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# basic education

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

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2018**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages**

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

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	C✓
1.2.2	A✓
1.2.3	G✓
1.2.4	B✓

(4)

**1.3 ONE-WORD ITEMS**

1.3.1	Human Resources/HR✓
1.3.2	Overheads✓
1.3.3	Crepe Suzette✓
1.3.4	Collagen/white connective tissue✓
1.3.5	Elastin✓
1.3.6	Chakalaka✓
1.3.7	Phyllo✓
1.3.8	Glazing✓
1.3.9	Electronic✓
1.3.10	Eighteen/18✓

(10)

**1.4 SELECTION**

1.4.1	A✓C✓D✓ F✓
1.4.2	A✓D✓ E✓
1.4.3	A✓C✓
1.4.4	B✓C✓

(in any order) (4)  
(3)  
(2)  
(2)**1.5. MATCHING ITEMS**

1.5.1	D✓
1.5.2	H✓
1.5.3	F✓
1.5.4	B/C✓
1.5.5	A✓

(5)

**TOTAL SECTION A: 40**

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

- 2.1      2.1.1      Constant coughing/longer than three weeks✓  
Fever/Chills✓  
Night sweats✓  
Chest pains✓  
Coughing blood✓  
Loss of appetite✓  
Weight loss✓  
Constant tiredness/fatigue✓  
Shortness of breath/ Dyspnoea ✓ (Any 3) (3)
- 2.1.2      No /Worker must go on sick leave✓  
TB is contagious/ To avoid it being spread ✓  
It can be spread to other members of staff, food and guests.✓ (3)
- 2.1.3      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 doesn't 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 3) (3)
- 2.1.4      People with HIV have a weakened immune system ✓ leaving the body more vulnerable to TB✓  
A weakened immune system allows TB to infect other parts of the body other than the lungs✓  
TB increases the formation of HIV viruses✓ (Any 2) (2)
- 2.2      2.2.1      By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV✓  
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor✓  
By speaking to guests about the safety of their belongings (must be related to keeping their belongings safe)/sending alerts to their devices ✓.  
Must be visible at entrance✓ (2)  
Search staff when they enter the workplace or when they leave✓  
(Any 2)

- 2.2.2      Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓  
              Good teamwork will increase productivity✓  
              Good impression will lead to satisfied customers that are willing to pay✓  
              Satisfied customers become loyal customers that return to the business✓  
              Customers will come up with positive word of mouth that attract more customers✓  
              More customers will increase the income and profits✓                    (Any 3)            (3)
- 2.3          Computers can assist chefs in the following ways:  
              Dish sales can be recorded✓  
              Unpopular dishes can be removed from the menu✓  
              The chef can search dishes for the menu on the internet✓  
              The menu and the ingredient costs can be calculated✓  
              Selling price can be calculated easily✓  
              Profit can be calculated easily ✓  
              Developing and changing of recipes can be simplified✓  
              Recipes and ingredients can be listed✓  
              Order lists can be compiled easily and accurately✓  
              Metric conversions can done automatically✓  
              Serving sizes can be printed on a recipe✓  
              Nutritional values can be determined✓  
              Online dictionary for translating menu/ingredient terms ✓                    (Any 4)            (4)

**TOTAL SECTION B:      20**

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

3.1 3.1.1 Cold dessert ✓ (1)

3.1.2		Crème Pâtissière	Crème Brûlée	
	Ingredients	Starch: corn flour/ cake flour✓ No caramelised sugar✓ Whole egg✓ (Any 1)	No starch: no corn flour/ cake flour✓ Caramelised sugar✓ Only egg yolk ✓ (Any 1)	
	Preparation method	No baking✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot✓. No bain marie✓ Not using blow-torch ✓ (Any 1)	Baking✓ No boiling and stirring ✓ Inside bain-marie in oven✓ Sugar caramelised using a blow-torch/under the grill in the oven✓ (Any 1)	(4)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites✓  
Crisp, paper-thin biscuits✓  
Baked into different shapes✓  
Twisted and curled after coming out of the oven, while still hot✓  
(Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting.✓  
Results in a smooth and shiny chocolate finish. ✓  
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads.✓ (Any 2) (2)

