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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2017

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 | C✓ |
| 1.1.3 | A✓ |
| 1.1.4 | A✓ |
| 1.1.5 | B/C✓ |
| 1.1.6 | C✓ |
| 1.1.7 | B✓ |
| 1.1.8 | C✓ |
| 1.1.9 | A✓ |
| 1.1.10 | D✓ |

(10)

1.2 MATCHING ITEMS

| | |
|-------|----|
| 1.2.1 | D✓ |
| 1.2.2 | C✓ |
| 1.2.3 | G✓ |
| 1.2.4 | F✓ |
| 1.2.5 | B✓ |

(5)

1.3 MATCHING ITEMS

| | |
|-------|----|
| 1.3.1 | B✓ |
| 1.3.2 | F✓ |
| 1.3.3 | A✓ |
| 1.3.4 | E✓ |
| 1.3.5 | C✓ |

(5)

1.4 ONE-WORD ITEMS

| | |
|--------|----------------------------------|
| 1.4.1 | Elastin✓ |
| 1.4.2 | Meals on wheels/ Mobile meals✓ |
| 1.4.3 | Agar/Agar-Agar✓ |
| 1.4.4 | Crudités✓ |
| 1.4.5 | Apple✓ |
| 1.4.6 | Hepatitis A/ Infective jaundice✓ |
| 1.4.7 | Cholesterol✓ |
| 1.4.8 | Fruitarian✓ |
| 1.4.9 | Suzette/Crepe Suzette✓ |
| 1.4.10 | Sterilisation/UHT✓ |

(10)

1.5 SELECTION

| | | | | |
|-------|-------------|------------------|----------|-----------|
| 1.5.1 | B/Eggs✓ | D/Sugar ✓ | E/Limes✓ | H/Butter✓ |
| 1.5.2 | B/Egg yolk✓ | D/sunflower oil✓ | | |

(4)

(2)

(any order/words accepted)

1.6 ONE-WORD ITEMS

| | |
|-------|-----------|
| 1.6.1 | Silver✓ |
| 1.6.2 | Gueridon✓ |
| 1.6.3 | Buffet✓ |
| 1.6.4 | Plated✓ |

(4)

TOTAL SECTION A: 40

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

- 2.1 2.1.1 Watery stools/diarrhoea/runny stomach✓
Nausea✓
Vomiting✓
Rapid dehydration/dehydration/severe water loss✓
Rapid/fast heart rate✓
Dry mucous membranes/dry mouth✓
Muscle cramps✓
Stomach/abdominal cramps✓
Low blood pressure✓ (Any 3) (3)
- 2.1.2 Lack of water and sewage treatment✓
Poor sanitation at informal stalls✓
People drink contaminated water/unsafe water supplies✓
People eat vegetables fertilized with sewage✓
People eat food/fish which has been in contact/washed with contaminated water✓
Food infected by flies sitting on food✓
Food infected by persons with soiled hands✓
Poor nutrition/AIDS: low immunity✓
No money for vaccines✓
People living with people who are already infected✓ (Any 2) (2)
- 2.1.3 Select food that has not been contaminated✓
Use properly cooked food/not raw✓
Use water that is not contaminated/bottled water/boiled water/
Chemically treated (chlorine) ✓
Wash hands/with antiseptic soap/soap✓
Cover/pre-pack food to protect from flies✓
Use treated water/clean water to wash fruits and vegetables✓
Sanitize/ clean stall, counter, apparatus or cloths✓ (Any 3) (3)
- 2.1.4 Untreated people die within hours due to excessive loss of fluid
or
loss of 10- 20 litres per day(blue death)✓/ dehydration✓ and
electrolyte imbalance✓ (Any 2) (2)
- 2.2 2.2.1 Honesty/loyalty/trustworthy/reliable/dependability/self-
control/dedicated and integrity✓ - towards customer by not taking
the handbag and umbrella, but reporting it✓
Alertness/ punctuality✓ - immediately reporting the suspicious
handbag in the foyer✓
Self-respect and respect for other/work well with others – respect
other people's belongings/handbag and umbrella✓
Responsibility – reporting the incident to ensure that guest
belongings are secure and safe✓
Professionalism – calmly handling the issue.
(2 marks for aspects and 2 for motivation) (4)

