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

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

**HOSPITALITY STUDIES**

**2021**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 16 pages**

**SECTION A**  
**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	D✓	M10	
1.1.2	B✓		F17
1.1.3	C✓	M114	F206
1.1.4	C✓	M150	F165
1.1.5	A✓	M23	F77
1.1.6	D✓	M51	F4
1.1.7	D✓	M95	F114
1.1.8	D✓	M52	F9
1.1.9	C✓	M116	F209
1.1.10	C✓	M132	F163

(10)

**1.2 MATCHING ITEMS**

1.2.1	G✓	ii✓	M136-139 F147-159
1.2.2	A✓	v✓	
1.2.3	B✓	iii✓	
1.2.4	E✓	i✓	
1.2.5	F✓	iv✓	

(10)

**1.3 ONE-WORD ITEMS**

1.3.1	Mocktail/Virgin drink✓	M160	F64
1.3.2	Muslim/Islam/Followers of Islam✓	M44	F3
1.3.3	Quiche✓	M70	F16
1.3.4	Soaking✓	M104	F103
1.3.5	Overheads/Overhead costs✓	M60	F20
1.3.6	Liquor Act/Liquor Act 59 of 2003✓	M167	F56
1.3.7	Pine/Pine nuts✓	M106	F180
1.3.8	Sushi✓	M69	F16
1.3.9	Silver service/ Silver✓	M192	F36
1.3.10	Canapé✓	M69	

(10)

**1.4 SELECTION**

1.4.1	B✓	C✓	Any order	M32 F41 (2)
1.4.2	C✓	E✓	F✓	Any order M12 F131 (3)

**1.5 SEQUENCE**

E✓	C✓	B✓	D✓	A✓	In correct order	M189 F34 (5)
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**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 The waiters displayed very good professional ethics✓ (1)
- Self-respect/respect for others✓
  - Reliability and dependability✓
  - Self-control✓
  - Loyalty✓
  - Honesty and integrity✓
  - Maintained the vision of the business✓
  - Dealt with sensitive issues in accordance with organisational policies ✓
  - Took pride in their work✓
  - Showed commitment to their work✓
  - Communicating clearly the restaurant's policy to avoid misunderstanding✓ (Evaluation 1 + Any 3)
- M29-31  
F91  
(4)
- 2.2 2.2.1
- Systems can breakdown making it difficult for work to continue✓/retrieval of information can be challenging✓
  - Power failures may interrupt computer work/load shedding✓
  - It takes time to train people to operate certain programs ✓
  - A network to link all the computers is expensive ✓
  - Software upgrades can be costly ✓
  - Systems should be updated regularly and this can be costly ✓
  - Internet connectivity might be a challenge. ✓
- M41  
F102  
(4)
- (Any 4)
- 2.2.2
- The chef does not have to physically leave the premises to stand in queues to save time/save travelling time✓
  - The e-marketplace brings together the buyer and suppliers on an electronic portal and provides a range of facilities to simplify the purchasing process while they are at work✓
  - An electronic catalogue with colour pictures, prices and specifications will be available/ Product information/ Quick access to wide range of products✓
  - The internet streamlines the purchasing process and introduces efficiencies✓
  - Sales promotion information is provided/readily available✓
  - Prices of different suppliers can be compared without having to visit them✓
  - For the executive chef to make a quick selection ✓
- M36  
F94  
(4)
- (Any 4 )

- |                         |       |   |                                  |
|-------------------------|-------|---|----------------------------------|
| 2.3                     | 2.3.1 | <ul style="list-style-type: none"> <li>• The statement is correct/ Workers known to be infected should not be restricted from work✓<br/>(1)</li> <li>• Unless they have other infections or illness such as diarrhoea✓</li> <li>• Transmission of HIV/AIDS by food and beverage personnel is not a risk because sharing utensils such as knives and forks etc... is not contagious✓</li> <li>• Using the same bathroom is also not a risk and therefore the infected personnel should not be restricted from working ✓</li> <li>• Food handlers should follow recommended standards and practices of good personal hygiene and food sanitation✓<br/>(Evaluation 1 + Any 3)</li> </ul> | M26<br>F81<br>(4)                |
|                         | 2.3.2 | <ul style="list-style-type: none"> <li>• Swollen glands in the armpits, groin or neck✓</li> <li>• Fever /night sweats✓</li> <li>• Headaches✓</li> <li>• Tiredness/lack of energy/unexplained fatigue✓</li> <li>• Diarrhoea✓</li> <li>• Mouth and throat ulcers✓</li> <li>• Weight loss✓</li> <li>• Unusual skin rashes✓</li> <li>• Cracked mouth corners/ white spots/unusual blemishes on the tongue, mouth or throat ✓</li> <li>• Dry cough✓</li> </ul>   | M26<br>F81<br>(4)<br><br>(Any 4) |
| <b>TOTAL SECTION B:</b> |       |   | <b>20</b>                        |

