- 3.4.4 To break ice crystals ✓ and include air ✓ (1)
- 3.4.5 Not suitable ✓  
Crème anglaise contains eggs. Lacto vegetarian excludes eggs ✓ (2)
- 3.4.6 Nuts contain proteins which provide the body with the essential  
amino acids required for growth. ✓ Nuts also contain  
vitamins/vitamin B ✓, fat ✓, minerals/phosphorous ✓ and fibre ✓  
necessary in the body to maintain good health. Because lacto-  
vegetarians exclude some proteins e.g. eggs in their diet, nuts can  
be eaten to replace the protein in the diet ✓.  
Low in cholesterol ✓ (Any 3) (3)
- 3.4.7 Roasting/grilling/toasted ✓ (1)
- [40]**

**QUESTION 4**

- 4.1 4.1.1 Cost for the topping = R16-00+R3-90+R21-50 ✓  
= R41-40 ✓ (2)
- 4.1.2 Selling price = Food cost + Profit ✓  
= R41.40 + 50%/R41.40 + R20.70 ✓  
= R62.10 ✓ (3)
- 4.1.3 Cost per portion = Selling price / Yield ✓  
= R62.10 / 4 ✓  
= R15.52 ✓ (Any 2) (2)
- 4.2 Choux ✓ (1)
- 4.3 Flour ✓  
Boiling water ✓  
Fat/shortening/butter/margarine ✓  
Eggs ✓  
Salt ✓ (Any 3) (3)

- 4.4 4.4.1 A- Puff✓  
B- Phyllo✓ (2)
- 4.4.2 The ice water will change into steam/ act as a rising agent/It will cause the pastry to form layers✓ (1)
- 4.4.3 -Oven is too cold✓  
-Fat too soft✓  
-Dough too soft✓  
-Edges not sealed✓  
-Uneven folding and rolling✓ (Any 2) (2)
- 4.4.4 Shortening remain hard✓  
Forms layers✓  
Provides better rising✓  
Warm butter absorbed by flour will affect the flakiness.✓ (Any 2) (2)
- 4.4.5 Leave in the refrigerator for 12 hours/overnight✓  
Remove from the fridge one hour before using it✓  
Keep pastry covered to prevent it from drying out✓ (Any 2) (2)
- 4.4.6 Suitable✓:  
It must be bite size✓  
Or  
Unsuitable✓:  
It can be messy when pastry flakes ✓or too big/not bite size✓ (Any 2) (2)
- 4.4.7 Don't put too much food on platters✓  
Place snacks in neat, evenly spaced rows or in an attractive pattern✓  
Use a mixture of colours, tastes and textures✓  
Use different levels or heights✓  
Provide enough space around tables✓  
Pack out the food and plates in a logical order✓  
Provide a place to discard toothpicks, napkins or skewers  
Use platters or trays with small individual dishes✓ (Any 4) (4)

4.5

Function	Ingredient	Motivation
Thickens the custard	Egg yolks✓	Egg protein coagulates and thickens the custard✓
Hydrates the gelatin	Cold water✓	In order to absorb the liquid and swell✓
Prevents the setting of the gelatin	Raw pineapple✓	Enzyme/bromelin breaks down proteins in gelatin✓
Increases the stiffness of the gelatin	Milk✓	Presence of proteins and mineral salts ✓

(8)

4.6

<b>Unsuitable dishes</b>	<b>Reasons</b>
Samoosa with homemade mayonnaise✓	-Samoosa is fried✓ -Mayonnaise contains egg yolks✓ -Both dishes have high amounts of fat✓ (Any 1)
Kinglip served with rosemary mash and creamy mushroom sauce✓	-Mash contains fat✓ -sauce contains a lot of cream✓ -Dish contains high amount of fat✓ (Any 1)
Jam turnover with Chantilly cream✓	-High amounts of sugar✓ -Made with refined carbohydrates✓ -Both dishes have high amount of fat✓ (Any 1)
<b>Suitable dishes:</b> Steamed Mediterranean Vegetables does not contain any oil Beetroot Salad	

(6)  
[40]**TOTAL SECTION C: 80**

**SECTION D: FOOD AND BEVERAGE SERVICE****QUESTION 5**

- 5.1 5.1.1. -Informs√ the target market about the products and services that are on offer√ (2)
- 5.1.2 The marketing tool is suitable √for the business because it:  
 -spells out the name of the product√  
 -gives a short clear description of the product and business hours√  
 -it displays the slogan√  
 -the message is conveyed through the illustration√  
 -it supplies the contact details of the business√  
 -it has used simple and understandable language√  
 -no spelling mistakes√  
 -includes promotion√  
 -neat and attractive√  
 -big lettering√  
 Not overcrowded√ (Any 5) (5)
- 5.1.3 The marketing tool adheres to the marketing mix√ due to the availability of the following:  
 -Product √  
 -Place√  
 -Promotion√  
 Except for the following that is not available on the marketing tool√:  
 -People√  
 -Price√ (Any 5) (5)
- 5.2 5.2.1 -Guest rooms √  
 -Laundry √ (2)
- 5.2.2 -Controls banking procedures. √  
 -Pays salaries. √  
 -Oversees the auditing of hotel funds. √  
 -Ensures payment of VAT. √  
 -Preparing financial reports. √  
 -Drawing up budgets. √  
 -Preparing cash flow forecasts. √  
 -Safeguarding the business's assets. √  
 -Taking care of collections, which means making sure that money to the business is paid. √  
 -Dealing with queries from guests regarding billing and foreign exchange. √  
 -Handle income tax.√  
 -Pay monthly expenses and accounts.√  
 -Keeping track of income and expenditure coming into the business.√ (Any 4) (4)

