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GRADE 12

SEPTEMBER 2020

**HOSPITALITY STUDIES
MARKING GUIDELINE**

MARKS: 200

This marking guideline consists of 14 pages.

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

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

(10 x 1) (10)

1.2 MATCHING ITEMS

- 1.2.1 G ✓
- 1.2.2 A ✓
- 1.2.3 F ✓
- 1.2.4 B ✓
- 1.2.5 D ✓

(5 x 1) (5)

1.3 MATCHING ITEMS

- 1.3.1 D ✓
- 1.3.2 F ✓
- 1.3.3 E ✓
- 1.3.4 A ✓
- 1.3.5 B ✓

(5 x 1) (5)

1.4 ONE-WORD ITEMS

- 1.4.1 Canapé ✓
- 1.4.2 Nett profit ✓
- 1.4.3 Method Cap Classique ✓
- 1.4.4 Demitasse ✓
- 1.4.5 Chef Pâtissier ✓
- 1.4.6 Baked Alaska ✓
- 1.4.7 Chakalaka ✓
- 1.4.8 Almonds ✓
- 1.4.9 Bromelain ✓
- 1.4.10 Mint ✓

(10 x 1) (10)

1.5 SELECTION

1.5.1 A ✓
 B ✓
 C ✓
 D ✓
 G ✓

(Any order) (5 x 1) (5)

1.5.2 A ✓
 B ✓
 D ✓
 F ✓
 G ✓

(Any order) (5 x 1) (5)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;
HYGIENE, SAFETY AND SECURITY****QUESTION 2****2.1 2.1.1 Pest control:**

Effective measures must be taken to eliminate flies, other insects, rodents or vermin on the food premises. ✓✓

2.1.2 Refuse bins:

Refuse bins are cleaned and disinfected regularly / refuse is removed from the food premises or from the room where food is handled as often as necessary / refuse is stored or disposed of in such a manner that it does not create a problem. ✓✓

2.1.3 Jewellery:

No person handling food that is not pre-packed may wear any jewellery unless it is suitably covered. ✓

(3 x 2) (6)

- 2.2
- A guide dog accompanying a blind person in the sales or serving area. ✓
 - Fish, molluscs or crustaceans that need to be kept alive until prepared for consumption. ✓

(2)

- 2.3
- HIV/Aids weaken the body's immune system. ✓
 - It leaves the body more vulnerable to TB. ✓
 - A weakened immune system allows TB to infect parts of the body other than the lungs. ✓
 - TB seems to increase the formation of HIV/Aids viruses, thereby weakening the immune system further. ✓

(Any 2) (2)

- 2.4
- 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 does not 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 4) (4)

2.5

DISEASE	CHOLERA	GASTRO-ENTERITIS
Causes	Drinking contaminated water / eating food which has been in contact with contaminated water, flies or soiled hands / vibrio cholera ✓ (1)	Intake of contaminated foods, drinks or chemicals / Viral / Rota virus or bacterial infection / Salmonella / Staphylococcus / Clostridium / Escherichia ✓ (1)
Symptoms	<ul style="list-style-type: none"> • Rapid heart rate ✓ • Dry mucous membranes/ dry mouth ✓ • Low blood pressure ✓ (Any 2)	<ul style="list-style-type: none"> • Headache ✓ • Fever ✓ (2)
NOTE: NOT diarrhoea / vomiting / abdominal pain / dehydration since it is similarities.		

(6)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 A – Paris Brest ✓
B – Croquembouche ✓
C – Beignets / Churros ✓
D – Eclairs ✓ (4 x 1) (4)
- 3.1.2 A • Whipped cream ✓
• Grilled almonds ✓
B • Spun sugar ✓
C • Dusted with icing sugar / Rolled in castor sugar ✓
D • Melted chocolate ✓ (Any 4) (4)
- 3.2 3.2.1 Cheese aigrettes / pommes dauphine ✓ (1)
- 3.2.2 Gougere ✓ (1)
- 3.3 **SHORT PASTRY:**
• Rub shortening into flour and add cold liquid to form a stiff dough ✓
- SWEET PASTRY**
• Cream sugar and egg and add to flour mixture. No liquid ✓ (2)
- 3.4 • Work as quickly as possible ✓
• Brush the pastry with melted butter or oil ✓
• Cover the pastry with a wet cloth while working ✓ (3)
- 3.5 3.5.1 Puff pastry / Rough puff ✓
- 3.5.2 Shortcrust pastry / pâte brisée ✓
- 3.5.3 Phyllo / phyllo pastry / Strudel ✓
- 3.5.4 Sweet pastry / pâte sucrée ✓ (4 x 1) (4)
- 3.6 3.6.1 Rack of Lamb ✓ (1)
- 3.6.2 Baking / frying ✓
Reason:
It is a soft cut / meat cut from the hind quarter / it is a tender cut and requires little cooking time. ✓ (2)
- 3.6.3 Rib ✓ (1)
- 3.6.4 AAA – softest meat / young meat ✓
222 – little / lean fat ✓ (2)
- 3.6.5 • During resting time meat juices redistribute themselves evenly ✓
• Meat juices will be retained and the dish will be moist inside ✓ (2)

