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## basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

# NATIONAL SENIOR CERTIFICATE

**GRADE 12** 

**HOSPITALITY STUDIES** 

**NOVEMBER 2019** 

**MARKING GUIDELINES** 

**MARKS: 200** 

These marking guidelines consist of 17 pages.

### **SECTION A**

## **QUESTION 1**

1.1	MULTIPL	E-CHOICE QUI	ESTIONS	Correct order	
	1.1.1	D√			
	1.1.2	В√			
	1.1.3	D√			
	1.1.4	C√			
	1.1.5	A√			
	1.1.6	C√			
	1.1.7	C√			
	1.1.8	C√			
	1.1.9	C√			
	1.1.10	В√			(10)
1.2	MATCHIN	NG ITEMS		Correct order	, ,
1.2	1.2.1	C√		Contest order	
	1.2.2	A√			
	1.2.3	D√			M15
	1.2.4	G√			F135
	1.2.5	B√			(5)
	1.2.0	5 1			(5)
1.3		NG ITEMS		Correct order	
	1.3.1	B√			
	1.3.2	E√			
	1.3.3	G√			
	1.3.4	A√			
	1.3.5	D√			(5)
1.4	ONE-WO	RD ITEMS			
	1.4.1	Drying√			
	1.4.2	POS/ Point of	f sale√		
	1.4.3	Marbling/ Intra	a-muscular fat√		
	1.4.4	Overhead cos	sts/ Overheads√		
	1.4.5	Allergy/ Allerg	gic reaction√		
	1.4.6		Domestic Product√		
	1.4.7	Jews/ Jewish	/ Judaism√		
	1.4.8	Sherbet√			
	1.4.9	Phyllo/ Strude	el pastry√		
	1.4.10	Frosting/ Dec	orating√		(10)
1.5	SELECTI	ON ITEMS		Any order	
1.5.1	в√ с√ E	i√ F√			
1.5.2	в√ с√				(4) (2)
1.5.3	B√ E√ F	√ G√			(4)
				TOTAL SECTION A:	40

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

#### **QUESTION 2**

2.1 2.1.1 14-50 days/ 2-6 weeks√
(any number of days/ weeks in range) (1)

2.1.2 • Tiredness/ Fatigue√

- Upset stomach√
- Stomach ache/ Abdominal cramps√
- Diarrhoea/ Watery stools√
- Light-coloured stools√
- Fever/ feverish√
- Nausea√
- Vomiting√
- Loss of appetite√
- Dark yellow urine√
- Yellowish skin or eyes/ Jaundice√ (Any 3)
- 2.1.3 Employee is excluded from work for at least 7 days/ 6 weeks $\sqrt{\phantom{a}}$ 
  - There will be a workflow disruption√
  - Less workers will lead to low productivity/ less products√
  - Hiring & training of new/ temporary staff√
  - Less income because of lower productivity√
  - People will not be making use of the Industry and that will lead to lower income√
  - It will lead to increased financial cost related to care and treatment of employees√
  - More money must be spent on buying bottled water for drinking and cooking/ Jojo-tanks can be bought to store water/ sanitizers/ boiling water for washing dishes√

(Any 3) (3)

(3)

22

- Infected food service workers should only return to work√/ seven days after onset of effective treatment√
- Workers may be suspended from food handling duties√
- Avoid sneezing and coughing over food√
- Wear face mask√
- Try to keep food covered $\sqrt{}$  (Any 3)

- 2.3 2.3.1
- Showed tolerance/ patience by recognising others as individuals with different personalities
- Accept each other/ they were not biased /diversity /respect√
- Being objective about the Hotels goals/ work towards the same goal/ focussed√
- Showed willingness to work with others/ Co-operated with each other /work together/  $\sqrt{\phantom{a}}$
- They were fair and honest with all team members√
- Showed understanding and had some thought for their fellow workers /not being selfish√
- Every member pulled their weight/ everybody does their part√
- Reliable team members√
- Enjoyed working with each other/ constructive working relationships/ positive work relationship / practice to work together√
- Good communication/ Talked with each other in a respectful manner and listening to each other√
- Resolve conflict√
- Constantly keeping up with changing trends in the industry√
- Share successes and failures√
- Motivate each other√
- Well-disciplined /punctual√