3.2.3 Praline✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓  
Swelling, tongue, lips or eyes /tightening of throat✓  
Difficulty in breathing/choking✓  
Vomiting ✓  
Diarrhoea✓  
Abdominal cramps✓  
Eczema/Hives: skin rashes/redness/itching✓  
Tingling sensation in the mouth✓  
Heart palpitations✓  
Lowered blood pressure/feeling faint✓ (Any 4) (4)

- 3.3 It is not suitable✓ because the trifle has: (1)  
 too much sugar/sugar will increase blood glucose✓  
 fat in the cream/ custard/ fat in egg yolks✓  
 only refined starch✓  
 no high-fibre ingredients/no complex carbohydrates✓ (Any 2) (3)
- 3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine✓  
 Sprinkle powder over cold water/liquid✓  
 Leave to stand / soak for two minutes or longer✓ / to absorb liquid  
 and swell✓ (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed✓ (1)
- 3.4.3 3,4-6g OR 10ml✓ because:  
 1 sheet of gelatine is equivalent to 1,7g-3g/5ml ✓ therefore:  
 2 sheets are 1.7g x2 = 3.4g or 5mlx2= 10ml ✓  
 (Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian✓  
 Pesco-vegetarian✓  
 Pollo-pescatarian/semi-vegetarian✓  
 Flexitarian✓  
 Lacto-ovo vegetarian✓ (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy  
 products, eggs, and fruits ✓ (1) (4)

3.5.2 It is high in protein/essential amino acids e.g.lysine✓  
Low in fat✓  
Cholesterol free✓  
Natural source of fibre✓  
Gluten free✓  
High in vitamin B ✓  
High in minerals/ such as potassium/ iron / magnesium✓  
Rich in anti-oxidants✓  
Low GI✓  
It adds variety to the diet✓  
More affordable/relatively cheap✓  
Longer shelf life✓  
Readily/easily available✓

(Any 5)

(Any 5)

(5)

### 3.6

	<b>Sterilising of bottles</b>	<b>Sealing the bottle</b>
Explanation of how the technique is applied	<p>Wash bottles in hot, soapy water/give it an anti-bacterial wash✓</p> <p>Boil 10 minutes or more✓</p> <p>In a container with boiling water✓</p> <p>Dry upside down in oven✓</p> <p>Bottles can be microwaved until water boils✓</p> <p>Sterilize the lids as above✓ (Any 3)</p>	<p>Immediately close bottle with lid/ while the mixture is still hot✓</p> <p>(Any 1)</p>
Reason for applying the technique	<p>Destroys/kills bacteria/micro-organisms ✓</p> <p>Prolongs shelf life✓ (Any 1)</p>	<p>No air able to enter or exit/ reduce oxidation✓</p> <p>Micro-organisms cannot multiply/no deterioration. ✓</p> <p>Prolongs shelf life✓ (Any 1)</p>

(6)  
[40]



**QUESTION 4**

4.1 4.1.1

Dish	Beef cut
A Tournedo	Fillet✓
B Grilled Sirloin	Loin✓

(2)

4.1.2

Stretches the portion✓  
 Gives more flavour✓  
 Improves appearance✓  
 Makes it more succulent and juicy/adds moisture/less dry✓  
 Creates more interesting dishes✓  
 Improves nutritive value ✓

(Any 4)

(4)

4.1.3

Use a clean grill ✓  
 Brush grill with lemon/rosemary/onion to add flavour✓  
 Use charcoal or non-poisonous wood✓  
 Grill ±10cm above moderate coals/do not put directly on coals/ not too hot✓  
 Grill should leave appetising crosshatch marks on the meat✓  
 Don't season/salt meat before grilling✓  
 Keep/ rest steak at room temperature before grilling ✓  
 Use meat tongs/don't poke with a fork✓  
 Brush grill with oil to prevent sticking✓  
 Grill on one side, leave to loosen by itself and turn on other side✓  
 Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides✓

(Any 3)

(3)

4.1.4

Moist heat is for tough meat cuts/forequarter✓  
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓  
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/rubbery✓  
 Meat juices will be lost in water/liquid resulting in less flavour✓

(Any 2)

(2)

4.1.5

Truffles✓  
 Foie gras/duck liver✓  
 Crouté✓  
 Any:  
 sauce (e.g. madeira sauce)✓  
 vegetables (e.g. grilled vegetables)✓  
 starch (e.g. mashed potatoes)✓  
 salad (e.g. greek salad) ✓