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

3.1	3.1.1	A– Canning✓ B– Drying/Spray-drying✓ C–Treatment with additives/Natural preservatives/Bottling/Pickling✓	M149 F168 (3)
	3.1.2	<ul style="list-style-type: none"> <li>• Acid/vinegar✓</li> <li>• Salt✓</li> <li>• Sugar✓</li> </ul>	M151 F164 (Any 2) (2)
	3.1.3	<ul style="list-style-type: none"> <li>• Prevents the development/ growth of micro-organisms✓</li> <li>• Prevent the spoiling of food✓</li> <li>• Inhibits enzyme action✓</li> </ul>	M151 F164 (Any 2) (2)
3.2	3.2.1	<ul style="list-style-type: none"> <li>• Enhances browning✓</li> <li>• Improves the appearance of the meat✓</li> <li>• Enhances the flavour✓</li> <li>• Meat is kept moist/ prevents the meat from drying out✓</li> </ul>	M88 F199 (Any 2) (2)
	3.2.2	<ul style="list-style-type: none"> <li>• Bread crumbs✓</li> <li>• Couscous✓</li> <li>• Bulgar wheat✓</li> <li>• Quinoa ✓</li> <li>• Cooked rice✓</li> <li>• Cooked/Mashed potatoes✓</li> <li>• Sweet corn✓</li> </ul>	M85 (Any relevant 2) (2)
	3.2.3 (a)	Lamb has a smooth texture✓, fine grain,✓ tender/soft,✓ firm and not dry✓	M83 F197 (Any 2) (2)
	(b)	Fat in lamb is evenly distributed✓ Fat is firm✓ and white or pinkish in colour✓	M83 F197 (Any 2) (2)
	3.2.4	Ostrich is healthier because it is: <ul style="list-style-type: none"> <li>• Lean✓</li> <li>• Low in fat✓</li> <li>• Low in kilojoules✓</li> <li>• Low in cholesterol ✓</li> </ul>	M79 F189 (Any 2) (2)

	3.2.5	<ul style="list-style-type: none"> <li>• Game meat is lean and therefore needs to be larded or barded before roasting to prevent dryness✓</li> <li>• Marinating adds to the flavour/taste/juiciness/moisture to the meat✓ and prevents the gamy taste✓ it is preferred to use dairy products such as buttermilk and yogurt or oil to marinate rather than wine✓</li> <li>• Using suitable cooking methods/ Moist heat methods such as stewing, braising will add juiciness and flavour✓</li> <li>• Unsuitable cooking methods/ dry heat such as roasting, grilling will dry out the meat✓</li> <li>• Continuous basting will prevent drying out✓</li> <li>• Stuffing improves juiciness and taste to the meat✓</li> </ul>	(Any 4)	M79 F189 (4)
3.3	3.3.1	<ul style="list-style-type: none"> <li>• Pliable /Soft dough✓</li> <li>• Paper thin✓</li> <li>• Non-laminated✓</li> </ul>	(Any 2)	M115 F207 (2)
	3.3.2	<ul style="list-style-type: none"> <li>• Leave phyllo pastry in the refrigerator✓ for 12 hours/ overnight✓</li> <li>• After thawing/defrosting it should be left at room temperature for another hour✓</li> <li>• Keep pastry covered with plastic or damp towels✓</li> </ul>	(Any 2)	M115 (2)
	3.3.3	Crème Chantilly: Fresh whipped cream,✓ lightly sweetened with sugar✓ and flavoured with vanilla✓		M143 (3)
	3.3.4	Apple strudel✓ Phyllo pockets/ baskets/ cigars with sweet fillings✓ Greek milk tart/Galaktoboureko✓	(Any 1)	M115 F207 (1)
3.4	3.4.1	<ul style="list-style-type: none"> <li>• Mixture was too soft✓</li> <li>• Oven was too cold✓</li> <li>• Puffs were under baked✓</li> <li>• Eggs were not beaten into the mixture sufficiently✓</li> <li>• Dough was too stiff✓</li> <li>• Incorrect ratio of ingredients/Too few eggs were used/ too much water/ too much flour ✓</li> <li>• Water and butter boiled for too long resulting in the loss of steam ✓</li> </ul>	(Any 2)	M124 F186 (2)
	3.4.2	<ul style="list-style-type: none"> <li>• Measure the ingredients correctly✓</li> <li>• Melt the butter in boiling water✓</li> <li>• Add all the flour at once✓ and beat to form a smooth ball that pulls away from the sides of the saucepan✓</li> <li>• Cool the mixture✓</li> <li>• Add eggs one at a time/ beat well after each addition✓</li> <li>• Check consistency/mixture must be pliable to pipe/shape ✓</li> </ul>	(Any 5 in the correct order )	M122 F185 (5)