- 3.7 3.7.1 Fish ✓ (1)
- 3.7.2 Eggs ✓ (1)
- 3.7.3 Cheese ✓ (1)
- 3.7.4 Chicken ✓ (1)
- 3.8 3.8.1
- TVP are meat replacement products / High-protein meat substitute. ✓
 - They are made from soya beans, wheat, oats and other sources. ✓
 - They resemble mincemeat. ✓ (3)
- 3.8.2
- They have the same protein value as meat. ✓
 - It is cheaper than meat. ✓
 - They look and taste similar to mincemeat dishes. ✓
 - They have a long shelf life and can be kept for a year. ✓
 - They do not require a fridge / freezer when stored. ✓
 - They stretch meat dishes. ✓
 - They are convenient to use as they are easy to rehydrate and use in dishes. ✓
 - They are low in kilojoules and beneficial to health as they do not contain saturated fat or cholesterol. ✓ (Any 3) (3)
- 3.8.3
- Sausages ✓
 - Stews ✓
 - Pies ✓
 - Hamburgers ✓ (Any 3) (3)

[40]

- 4.3.2 Food item A
- Freezing ✓
 - Pickles ✓
 - Atjar ✓
- (Any 2) (2)

- Food item B
- Freezing ✓
 - Jam ✓
 - Tinned ✓
 - Dried ✓
 - Atjar ✓
 - Chutney ✓
- (Any 2) (2)

4.4

CLASS	EXPLANATIONS
French Meringue / Common meringue ✓	Beat egg whites into a soft peak and gradually add sugar ✓
Swiss Meringue ✓	Beat egg whites and sugar over a bain-marie until sugar is dissolved ✓
Italian Meringue ✓	A hot syrup is poured onto egg whites while it is being whipped ✓

(6)

- 4.5 4.5.1 The mixture can lose its thickening ability and will not set. ✓ (1)

- 4.5.2
- Orange juice will increase the acid content. ✓
 - The mixture will melt more easily / will have a softer jelly. ✓
- (2)

- 4.5.3
- Raw figs contain proteolytic enzymes / ficin that will break down the gelatine. ✓
 - The mixture will lose its setting ability / it will be a runny mixture instead of a firm jelly or mould/gel will not form/hydrolyse the gelatine. ✓
- (2)

- 4.5.4 Freezing will cause water to ooze out of the gelatine dish / syneresis will occur. ✓ (1)

- 4.5.5 The egg custard will curdle. ✓ (1)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS

FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1
- Training as a chef ✓
 - 20 years of experience in the hospitality industry ✓
 - He is used to working long hours ✓
 - He has lots of energy and enthusiasm ✓
 - Exceptional culinary creativity ✓
 - His products are of high quality and standard ✓ (Any 4) (4)
- 5.1.2 His exceptional culinary creativity / his signature dish of orange-and-prickly pear sauce. ✓ (1)
- 5.1.3 A signature dish is a recipe that is unique and associated with an individual chef or restaurant. ✓ (1)
- 5.1.4 (a) **Goals and strategy**
A broad overview of your core business ✓ / your target market and clear targets for what you want to achieve. ✓ (2)
- (b) **Operational plans**
It describes how the business will operate ✓ and the details and costs for manufacturing, delivering, stock control, merchandising and storing. ✓ (2)
- (c) **Financial plans**
A list of expenses and possible income / calculations of possible expenses ✓ and income to see whether the business have the potential to be profitable. ✓ (2)
- 5.1.5 New entrants into the market ✓ – The more companies enter the market; the less profit can be generated and vice versa. ✓
- The customer's bargaining power ✓ – If customers have a lot of power, they can keep the prices relatively low, thereby reducing profit margins. ✓
- Substitute products ✓ – Similar products that is more attractive or cheaper can result in lower profit margins. ✓
- Bargaining power of suppliers of ingredients and packaging ✓ – If suppliers have a lot of power, they can determine the terms at which they supply the materials, thereby reducing the profit margin. ✓ (Any 3 x 2) (6)

- 5.1.6
- Chef ✓
 - Kitchen assistant ✓
 - Cleaner ✓
 - Marketing manager ✓
 - Delivery person/sales person ✓
 - Admin clerk ✓
- (Any 2) (2)

- 5.1.7
- The font letter type is not easily readable. ✓
 - Font size of types of sauces and address is too small. ✓
 - Potential customers might be drawn to 'best in town'. ✓
 - The pictures used is of the ingredients and not of the actual product. ✓
 - The price is not shown. ✓
 - The volume of containers is not shown. ✓
 - The type of packaging is not shown. ✓
 - Only website is shown; not any other contact details. ✓
- (Any 5) (5)