(Any 3) (3)

- Satisfied customers will become loyal customers√ they will return to the business because the award is attributed to excellence√
  - Popularity may increase prices/ satisfied customers are willing to pay more√
  - Positive word of mouth/ Hotel more well-known/ good reviews on booking platforms/ because of the award which will attract more customers√ more customer increases the income and profits√
  - Increased salaries/ incentives/ wages of the staff√ (Any 3)

#### 2.4 Use of computers in menu planning:

- Dish sales can be recorded and analysed to determine popular dishes√
- Menu can be updated with unpopular dishes removed√
- Costing of menu, ingredients, production costs and selling price can be calculated  $\sqrt{\phantom{a}}$
- Online dictionary can translate the names of ingredients / spellcheck words√
- Recipe development and changing recipes are simplified√

- Nutritional value of food on the menu can be determined√
- Serving sizes can be printed on a recipe√
- Serving suggestions/pictures/ visuals for menu/products√
- Metric conversions can be done automatically√
- Standardised recipes for preparing food and food and beverage products are established√
- It is quicker/easier/saves time to compile the menu√ (Any 4) (4)

TOTAL SECTION B: 20

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

#### **QUESTION 3**

3.1 3.1.1 Pâte A Foncer/ Shortcrust√ Pâte sucrée/ Sweet shortcrust√ Pâte brisée/Rich shortcrust√ (Any 1) (1) 3.1.2 (a) • Heat from hands can melt the shortening√ The dough can shrink√ Gluten development which will cause the dough to not have short crumbs/ dough become elastic/tough√ Toughening of the crust/ hard crust (Any 2) (2) (b) • Alter the proportion of fat to flour/ change the ratio of ingredients√ Cause the dough to be dry /crack/ fall apart/ crumble  $\sqrt{\ }$ Cause the crust to be hard√ (Any 2) (2) 3.1.3 Allows trapped air/steam to escape√ Prevents the pastry from uneven rising/ lifting of pastry/ blistering/ the bottom of the pastry remains flat√ (2) 3.2 Step 4: 3.2.1(a) To ensure that the batter is thick, smooth and shiny  $\sqrt{\phantom{a}}$ To form a soft dough that will hold its shape when baked√ Pliable to be piped/ spooned√ not runny√ Adding too much egg results in a runny batter that cannot be piped/small volume/proportion or ratio can be changed with too much eggs√ Controls the consistency/ prevents too much egg being added/ sizes of eggs differ√ Easier to mix one egg at a time/ difficult to mix all eggs at one time√ Humidity in the air influences the amount of eggs added to the mixture√ (Any 3) (3) (b) Step 7: Finishes the baking process/ ensures that the pastry is thoroughly cooked√ Allows for the pastry to dry out/ steam can evaporate/ crispy shell√ Prevents product from collapsing/ keeps it form√ Prevents burning/ ensure golden brown colour√ (Any 3) (3)

	3.2.2	<ul> <li>Churros√</li> <li>Beignets√</li> <li>Aigrettes√</li> <li>Pommes/ Potato dauphines√</li> </ul>	(Any 2)	(2)
3.3	3.3.1	<ul> <li>Enhances the appearance/ improves the shape√</li> <li>Keeps the meat moist and succulent√</li> <li>Adds flavour/ better taste to the cut of meat√</li> <li>Increases the serving portions from the cut/ st portions√</li> <li>Creates interesting dishes/ variety of dishes√</li> <li>Nutritional value of the dish is increased√</li> </ul>	tretching (Any 3)	(3)
	3.3.2	<ul> <li>Chuck√</li> <li>Flat rib√</li> <li>Brisket√</li> <li>Prime rib√</li> </ul>	(Any 2)	(2)
	3.3.3	<ul> <li>It will not:</li> <li>have a brown surface/ it will be pale in colour/ we desirable in colour√</li> <li>have a desirable flavour√</li> <li>It will:</li> <li>lose sarcoplasm√ resulting in the beef roll being dry√ be of the loss of moisture√</li> </ul>		(2)
	3.3.4	<ul> <li>Leave the beef roll to rest after cooking to allow the juices to settle/</li> <li>Remove the string/ food ties√</li> <li>Use a good quality sharp knife/ carving knife/ electrical</li> <li>Cut the beef roll against the grain√</li> <li>Cut the beef roll using the full length of the blade√</li> <li>Cut even slices√</li> <li>Use marks of string to guide portioning√</li> </ul>	,	(3)
	3.3.5	It will be more expensive due to:  • a lot of labour/ time being involved in removing the bon • the cut loses weight because of the absence of the bon • the variety of ingredients used to stuff the roll√ • Cost of string/ elastic adds to price√	e√	(2)
		·	,	\ '/