- 5.2.3 -The ability to identify business opportunities and take calculated risks to achieve success.√  
 - Commitment and determination/passionate about the job.√  
 -A sense of responsibility and love for achievement. √  
 - Creativity, self-reliance and adaptability. √  
 - A perspective that is future-orientated. √  
 - Confidence in achieving success. √  
 - Good organising and management skills. √  
 - High levels of energy and a sense of humour.√  
 -The person should be positive.√  
 -Have a vision for the business√  
 -A professional approach√ (Any 3) (3)
- 5.2.4 -Name of the business is included. √  
 -The business description is included. √  
 -The marketing plan is also included. √  
 -Staffing plan is included. √  
 -There are overall business goals. √  
 -No operational plan. √  
 -No financial plan. √ (Any 5) (5)
- 5.3 -Baking √  
 -Home industries √  
 -Vendors √  
 -Function catering √  
 -Children’s birthday parties √  
 -Meals on wheels √ (Any 4) (4)

**[30]**

**QUESTION 6**

- 6.1 6.1.1 Natural√ / Still√ / Red wine√/ dealcoholized wine (Any 2) (2)
- 6.1.2 (a) Cultivar: Cabernet Sauvignon√ (1)  
 (b) Producer: Ariel√ (1)  
 (c) Class designated name: Dealcoholized√ (1)
- 6.1.3
- | SUITABLE               | UNSUITABLE        |
|------------------------|-------------------|
| Beef lasagne√<br>Veal√ | Caviar√<br>Prawn√ |
- (4)
- 6.1.4 -Stand on the right-hand side of the guest√  
 -Hold the wine selected on a service cloth√  
 -Label must face towards the guest√  
 -Present the wine to the host whilst saying the name and vintage of the wine to confirm that it is the correct one√  
 -Open the bottle once the host is satisfied√  
 -Permit the guest to feel the temperature of the wine if they wish to do so. (Logical order - Any 4) (4)

- 6.2 Ndumiso might be failing to secure a liquor licence due to the following:  
 -In the preceding 10 years, been sentenced to imprisonment, for any offence, without the option of a fine✓  
 -Rehabilitated insolvent✓  
 -A minor/under 18 on the date of consideration of the application✓  
 -A husband of any of the above persons✓  
 -The restaurant is next to the school and no permission is granted from the community.✓ (Any 3) (3)
- 6.3 -Present coffee from the right ✓  
 -With the cup handle on the right hand side and the spoon at the back of the cup✓  
 -Sugar is offered first✓  
 -Offer a choice of hot or cold milk✓  
 -Always lift the cup to the pot when pouring from a short-spouted coffee pot. ✓  
 -If the spout is long, then the coffee can be poured into the cup on the table/pour coffee by tilting the coffee pot and pouring it up to 16mm from the rim of the cup✓  
 -Put coffeepot on a tray or side plate on a neatly folded service cloth or serviette ✓  
 -Serve anti-clockwise✓  
 -Ladies first, then men and host last✓  
 -Ensure the coffee essentials are carried to the table on a tray.  
 -Leave the sugar bowl on the table.✓  
 -Make sure you offer refills when cups are empty.✓ (Any 4) (4)
- 6.4 -The manager will decide which action should be taken according to the degree of the injury✓ e.g. slips and falls  
 -With minor injuries, the necessary first aid will be provided✓  
 -For major injuries, emergency services will be contacted/get an ambulance/transfer the person to hospital for treatment.✓  
 -After each injury, a report should be completed and filed✓ (Any 3) (3)
- 6.5 6.5.1 -tot measure✓  
 -glass✓  
 -swivel sticks✓/mixing spoon✓/long spoon✓/spoon✓  
 -strainer✓  
 -mixing glass✓  
 -ice tongs ✓  
 -knife and chopping board✓  
 -liquidizer/mixer/shaker✓ (Any 3) (3)

- 6.5.2
- If a cocktail contains cream, fruit juice or eggs, it should be shaken√
  - Never shake effervescent drinks√
  - Serve in a chilled glass/appropriate glass for the cocktail.√
  - Ice should be clear and clean√
  - Follow the recipe carefully√
  - Use good quality products√
  - Use accurate measurements/ tot measure√
  - Don't make glasses too full√
  - Add garnishes last√
  - Glasses are often decorated using plastic straws and umbrellas√
  - Place ice in the glass or mixer, followed the non-alcoholic drink and then the alcohol.√
  - Ensure clean equipment.√

(Any 4)

(4)  
[30]

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