- 2.2.2
- If guests have already checked in via the PMS using the internet or smart phone their details will be electronically transferred onto the system.
 - Front office clerk will enter guest's name into computer/check personal details of guest✓
 - Proceed to the booking that was made/confirm booking/computer retrieve reservation✓
 - Make a printout of registration card and let guest sign✓
 - Once reservation is displayed on the screen, a room is allocated/check availability of the room/check room number✓
 - To check the date of departure✓
 - To check out the front office clerk will enter the guest's name to retrieve the invoice of guest✓, the guest must pay the total due on their account and sign✓
 - When guests check out the computer system notifies housekeeping/ other departments✓
- (Any 3) (3)
- 2.3
- The management could have decided that the level of service that they would like in their hotel should be of a high standard✓
 - Staff attitude/behaviour could have been different: staff friendly, helpful/willingness and competent✓
 - Well-trained staff/efficient/quick/ productive: therefore clients are willing to pay for good service ✓
 - Quality of food and beverages and the service of it: The price of dishes/services could have been linked to quality/professional execution✓
 - Individuals/employees differ: the hotel could have hired passionate/positive staff/motivated workers✓
 - Good / teamwork ✓
 - The good service can give a lasting impression/good word of mouth✓
 - Experienced staff✓
- (Any 3) (3)

TOTAL SECTION B: 20

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

- 3.1 3.1.1 Small, savoury, bite-sized finger food✓ served at a cocktail party✓
or as a starter✓ to stimulate the diner's appetite✓
/appetisers/beginning or start of the meal✓ (2)
- 3.1.2 Kidney beans/(Mexican bean pot)✓
Lentils/(lentil soup)✓ (2)
- 3.1.3 Not suitable✓
The menu is an a la Carte menu;/ a table d'hôte menu is used for a banquet✓
A banquet requires a pre-selected menu/dishes by the host/this menu was not determined in advance✓
This menu has too many choices of dishes for guests✓
Banquet menu should have smaller dishes/dishes too filling – can't have 'dish of the day' and 'from the grill' as two follow-up courses for a banquet✓
Courses/dishes do not complement each other; repetition of chicken and beef✓
Dishes should not be priced individually for a banquet as host pays one price for the meal✓
Food should be served quickly at a banquet – this menu will take time to serve✓
Dishes should be prepared beforehand to be ready at a certain time/these dishes will take time to prepare and guests will have to wait which is not suitable for a banquet✓ (Any 4) (4)

3.2

| |
|--|
| <p style="text-align: center;">MENU✓ FORMAL DINNER/DINNER✓</p> <p style="text-align: center;">Hors d'oeuvre Vegetable Spring Rolls with Sweet and Sour Sauce✓</p> <p style="text-align: center;">Soup Lentil Soup✓</p> <p style="text-align: center;">Plat du jour/Dish of the Day/Main Course Mexican Bean Pot✓ Basmati Rice✓ (Mexican Bean Pot✓ with Basmati in one line✓) Green Salad✓</p> <p style="text-align: center;">Dessert Poached Pear in Red Grape Juice✓ Coffee</p> <p style="text-align: center;">Date (month written out in full and can be at the top/bottom right hand corner)✓</p> <p>(✓ format correct: Spacing/headings/block/frame/centred/capital letters) (the menu must include dishes in each course for a strict vegetarian/no meat dishes in the course will be accepted, Basmati rice and the green salad will be accepted if present)</p> |
|--|

(10)

- 3.3 Baklava/poached pears in red grape juice✓
Jews cannot consume any dairy products after eating meat; both these desserts do not contain dairy✓ (Any 2) (2)