3.5 3.5.1

TWO techniques	Description of each technique
Edging ✓	A fork is used to decorate the edge of the pie ✓
Glazing ✓	Milk/thinned mayonnaise/ egg white/egg yolk/whole beaten egg brushed on top of the pie ✓
Pieces of pastry/Fleurons/ pastry leaf ✓  (Any 2)	Pieces of pastry are cut into leaves and placed on top of the pie with egg white or water ✓  (Any 2)

M118  
F213  
(4)  
**[40]**



**QUESTION 4**

- 4.1 4.1.1
- Protein✓
  - Natural fibre✓
  - Carbohydrates✓
  - Vitamin B and foliate ✓
  - Minerals: potassium, iron and magnesium✓
- (Any 2)
- M101  
F181  
(2)
- 4.1.2
- Suitable✓because none of the dishes include meat/ no fish and eggs✓ (1)
  - Chickpea salad with Mixed Lettuce Leaves and Walnuts are healthy owing to high content of green leafy vegetables and do not contain saturated fats✓
  - High complex carbohydrates in the form of chickpeas are beneficial to health✓
  - Grilled Soya Cutlets with Mushroom sauce, soya does not contain saturated fat and is a healthy option✓
  - The mushroom sauce will have fat and flour but as an accompaniment it will not be too harmful✓
  - Steamed baby Potatoes is served with the skin on retaining nutrients and is not refined starch✓
  - Chargrilled Vegetables are a healthy way of preparing vegetables compared to frying them and is suitable for a person with high cholesterol levels ✓
  - No processed meat was used✓
  - Dishes do not contain a lot of sugar✓
  - The dishes in the menu are very low in cholesterol ✓  
(Evaluation 1 +Any 5)
- (6)
- M49/99  
F178/5
- 4.1.3
- Contains no hormones✓
  - Excellent source of nutrients✓
  - High in protein✓
  - Low in fat✓
  - Cholesterol free compared to meat✓
  - Natural source of fibre✓
  - Gluten free✓
  - High in minerals and vitamins✓
  - Rich in antioxidants and low in glycaemic index✓ (Any 3)
- 4.2 4.2.1
- Gross profit = Selling price – Food cost✓  
= R18 000-00 - R4 000-00✓  
= R14 000-00✓
- (3)
- M62  
F19

4.2.2	Net profit = Selling price - Total cost✓ <b>Or</b> = Selling price - (Food cost + Overheads + Labour cost/staff salaries)✓ <b>and</b> = R18 000-00 - (R4 000 + 2 000 + 2 000)✓ = R10 000-00✓	(Any 3)	M62 F19 (3)	
4.2.3	Food cost ✓ Labour cost/staff salaries ✓ Overhead cost✓ Age of client✓	(Any 3)	M63 F19 (3)	
4.3	4.3.1	<ul style="list-style-type: none"> <li>• Personal and kitchen hygiene is essential when preparing the Hors d'oeuvres✓</li> <li>• Hors d'oeuvres are prepared to be bite sized✓</li> <li>• Must be visually attractive and colourful✓</li> <li>• Must be tasty and well-seasoned✓</li> <li>• Must include a variety of flavours✓</li> <li>• Ingredients should be easily recognisable✓</li> <li>• Food should be properly prepared by using the correct techniques and cooking methods✓</li> <li>• It should be prepared using high quality ingredients✓</li> <li>• Prepare the correct number of snacks for the duration of the function and the number of guests ✓</li> </ul>	(Any 4)	M74 F13  (4)
	4.3.2	<ul style="list-style-type: none"> <li>• Don't put too much food on platters✓</li> <li>• Place hors d'oeuvres diagonally in neat, evenly spaced rows/ in a pattern that is pleasing to the eye✓</li> <li>• Consider a mixture of colours, tastes and textures ✓</li> <li>• Different levels and heights may add to visual excitement ✓</li> <li>• Provide enough space around tables✓</li> <li>• Pack out plates, food etc. in logical order✓</li> <li>• Provide for practicalities such as a place to discard toothpicks, skewers or napkins✓</li> </ul>	(Any 4)	M74 F13 (4)
4.4		<ul style="list-style-type: none"> <li>• Soy-glazed beef skewers✓ – Hindus do not eat beef✓</li> <li>• Pork Sausages with Mustard Dip✓ – Hindus do not eat pork✓</li> <li>• Mini Wraps with Bacon and Spinach✓ – Hindus do not eat pork ✓</li> <li>• Toasted Coconut Marshmallows✓ - gelatine used in the preparation of the marshmallows can be from beef or pork origin✓</li> <li>• Only 2 dishes suitable✓: Mini Red Onion Tart tatin and Cheese puffs✓/ strict Hindus are vegetarians and do not eat meat, fish, eggs, onion or garlic ✓</li> </ul>	(Any 5)	M44 F3 (5)
4.5	4.5.1	Agar agar✓		M128 F160 (1)