3.3.6	Beef roll	T-bone steak	
	120g-150g√	150g-250g√	
	The beef roll is bonele the T-bone steak that h	ess therefore the portion is small as a bone in $\sqrt{}$	ler than (Any 2)
3.4.1	<ul> <li>Pollo-vegetarian /Pollot</li> <li>Pollo-pescatarean √</li> <li>Flexitarian√</li> </ul>	tarian√	
	<ul> <li>Semi-vegetarian√</li> </ul>		(Any 2)
3.4.2	<ul> <li>Lacto-ovo vegetarian/ 0</li> <li>Pollo-vegetarian√</li> <li>Pollo-pescatarean√</li> <li>Pescatarean/ Pesco-ve</li> <li>Flexitarian√</li> <li>Semi-vegetarian√</li> </ul>	egetarian√	(Any 2)
3.5.1	Selling Price = Total cost / I cost/ + Profit√ R 25 000 + R 5 000 + R 3 5 R 33 500 x 35 /100√ R 33 500 + R 11 725√ R 45 225√ (must include <i>R</i> )		
3.5.2	Selling price per person = $\frac{1}{2}$ R 45 225 ÷ $\frac{1}{2}$ 100 $\frac{1}{2}$ R 452.25 per person $\frac{1}{2}$ (must	Selling price ÷ Number of people it include <i>R</i> )	

(Formula (x1) + (  $\div$  100) + price per person (x1))

(3) **[40]** 

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### **QUESTION 4**

4.1	4.1.1	<ul> <li>No choices in courses/ set menu√</li> <li>No choice in dishes√</li> <li>Price is given for the whole menu√</li> <li>Menu has the correct layout of a table d'hôtel√ (Any 1)</li> </ul>	(1)
	4.1.2	<ul> <li>Creamy Mussel Soup with Croutons√</li> <li>Apple Sorbet√</li> <li>Leg of Lamb√</li> <li>Mornay Sauce√</li> <li>Minted Rice Timbales√</li> <li>Steamed Beans with Bacon bits√</li> <li>Pumpkin Fritters with Caramel sauce√ (Name whole dish)</li> <li>Cremora Tart with Biscuit Crust√ (Any 4)</li> </ul>	(4)
	4.1.3	<ul> <li>Creamy Mussel Soup√ with Croutons√</li> <li>Mornay Sauce√</li> <li>Pumpkin fritters with Caramel sauce/ Pumpkin fritters√</li> <li>Cremora Tart with Biscuit Crust/ Biscuit crust√ (Any 2)</li> </ul>	(2)
4.2	4.2.1	Bottling√	(1)
	4.2.2	<ul> <li>Oxygen/ Air has been excluded√ prevents the growth of bacteria√</li> <li>It can prevent the decay of organic substances/ prevent oxidation√</li> <li>Heat/boiling√ used during bottling destroys micro-organisms and enzymes√</li> <li>Natural preservatives√ / sugar and acid is added to prevent growth of micro-organisms√ (Any 2 with reason)</li> </ul>	(4)
4.3	4.3.1	Chocolate mousse is a cold $\sqrt{\ }$ , creamy/ smooth $\sqrt{\ }$ , sweet $\sqrt{\ }$ , light $\sqrt{\ }$ , fluffy/ foamy/ airy mixture $\sqrt{\ }$ with rich/ chocolate taste $\sqrt{\ }$ (Any 2)	(2)
	4.3.2	The egg whites will NOT foam/foaming will be prevented when: - plastic mixing bowls are used√ - the equipment is greasy and full of fat√ - there are traces of egg yolk in the white√ - the eggs were not at room temperature√ - older eggs will not give proper foaming properties/ watery egg white√ Improving foaming: -copper mixing bowls causes a catalytic reaction which helps to produce a stable foam√ -Acid e.g. lemon juice and cream of tartar increase foaming ability√ - Using fresh eggs√ - Round shaped mixing bowls/ Fine wired whisks√ (Any 3)	(3)
		(, 0)	( - /