3.4

3.4.1

| NAME OF STEAK | NAME OF CUT ON CARCASS | COOKING METHOD |
|--------------------|------------------------|------------------------------------|
| Porterhouse Steak✓ | Sirloin/Loin✓ | Grill, shallow fry✓ |
| Tournedos✓ | Fillet/Tenderloin✓ | Grill, shallow fry✓ |
| Beef stroganoff✓ | Fillet/Tenderloin✓ | Shallow fry/ stewing/simmering✓ |

(6)

(The correct steak must be selected for marks to allocated in column 2 and 3)

- 3.4.2 - Natural enzymes break down muscle fibres during maturing✓
- Meat is tender✓
- More flavour✓
- Meat is more succulent✓ (Any 2) (2)
- 3.5 3.5.1 Tropical fruit bombe✓ (1)
- 3.5.2 Saratoga chops✓ (1)
- 3.6 3.6.1 Food cost/Ingredients✓
Overheads/ (or the example: electricity, water, rent, telephone)✓
Labour✓
Profit✓ (Any 3) (3)
- 3.6.2 R85✓ – R20✓
= R65✓ (3)
- 3.7 3.7.1 Drying✓ (1)
- 3.7.2 Salt/vinegar ✓ (1)
- 3.7.3 Makes water unavailable for microbial growth/prevents growth of microbes✓
Inhibits enzyme action✓
Bacteria✓ cannot thrive in a salty✓ or acidic environment✓ (Any 2) (2)

[40]


QUESTION 4

- 4.1 4.1.1 Short crust/pâte sucrée✓ (1)
- 4.1.2 Rich✓
Not flaky✓
Light/golden brown colour✓
Crisp✓
Soft/fine crumbs✓
Texture not gummy or tough✓ (Any 4) (4)
- 4.1.3 To keep the crust from blistering✓
To ensure that pastry cases cook thoroughly/to prevent a soggy bottom✓
To help the crust to become crisp✓
When the crème pâtissier/filling used, is already cooked✓ (Any 3) (3)
- 4.1.4 It will be runny/custard won't hold shape✓
The starch won't gelatinize properly✓
Egg protein didn't coagulate✓
There may be a raw starchy taste ✓ (Any 2) (2)
- 4.1.5 Turnovers/croissants✓ (1)
- 4.1.6 Jam✓
Cooked fruit e.g. apple/pears/canned (tinned)/compote/glazed✓
Pastry cream/Custard✓
Frangipane✓
Sweetened Cream cheese✓
Caramel✓
Nutella/almond spread✓
Chocolate✓
(Any relevant 2) (2)
- 4.2 4.2.1 Éclairs/Chocolate éclairs✓ (1)
- 4.2.2 Steam✓ (1)
- 4.2.3 Crisp✓
Hollow/well puffed✓
Dry inside✓
Light in weight✓
Light/golden brown in colour✓
Evenly sized/similar size✓
(Any 3) (3)
- 4.2.4 (a) To prevent evaporation that will result in too little steam/change the ratio of the ingredients/ will have a small volume/prevents rising/oily product✓✓ (2)
- (b) Allow for enough steam in order to allow the dough to rise/form a hollow✓✓ (2)
- (c) To ensure that the pastry dries out completely/ well-cooked/ to keep shape ✓✓ OR to prevent burning✓✓ (2)