4.5.2	Large quantities of sugar will weaken the gel/ takes longer to gel✓ Retards the setting process/not set at all✓	M132 F163 (2)
4.6	<ul style="list-style-type: none"> <li>• Try not to insert a knife to loosen the gelatine dish✓</li> <li>• Gently pull it away from the sides with finger tips /allow air to separate the contents from the mould by tilting and shaking the mould✓</li> <li>• Use a blow-torch briefly around the mould✓</li> <li>• Put a warm cloth around the mould and unmould✓</li> <li>• Dip the mould into hot water for 1-2 seconds✓</li> <li>• Invert the mould over a plate or place a plate over the mould and flip them over✓</li> </ul>	M130 F162 (4)  <b>[40]</b>
<b>TOTAL SECTION C:</b>		<b>80</b>

## SECTION D: SECTORS AND CAREERS

### FOOD AND BEVERAGE SERVICE

#### QUESTION 5

- 5.1 5.1.1 Meerkat Ranch will contribute to the economy by:
- Creates job opportunities✓
  - Increases the GDP of the province✓
  - Esteem and living standards of people will improve✓
  - Income generated by Meerkat Ranch will contribute to development of infrastructure in the province✓
  - The multiplier effect will take effect/ income generated by tourists✓
  - It will attract foreign/ local investors✓ (Any 4)
- M1  
F143  
(4)
- 5.1.2
- Security✓  
Meerkat Ranch is in the bush, security must provide a safe environment for all guests/ protect people and assets✓
  - Marketing✓  
The marketing department will ensure that they use positive marketing techniques to attract guests to Meerkat Ranch✓
  - Front office ✓  
Welcomes the guests and provides information✓/handle financial transactions✓ check in and out of guests✓
  - Human resources✓  
Hire, train/retrain employees✓
  - Maintenance✓  
The upkeep of game drive vehicles and lodges/ rooms✓
  - Laundry ✓  
Washing, ironing and dry cleaning of Meerkat's linen. ✓  
(2x2)
- M4  
F118  
  
(4)
- 5.1.3 Message is received by ears and eyes; ✓ this form of media can reach large audiences. ✓ Message can be repeated many times as the advertiser can afford. ✓ They use sound / music and visuals that appeal to the target market. ✓ They evoke emotions within the viewer/ listener that make them remember the product / service. ✓ It can be marketed through television/promotional videos/ cinema projections/ digital shows online/YouTube/pop-up adverts✓ (Any 2)
- M20  
F140  
(2)

- 5.1.4 (a) Product:  
Deluxe Self-catering private lodges/lodges✓  
Coffee at the kiosk✓  
Game drives✓  
(Any 2)
- M15-16  
F133-135  
(2)
- (b) Place:  
2 hours away from the East Coast of East London✓  
It is in the bush✓  
(Any 2)
- M15-16  
F133-135  
(2)
- (c) Promotions:  
If you book now, you will qualify for low prices✓  
Free game drives ✓  
(Any 2)
- M15-16  
F133-135  
(2)
- (d) People:  
Wildlife enthusiasts are incorporated in the pamphlet✓  
Coffee lovers/drinkers✓ People who enjoys lavish accommodation✓
- M15-16  
F133-135  
(2)
- 5.1.5 (a) An Entrepreneur is a person who can identify business opportunities/ create new ideas✓ to start his or her own business,✓ especially when it involves taking on financial risks.✓  
(Any 2)
- M8  
F129  
(2)
- (b) • Suitable preparation and serving area for the craft coffee/ kitchen✓  
• Sufficient utensils and coffee machine equipment for craft coffee✓  
• Correct and enough ingredients for craft coffee✓  
• Packaging/serving equipment/cups/ cutlery etc...✓  
• Transport/delivery to get ingredients✓  
• Sitting area: tables and chairs/ umbrella/ awning✓  
• Hygiene: Uniform, sanitizers ✓  
• Safety: Fire extinguisher/ First aid kit✓  
• Policies: for the successful running of the business e.g. contracts ✓  
• Good service: less waiting time, good quality products  
(Any 4)
- M10  
F131  
(4)
- (c) • Organogram: the staff who will be responsible for which tasks within the business✓  
• Job description: a list of the tasks for each staff member✓  
• Individual responsibilities/ duties: staff will take responsibility for specific or critical tasks during a shift✓  
(Any 2)
- M12  
(2)