(Any 2 relevant answers)

(2)

4.2 4.2.1

Total cost = total cost per person x number of guests + overheads/  
 $200 \times R200 = R40\,000$ ✓  
 $(R40\,000) \checkmark + (R500 + R300) \checkmark$   
 $= R40\,800 \checkmark$

(Any 3)

(3)

4.2.2

$R40\,800 \times 50\% (50/100) \checkmark$   
 $= R20\,400 \checkmark$   
**OR**  
 $R40\,800 / 2 \checkmark = R20\,400 \checkmark$

(2)

- 4.2.3 A Aloe caterers ✓  
B Witteklip Secondary School ✓  
C 3½ hours/ 18:30-22:00 ✓  
D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays ✓/ weddings ✓/ anniversaries ✓/ funerals ✓/  
matric farewell/ tea party ✓  
Social events/entertainment ✓  
Prize giving functions / award ceremonies ✓  
Marketing functions/product/media launches ✓  
Business liaising/functions ✓/ fund raising events ✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized ✓, savoury snacks ✓  
Attractively garnished ✓  
Three parts: base, spread and garnish ✓  
May be glazed with aspic to prevent drying out ✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad ✓  
No colour variation: too many white and pink colours ✓  
Not all bites are dainty/bite sized e.g. quiche ✓  
Good ✓ - variety of shapes: round, long, etc. ✓  
(Any 2 relevant answers)
- (b) Ingredients used: Good ✓  
Applicable accompaniments ✓  
Different food groups included ✓  
Savoury and sweet snacks are included ✓  
Bad ✓ - Too many fish dishes: salmon, tuna, sushi ✓  
High in starch/carbohydrates ✓  
Rich in fat: mayonnaise, cream, chocolate ✓  
Not sufficient vegetarian options ✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucree ✓  
B Puff pastry/rough puff/flaky pastry ✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓  
B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare ✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly ✓  
Too much egg will result in a runny pastry ✓  
The pastry cannot be shaped or piped properly ✓  
End products have a poor shape/no cavity/flat/dense texture ✓  
(Any 2) (2)
- 4.5.2 Piping bag/plastic bag ✓  
Piping nozzle ✓  
Two spoons/teapoons ✓ (Any 2) (2)

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

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

- 5.1      5.1      Visual/poster✓ (1)
- 5.2      Mamelodi school learners✓ and teachers✓ and non-teaching staff✓  
Municipal workers✓  
Mamelodi community members/people who want a quick  
meal/parents of the learners✓ (3)
- 5.3      Bright colours that will catch the eye✓  
Big letters/font easy to read✓  
Interesting pictures/photos✓  
A big space or a small advert on a clean blank page✓  
Neat and attractive✓  
Catch potential customers attention by using words such as  
FREE/indicate promotions✓  
All correct information is available/✓ no spelling mistakes or  
language errors ✓  
Not cluttered / not too much information✓  
Apply art elements and principles✓  
Include business information such as: name/contact details/  
address✓  
Include product information such as: price/slogan/description of  
product✓  
Use simple understandable language✓ (Any 5) (5)
- 5.4.      Brochures, leaflets/ ✓  
Printed media✓ OR local newspaper✓  
Audio ✓ OR local radio station✓  
Audio-visual OR TV✓  
Electronic/e-mail/ online✓  
Social media: Facebook, Instagram, WhatsApp, Sms✓  
Product samples /promotional items✓  
Word of mouth✓  
Billboards✓ (Any 3) (3)
- 5.5      Name of Owner/business✓: Nomhle✓  
Business Address✓: No 63 Mamelodi Extension✓  
Form of business✓: Sole owner✓  
Type of business/Business description✓: lunch café or take-away✓  
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓  
Product/Service description✓: Bunny chows, vetkoek with mince,  
hotdogs and burgers✓  
Marketing plan✓: poster ✓ (Any 6) (6)

- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs and burgers from Nomhle✓  
 She can supply vendors selling from the trolley and stalls✓  
 Children's birthday parties to make hot dogs and burgers✓  
 Delivery service of bunny chows, vetkoek, hot dogs and burgers (food) into people's homes✓  
 Waiter✓, maintenance✓, security, ✓  
 Purchasing vegetables from a farmer ✓  
 Cleaner ✓ (Any other relevant 3) (3)
- 5.7 Pays staff salaries✓  
 Controls banking procedures✓  
 Oversees the auditing of funds ✓  
 Ensures payment of VAT✓  
 Safeguarding of business assets ✓  
 Pay debtors/monthly expenses/accounts✓  
 Keeping track of money coming in and out of business✓  
 Prepare financial reports✓  
 Drawing up budgets✓  
 Handle income tax/SARS✓  
 Take care of account enquiries✓ (Any 3) (3)
- 5.8 Laundry✓: for washing of table cloths✓  
 Marketing✓: advertisement using poster✓  
 Front office✓: sales lady to make contact with the customers✓  
 Maintenance✓: to ensure stoves are in working order and plumbing is also in working condition✓  
 Security✓: to guard the premises ✓  
 Human Resource✓: hiring and firing the staff✓ (Any 3 × 2) (6)
- [30]**

**QUESTION 6**

- 6.1      6.1.1 (a)    Maître d'hôtel should investigate the problem✓  
Control your emotions; stay calm✓  
Show willingness to assist guests/ pay attention to customers✓  
Apologise sincerely✓  
He must not argue with the customer✓  
Acknowledge the complaint and thank the guest for bringing the matter to your attention✓  
Never place the blame on yourself or on somebody else✓  
He must not promise something he cannot provide✓  
Keep guests updated/ inform the guest on the progress of the food/ ✓  
Offer alternative dishes that won't take that long ✓  
Bring guests a complementary/free drink/bread rolls with the approval of the manager ✓ (Any 4) (4)
- 6.1.1 (b)    Keep waiters / guests calm✓  
Control your emotions and keep charge of the situation✓  
Ask the customer politely but firmly to leave/lower voices✓  
No more alcoholic beverage should be offered✓  
Non-alcoholic drinks/coffee can be offered to the guests✓  
Keep the incident as quiet as possible✓  
Move the guests to a different table✓  
Call maître d/ security to handle the problem✓  
Apologise to the other guests for the noise ✓ (Any 5) (5)
- 6.1.2      Serve them a complimentary/free beverage✓  
Check the guest after a while that all is well✓  
Call the guest within the week to check that he/she is satisfied with how the problem was solved✓  
Build and maintain a good relationship✓ (Any 1) (1)
- 6.1.3      Wash in clean, hot, soapy water✓  
Rinse in clean, hot water ( $\pm 60^{\circ}\text{C}$ ) ✓  
Air dry✓  
Polish with a clean cloth✓  
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth✓  
OR  
Ensure that clean cutlery is used✓  
Study menu and lay cutlery accordingly✓  
Ensure cutlery is straight/in line with the opposite cover✓  
Lay cutlery 1-2 cm from the edge of a table✓  
Use a dinner/entrée plate to determine the space between main course knives and forks✓  
Ensure that all covers look the same✓ (Any 3) (3)

- 6.2 6.2.1 Pink/light red/ blush✓  
Motivation: It is a rosé/skins were removed/ blend of white and red wine✓ (2)
- 6.2.2 6/7/8°C✓ (1)
- 6.2.3 Brut: Very dry✓ (1)
- 6.2.4
- |                             | Wine A   | Wine B                                      |
|-----------------------------|--|---|
| <b>Manufacturing Method</b> | Charmat (second fermentation in the tank)✓<br>Cap Classique✓<br>Tank method✓<br>Carbonation✓<br>Transfer method✓ (Any 1) | Champagne (second fermentation the bottle)✓ |
| <b>Origin</b>               | Roederer Estate, Anderson Valley, California, USA✓   | France✓                                     |
- (4)
- 6.2.5 Caviar✓  
Oysters✓ (Any 1) (1)
- 6.3 On-consumption/on premises✓  
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓  
Off-consumption/off premises✓  
For liquor stores who sell liquor that is consumed elsewhere ✓  
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓ (2 x 2) (4)
- 6.4 Informing the guests about promotions,/ dish of the day ✓  
The waiter will ask the guests if they are ready to order✓  
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓  
Take the order for starters and main courses✓  
Note any dietary requirements✓  
Repeat the order to make sure that the order is correct✓  
Transfer the order to the kitchen docket including special requirements✓  
Place the order with the kitchen✓  
Record the sale for billing purposes✓ (Any 4) (4)

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