(2)

(4)

(1)

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> 4.3.3 If chocolate becomes too hot, it will become grainy/ crumbly√ and scorch/ burnt taste√

- Mousse won't have a smooth texture √ it will be lumpy/ the mousse might be runny with lumps in√
- The final product will lose flavour√ shine√ and the colour will be dark√ (Any 2)
- 4.4.1 Hot dessert√ 4.4 (a)

A warm/ baked sponge-based√ with sweetened/sugar√ (b) cream and butter sauce√ poured over the sponge√ (Any 2) (3)

4.4.2

STIRRED EGG CUSTARD	BAKED CUSTARD
<ul> <li>Cooked on top of the stove/ use indirect steam/ bain-marie / double boiler√</li> </ul>	- Cooked in the bain- marie/ water bath in the oven√
- Should be stirred constantly√	- No stirring√
- Runny consistency√	- Set – could be unmoulded√
- Can be used as a sauce/ accompaniment/ base for other dish√ (Any 2)	- Is eaten as a dish√ (Any 2)

- 4.5 4.5.1 Gelatine mixture was not allowed to thicken√ to the consistency of thick egg white to form a gel before fruit was added/ ratio of gelatine not correct/ not enough gelatine used/ pieces of fruit to (Any 1) big√ (1)
  - 4.5.2 Large quantities of sugar was used√
    - Large quantities of acid was used√
    - Addition of too much solid ingredients e.g. fruit, vegetables, nuts√
    - Adding large quantity of whipped cream or egg whites√
    - Addition of too much salt√
    - Ratio incorrect/ too little gelatine/ too much liquid√
    - Not given enough time to set√
    - The temperature was not cold/ low enough√
    - Gelatine was overheated or boiled√
    - Gelatine was not hydrated and dispersed correctly√
    - Adding the hot dispersed gelatine to the cold liquid will form strings/ lumps√ (Any 4) (4)

4.6	4.6.1	Different kinds of raw/fresh vegetables $\sqrt{\ }$ The vegetables are generally sliced or cut into sticks $\sqrt{\ }$ , including carrots, sweet pepper, fresh green beans, cucumber, mushrooms, cocktail tomatoes, celery $\sqrt{\ }$ (Any 1)	(1)
	4.6.2	Rumaki√ Kebab√	(2)
	4.6.3	-Large number of people can be entertained at once√ -A fairly small space can be used√ -Little/no cutlery and crockery is required√ - Less tables and chairs are required√ - They don't have to lay covers for guests√ - No waiting period for serving of courses/shorter function time√ -The menu/ venue can be relatively cheap when planned well√ -Variety of snacks are served/ variety of cultures and religions can be accommodated√ -Can be eaten easily√ -A special/ social atmosphere is created as the guests are allowed to mingle with everyone√ -Allows more creativity with regards to the dishes√ -A table plan is not necessary√ -Fewer serving staff needed/ guests serve themselves√ (Any 6)	(6) <b>[40]</b>

TOTAL SECTION C: 80

#### SECTION D: FOOD AND BEVERAGE SERVICE

#### **QUESTION 5**

5.1	5.1.1	Strengths

- Jane is self-motivated√
- Jane is hard working√
- She will get her commodities from the local suppliers√
- Her employees are from the area/ she managed to get cleaners, delivery personnel and cooks√
- She already has a target market identified/school children√
- She designed her own pamphlet, she is very creative√
- No other competition in the area/ no other food outlets√