- 4.3 4.3.1 Cocktail function or finger lunch✓ (1)
- 4.3.2 Finger foods should be bite sized/ small/easy to handle/eaten by hand✓
They must be visually attractive and colourful/presentable/well garnished✓
They must be tasty and well-seasoned✓
They must include a variety of flavours/ don't repeat same food/ sweet and savoury✓
Ingredients should be easily recognised ✓
Food should be properly prepared/cooked thoroughly✓
Made of high quality ingredients✓
Variety of textures✓
Personal and kitchen hygiene is essential✓
Variation of temperature e.g. hot and cold✓
Enough or sufficient quantity of food✓
(Any 4) (4)
- 4.3.3 Stuffed eggs✓
Cheese rissoles✓
Crumbed mushrooms✓
Fish goujonette✓
Grilled pork brochette✓
Aubergine fritters ✓
Bacon wrapped chicken livers✓
Fruit kebabs✓
(Any 2) (2)
- 4.4 4.4.1 Cold dessert✓ (1)
- 4.4.2
- (a) Too much sugar will weaken the gel/not holding shape/not set properly✓ and retard the setting process or cause the gel to take longer to set✓ (2)
- (b) Too much acid will weaken the gel/softer jelly✓/melt more easily/not set properly✓ (2)
- (c) Raw pineapple contains an enzyme bromelin✓ will prevent the setting of the jelly/enzymes break down gelatin✓ (2)
- 4.5 Sherbet: is prepared using dairy product and/or egg/a flavoured sweet effervescent powder made off icing sugar and citric acid ✓
Sorbet: is prepared without dairy product and/or egg yolk/prepared with fruit juice and sugar stock✓ (2)

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

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

- 5.1 5.1.1
- (a) Security guard/parking attendant✓ (1)
- (b) IT person/Computer person/Marketing manager✓ (1)
- (c) Night auditor✓ (1)
- 5.1.2 Laundry✓
Laundry service e.g. washing and ironing may be offered to guests
and guests pay per item – generating income✓
Washing and cleaning of establishment's linen such as bed linen
doesn't generate income✓ (3)
- 5.1.3 Front office/24 hour reception/reception✓
Free DSTV and Wi-Fi✓
Swimming pool✓
Air-conditioning✓ (Any relevant 2) (2)
- 5.2. 5.2.1 Gross Domestic Product✓ (1)
- 5.2.2 They bring in revenue/money by delivering goods/food✓ and
services✓ (2)
- 5.3 Name of the Hotel/Mayfair Hotel✓
Address/28 Smith street, Cape Town✓
Contact details/ 021 488 2888
Goal/ Striving to service excellence, Proudly South African✓
Logo/ ✓
Form of business/Private owner✓ (Any 4) (4)
- 5.4 Good✓
Name of hotel is indicated/Mayfair hotel✓
Big lettering/easy to read✓
Short description of product/services✓
Logo/slogan indicated✓
Contact details are provided/ telephone number/e-mail address✓
Simple language is used/easy to understand✓
Free of spelling mistakes✓
Bad✓ - because no prices provided✓ (Any relevant 4) (4)

- 5.5 5.5.1 Website/internet✓
E-mail✓
Telephonic/tele-sales✓

(Any 1) (1)
- 5.5.2 Target market can be reached immediately✓
Advertiser can approach customers individually by telephone or e-mail✓
Can reach a very wide and varied audience✓
Internet/website: Information could be updated regularly✓
Internet/website: People can get a lot of information and read reviews✓
Telephone: people can be very convincing✓
Saving costs e.g. paper and ink/green environment✓

(Any 2) (2)
- 5.6 5.6.1 Threats:
Street parking✓/cars can get stolen during the day and night/
hijacking ✓
Swimming pool✓/ people can drown✓
CBD✓/ Noisy/subject to robberies/bomb threats/fire✓
24 hour reception✓/ dangerous at night✓
Competition✓/ other hotels in the area✓

(Any 3) (3)
- 5.6.2 Opportunity:
- K Naidoo can expand the business – more hotels/ build more rooms✓
- Can host matric farewells/weddings/entertainment✓
- Day care for children- parents attend spa✓
- Gift shop✓
- Beverage stands✓

(Any 3 relevant answers) (3)
- 5.7 To see to maintenance/repairs any time of day or night e.g. TV, plumbing, electricity, air-conditioning ✓
Routine maintenance e.g. gardening, painting, washing carpets✓
Waste management and recycling also forms part of maintenance✓
Maintenance and cleaning of swimming pool ✓