5.2

Revenue-generating	Non-revenue-generating
bar ✓	housekeeping ✓
banquet room ✓	finance ✓
	maintenance ✓

(5)
[30]

QUESTION 6

- 6.1 6.1.1 To adjust the cutlery that was originally laid to meet a guest's specific order. ✓ (1)
- 6.1.2
- If there were choices in the same meal, the cover will have to be adjusted according to the selection of the guest. ✓
 - If a traditional place setting was used and a guest orders fish for main course, the joint knife and fork will be replaced with a fish knife and fork. ✓
 - Glassware that guests are not going to use must be removed. ✓
 - Covers are corrected after orders have been taken and placed with the kitchen. ✓
 - Covers may be corrected up to and including the main course. ✓
 - Place the required items in the sequence of use. ✓ (Any 3) (3)
- 6.2
- Deal with the situation calmly and professionally.
 - Quickly diffuse the problem. ✓
 - Let the guest describe without interruption what went wrong. / Listen and pay attention. ✓
 - Apologies should sound sincere and convincing. ✓
 - Do not make excuses or blame anyone else. ✓
 - Be polite. / control your emotions. ✓
 - Never offer something you cannot deliver. ✓
 - Check back. ✓
 - Acknowledge the complaint and thank the guest for bringing the matter to your attention. ✓
 - If you cannot handle the complaint, call the Maître d'hôtel or your supervisor to assist. ✓ (Any 5) (5)
- 6.3
- Maintain high quality service standards / acknowledge guests within 30 seconds of entering the restaurant/ handing guests the menu within 2 minutes of their arrival /show that you are genuinely pleased to see customers and serve them properly. ✓
 - Answer guests' enquiries about food and drinks available/ take an interest in their orders and make appropriate suggestions regarding menu choices/make an eye contact. ✓
 - Meet special needs of guests, for example dietary and religious requirements, child seats, wheelchair access, and a non-smoking area. / be aware of customers moods ✓
 - Provide adequate service levels, for example, how long guests have to wait for special dishes and the facilities and services the restaurant offers, such as toilets and safe parking areas /apologise if customers have been kept waiting. ✓
 - Remember what regular guests eat and drink and if they have special requests, for example a favourite table. ✓
 - Use guests' names but always respect their privacy. ✓
 - Be professional and friendly at all times. ✓

- Make sure that guests never have to wait for the bill and always accept gratuities with thanks. ✓
 - Show respect and courtesy to people and their cultural practices. ✓
 - All customers should be treated equally and with the necessary respect and dignity. ✓
- (Any 5) (5)

6.4 6.4.1 Sauvignon Blanc / Chenin Blanc ✓

6.4.2 Shiraz ✓

6.4.3 Pinotage ✓

6.4.4 Cabernet Sauvignon ✓

6.4.5 Port ✓ (5)

- 6.5
- Make sure that the sparkling wine is well chilled. ✓
 - Serve it in a flute shaped glass. ✓
 - Pour from the right side. ✓
 - Use the correct way of opening the bottle. ✓
 - Lift the glass and bottle at a slight angle / 45°. ✓
 - Pour slowly along the side of the glass. ✓
 - Pour the glass $\frac{2}{3}$ to $\frac{3}{4}$ full
 - Put the glass down. ✓
- (Any 4) (4)

6.6 **On-consumption license**

- The establishment is allowed to serve liquor with a meal, but not allowed to let guests remove open bottles of alcohol from the premises / liquor to be consumed where it is bought, but not taken off the premises. ✓
- Example: hotels, restaurants, pubs, theatres, clubs, sports grounds, temporary venues. ✓

Off-consumption license

- The establishment sell alcohol, but customers are not allowed to open bottles or drink alcohol on the premises / sells liquor that will be consumed elsewhere. ✓
- Example: liquor stores, grocers, wine farms / wholesalers / liquor outlets. ✓ (4)

- 6.7
- Ideally it should be stored in an underground cellar that is free from vibrations. ✓
 - The cellar should be free from excessive dampness, draughts and unwanted odours. ✓
 - The cellar should be absolutely clean, well-ventilated, with only subdued lighting / wine must be kept in the dark to avoid damage from ultra violet light. ✓
 - The cellar should have a constant temperature of 10 °C–12 °C/ 14 °C–16 °C. ✓
 - A humidity level of 70% is ideal to prevent corks from drying out. ✓
 - Bottles with corks should lie on their sides to prevent the cork from drying out. ✓
 - Store wines upside down in a box. ✓
 - Red wine should be stored in a slightly raised position with the corks at the top. ✓
 - Rotate wine on regular basis. ✓
 - Store similar wines together. ✓
 - Pack and store wines bottles with the label to the top or to the front. ✓
 - When wine is stored in cardboard boxes, the arrows should face up. ✓

(Any 3)

(3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200