(Any 3) (3)

#### 5.1.2 (a) Jane must include the following in description of business:

- Business address/ 7 Dutywa EC√
- Form of business e.g. sole owner/ Jane's Catering√
- Branding/ Company name/ Logo/ Uniforms for the employees/ Jane's Catering√
- She must set short, medium and long term goals/ targets√
- She must include a street map showing the location of the business/ GPS coordinates -32.0965°S; 28.3111°E√
- She must include a site plan√ (Any 2) (2)
- (b) Jane must include the following in her operational plan:
  - Purchasing and suppliers√ /Names of the local suppliers√/ date and times of delivery√/ Payment terms√ / Stock control and storage√
  - Personnel plan√ / Organogram√/ Details of the two cooks, the two cleaners and the delivery personnel's job descriptions/ duties√, their responsibilities√ (Any 4)
- 5.1.3 The name of the products can be added  $\sqrt{\phantom{a}}$ 
  - Product description√
  - A picture of the finished products√
  - The price of the products√
  - The address and contact number/ website√
  - Times/ trading hours that products will be available√
  - Promotions e.g. lunch packets, specials, private catering√

 $(Any 4) \qquad (4)$ 

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#### 5.2 5.2.1 Polish and setting the cutlery√

- Place all other/ correct cutlery required for the menu√ on the table on the outside of the main course knife and fork√ in the order the dishes will be served, 1st course cutlery will be on the outside√
- Blades of knives must be facing left√
- Place the dessert spoon and fork across the top of the cover√ the handle of the dessert spoon is always placed to the right and above the dessert fork which is placed with its handle to
- Place bread/ entrée knife on the right edge of the side plate, parallel with the main course knife√, blades facing left, so that a bread roll can be placed on the plate√
- Position the main course knife and fork 1- 2,5 cm from the edge of the table/ a thumb√
- There should be 25-29 cm between the knife on the right and the fork on the left (depending on the size of the establishment's dinner plate)√ (Any 3)

5.2.2 Steam and polish all glasses√

- Correct glasses according to the menu√
- Position white wine glasses 2.5cm from the tip of the main course knife√
- Additional glassware is positioned at a 45° angle to the left of the first/white wine glass√
- White wine glasses first√ and red wine glasses second√

(Any 2) (2)

(3)

#### 5.2.3 Table decorations:

- The theme of the table decorations should be appropriate for the type of function and must blend with rest of the décor√ e.g. if the theme is local or ethnic the table decoration should have an ethnic theme or colouring√
- Not hamper the vision of guests/ not too high√
- The colours of the flowers, tablecloths and serviettes should blend with the colour scheme/ theme√
- The flowers should not have overpowering fragrance√

(Any 2) (2)

#### 5.2.4 Table numbers:

- Large enough to be visible√
- Pointing towards the entrance√ (Any 1) (1)

5.3 5.3.1 • Administration office√

- Gymnasium√
- Swimming pool√
- Parking√
- Marketing√
- Laundry√
- Human Resources /HR√
- Finance/Accounting√
- Maintenance√

• Security√ (Any 3) (3)

#### 5.4 5.4.1 Greeting of the guests:

- Maître d hotel should acknowledge new guests within 30 seconds of entering the restaurant  $\sqrt{\phantom{a}}$
- Maître d hotel greet guests in a professional manner/ polite/ friendly/ welcoming way√
- Check the reservation/ ask if they got a booking/ note the name of the host√
- Maître d hotel introduce guests to waiter√
- The waiter greets in a friendly manner√
- Address host in his/her preferred language√ (Any 3)

#### 5.4.2 Presenting the bill:

- When presenting a bill at the table, give it to the host /hostess $\sqrt{}$  from the left hand side $\sqrt{}$
- The bill should be folded and placed on a side plate or in a folder, amount to be paid cannot be seen  $\sqrt{\phantom{a}}$
- Allow enough time to for the customer to place the correct amount of money in the folder/ suggest alternative payment methods√
- Collect the folder with the money and bill, take it to the cashiers√ (Any 3)