(Any 2 relevant answers) (2)
- [30]**

QUESTION 6

- 6.1 6.1.1 Natural✓, still✓, red✓ (Any 2) (2)
- 6.1.2 Wine and spirit board authenticity seal✓
It means that the wine is certified✓
May provide information such as cultivar✓
An official guarantee that what is stated on the bottle in terms of origin, cultivars and vintage is factually correct/not fake✓ (Any 2) (2)
- 6.1.3 15 – 20°C/ European room temperature/room temperature✓ (1)
- 6.1.4 Correct✓
Red wine glass should be half filled✓ (2)
- 6.1.5 Any suitable **dish** made from the following:
Beef✓
Lamb✓
Game✓
Red meat✓
Cheese dishes✓
Soya dishes/Bean/legume dishes✓
Pasta with protein/Lasagne✓ (Any 2) (2)
- 6.2 People who has in the preceding 10 years been sentenced to imprisonment for any offence/criminal record, without the option of a fine✓
People who are un-rehabilitated insolvent✓
Minors on the date of consideration (under 18)✓
Husband or wife of any of above persons✓
School boards/school restaurants✓ (Any 3) (3)
- 6.3
- | | SHAKING | STIRRING |
|------------------|---|--|
| EQUIPMENT | Use cocktail shaker/use two glasses that fit into each other✓ | Use mixing glass/ swizzle stick/long spoon (parfait spoon)✓ |
| METHOD | Shake for 10 seconds/until well mixed✓ | Stir mixture with ice/stir liquids to mix well✓ |
- (4)
- 6.4 After the main course; before the dessert✓
Remove all items not required from the table✓
Use a side plate and a service cloth/serviette/special dust pan and a brush/electronic brush✓
Hold a side plate on the flat of your left hand ✓
Hold a folded service cloth in right hand/between a spoon and fork✓
Start on right of host✓
Stand between two guests and brush halfway from both guests✓
Brush down on side plate using service cloth✓
Brush down from the left side of the guest✓
Pull down dessert cutlery✓
Continue anti-clockwise✓(clock-wise)
Ending with host/hostess✓ (Any 4) (4)

| | | | | |
|-------------------------|-------|---|---------|-------------|
| 6.5 | 6.5.1 | Chafing dish✓ | | (1) |
| | 6.5.2 | To keep food warm during serving✓ Serving warm food on a buffet table✓ | (Any 1) | (1) |
| 6.6 | 6.6.1 | Yes or no✓ The type of flowers match the formal function✓ Flower arrangement doesn't hamper the vision of the guests✓ Flower arrangement blends with the rest of the décor✓ Enough space between tables and chairs to move around✓ Napkins are folded plain but neat/not too much handling✓ Napkins create 'colour'/contrast and height✓ Table decorations are neat/tidy and attractive✓ Chair covers are suitable and harmonize with the table cloths ✓ No table numbers visible/tables not numbered✓ No name cards for guests visible✓ No cruet set/salt and pepper on the table✓ No menus on the table✓ | (Any 4) | (4) |
| | 6.6.2 | Apologise to the guest for the inconvenience✓ Take the plate back to the kitchen✓ Serve the correct steak on a clean plate/waiters tell the chef to make another steak✓ Don't argue with the guest✓ Control your emotions: don't get angry/be calm, polite, helpful✓ Listen and pay attention to the guest✓ Maintain eye contact and positive body language✓ Show understanding and willingness to resolve the matter✓ Never place blame on yourself or chef in the kitchen✓ Don't promise something you can't provide/offer a complimentary drink with permission✓ If you can't handle the situation, call the maître d' or manager✓ Handle the guest in a positive and professional manner✓ Ask the guest to select another steak/dish from the menu. ✓ | (Any 4) | (4) |
| | | | | [30] |
| TOTAL SECTION D: | | | | 60 |
| GRAND TOTAL: | | | | 200 |