- 5.2. The restaurant staff should:
- Switch off all electrical equipment✓
  - Use the necessary fire extinguisher equipment✓
  - Call the fire brigade✓
  - Remain calm and keep the guests calm✓
  - Ring the fire alarm✓
  - Evacuate the building immediately✓
  - Staff should direct the guests to a safe centralised point.✓
- M187  
F45  
(4)  
(Any 4)
- [30]**

**QUESTION 6**

6.1 6.1.1

	<b>A</b>	<b>B</b>
Wine classification	Sparkling wine✓ (1)	Red wine/natural/ still✓ (1)
Degree of sweetness	Very dry✓ (1)	Dry✓ (1)
Alcohol content	12%✓ (1)	14%✓ (1)
Identify TWO dishes that suit the wine	Caviar ✓ Oysters✓ (2)	Tournedos✓ Crown Roast✓ Venison-potjie✓ (Any 2)

M156  
F47-  
48  
(10)

6.1.2 Opening of a red wine bottle:

- Hold the bottle at 45° angle at waist length✓
- Use waiters friend to carefully open the foil ✓
- Discard the foil and close waiters friend✓
- Wipe the top of the bottle with your service cloth✓
- Hold the neck of the bottle firmly in one hand and insert the corkscrew into the centre of the cork✓
- Turn the corkscrew in a clockwise direction ensuring that it goes down the centre of the cork✓
- Tilt the arm of the waiters friend and rest the lever on the lip of the bottle ✓
- Hold the lever in place with your index finger✓
- Remove the cork from the corkscrew and place it on a side dish for the host to inspect✓ (Any 5 in correct/ Logical order)

M166  
F60  
(5)

6.2 6.2.1 Cleaning of tableware:

- Wash in clean, hot, soapy water✓
- Rinse in clean, hot water✓
- Air dry and polish with a clean cloth ✓
- If stains are present dip into hot water and polish with a clean, dry cloth✓ (Any 2)

M177  
(2)

6.2.2 Menu card design:

- Menu cards should be on durable/ attractive/ themed paper✓
- Make sure the type of font and size suits the event✓
- It must be easy to read✓
- Correctly written in correct format✓
- Pleasing to look at/ creative and easy to handle✓ (Any 3)

M177  
F33  
(3)

- 6.2.3 Table linen requirements:
- The choice of the linen should match the choice of the menu✓
  - Linen must compliment the theme of meal/décor✓
  - Linen should be clean✓
  - No wax stains or food stains✓
  - Table cloths should be well ironed with only the centre fold visible✓
  - Linen must hang evenly from each side of the table✓
  - Linen should not be upside down✓
- (Any 3)
- M177  
F34  
(3)
- 6.3 Crumbing down
- Conducted after main course before dessert✓
  - Remove all unnecessary items from the table e.g. salt and pepper pots, empty glasses✓
  - Equipment; brush and pan/table scraper/electric brush/or folded linen napkin between dessert spoon and fork can be used✓
  - Hold equipment in your right hand.✓
  - Hold a plate in the flat of your left hand, 5cm below the edge of the table✓
  - Start on the right of the host✓
  - Stand between two guests✓
  - Brush the crumbs on the plate halfway from both guests✓
  - Slide/pull down the dessert fork and spoon/reposition dessert cutlery✓
  - Continue anti-clockwise✓
  - End with the host✓
- (Any 3)
- M194  
F37  
(3)



6.4

On-consumption liquor licence:

- No persons under the age of 18 may be served alcohol ✓
- Provide adequate toilet facilities for both male and female guests on or near the licenced premises ✓
- Meals must be available during the hours that liquor is served ✓
- No serving of alcohol to a person that is drunk ✓
- All liquor bought on the premises must be consumed on the premises ✓
- If permitted guests can take their own liquor to an establishment, a corkage fee is charged and guests consume the liquor on the premises ✓
- No form of adulteration/ no water may be added/ diluting with water. ✓
- Current COVID regulations of the selling and serving of alcohol must be adhered too ✓
- On closed days, alcohol may only be served to a person ordering a meal during allocated hours. ✓

(Any 4)

M168  
/9  
F55  
(4)**[30]**

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