(3) **[30]** 

#### **QUESTION 6**

6.1 6.1.1 (first 4

Name of the wine√

(first 4 only)

- Origin√Vintage/ Harvest year√
- Cultivar/ Grape variety/ Type of wine√
- Bottle volume√
- Producer/ Estate/ Unique name/ Brand name√
- Health warning√
- Authenticity seal√
- Barcode to identify the bottle of wine√
- Suggested serving temperature/ serve the wine at 15-20°C√
- Matching food e.g. pair food with red wines√/ Red meat dishes√
- Flavour description of the wine√
- Country of origin- not compulsory for the local market√
- Alcohol strength in percentage e.g. 12% of the volume√
- Seller's code number/ name/ address√
- Class designation√

 $(Any 4) \qquad (4)$ 

6.1.2 • Store wine at the temperature of 10-12°C/ cool temperature√

- Must be kept in the dark away from ultra violet light/ no direct sunlight√
- No noise or vibrations√
- Damp/ moist area√
- Red wine bottles must be in a slightly raised position√
- Wines must be rotated on a regular basis√
- Wines that are similar must be stored together√
- Pack and store wines with label to the top or to the front√
- When storing wines in card boxes arrows should face up√

 $(Any 4) \qquad (4)$ 

	6.1.3	<ul> <li>Offer host a taste of the wine√</li> <li>Pour a mouthful into the host glass√</li> <li>Bottle must never touch the glass√</li> <li>Don't pick up the glass to pour the wine√</li> <li>Label of the bottle must face the guest√</li> <li>Pour from the right hand side of the guest√</li> <li>After the host approves the wine, fill the glasses of the other guests, and end with the host√</li> <li>Pour for the ladies first√</li> <li>Move anti-clockwise√</li> <li>Pour the glass ½ full√</li> <li>Ensure that you have enough wine for all the guests√</li> <li>When done with pouring place the wine on the table√</li> <li>Refill glasses as required√</li> <li>When the bottle is empty, ask the host if he would like the same or present the wine list√</li> <li>(Any 5)</li> </ul>	(5)
6.2	6.2.1	<ul> <li>On consumption allows the customer to consume/drink liquor on the premises where it is bought√ and the liquor cannot be taken off the premises/ restaurant√ (2)</li> <li>Off consumption governs outlets that sell liquor that is bought from a store/ liqour store√ and consumed elsewhere√ (2)</li> </ul>	(4)
6.3	6.3.1	Shaken/ shaking and straining√	(1)
	6.3.2	<ul> <li>Syrup√</li> <li>Cordials√</li> <li>Fruit juices√ (Any 2)</li> </ul>	(2)
6.4	6.4.1	<ul> <li>Barman must use system of First-in-first-out (FIFO)/ use older stock first√</li> <li>Have a system of minimum (enough) and maximum (not too much) stock levels√</li> <li>Place order/ requisition as soon as minimum stock level is reached/ before stock runs out√</li> <li>Daily stock taking necessary when bartenders change shifts√</li> <li>Computer based stock control systems can also be used√</li> <li>Stock ordering must be done in advance to allow delivery time to prevent stock from running out√</li> <li>Requisition stock from the store man in advance to prevent shortages during the evening√</li> </ul>	(3)

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• The barman must control his emotions/ be calm/ professional/ polite√

- The barman must maintain eye contact and a positive body language  $\!\!\!\sqrt{}$
- The barman must not argue with the guest√
- Apologise about situation√
- If barman cannot handle the situation, he must call the Maître d hotel/ Manager√
- Ask the guest if they would like to order another mocktail/ offer other options√ (Any 3)

6.5

- Deal with the situation calmly and professionally√
- Explain/ Announce the situation to the customers√
- Apologise√ and present a limited menu√ which does not include any dish or beverage that needs an electrical appliance for preparation e.g. salads and cold beverages√
- Start up the generator if the establishment has one√
- Restaurant staff should organize lighting such as candles√
- Turn of electrical equipment and unplug√
- Use gas stoves and gas equipment√ (Any 4) (4)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200