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**SENIOR CERTIFICATE EXAMINATIONS/
NATIONAL SENIOR CERTIFICATE EXAMINATIONS
SENIOR CERTIFICATE**

HOSPITALITY STUDIES

2022

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages.

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

1.1.1	D✓	M69	F16
1.1.2	A✓	M153	F168
1.1.3	C✓	M125	F186
1.1.4	B✓	M150	F168
1.1.5	D✓	M192	F35
1.1.6	C✓	M161	F65
1.1.7	B✓	M99	F178
1.1.8	D✓	M23	F77
1.1.9	B✓	M70	F16
1.1.10	A✓	M74	F16

(10)

1.2 MATCHING ITEMS

1.2.1	D✓	M85-88 F199-200
1.2.2	G✓	
1.2.3	E✓	
1.2.4	C✓	
1.2.5	F✓	

(5)

1.3 MATCHING ITEMS

1.3.1	F✓	M139-141 F149-150
1.3.2	D✓	
1.3.3	A✓	
1.3.4	B✓	
1.3.5	C✓	

(5)

1.4 ONE-WORD ITEMS

1.4.1	Gross profit✓	M62 F23
1.4.2	Crumbing down✓	M194 F37
1.4.3	Number/table number✓	M177 F30
1.4.4	Sorbet✓	M52 F9
1.4.5	Human Resources/HR✓	M6 F115
1.4.6	On-consumption✓	M168 F55
1.4.7	Linen✓	M177 F198
1.4.8	Corkage/corkage fee✓	M169
1.4.9	Quotation✓	M63 F23
1.4.10	Incubation/incubation time/incubation period✓	M22 F76

(10)

1.5 SELECTION

1.5.1	C✓, E✓, G✓, H✓, J✓	(Any order)	M136-138 F146-159
1.5.2	B✓, C✓, E✓, F✓, J✓	(Any order)	M189 F36

(5)

(5)

TOTAL SECTION A: 40

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

2.1	2.1.1	Tuberculosis/TB✓		M27 F82 (1)
	2.1.2	(no mark -constant coughing) -Coughing up blood✓ -Fever/chills✓ -Loss of appetite✓ -Tiredness/Fatigue✓ -Chest pains✓ -Shortness of breath/Dyspnoea✓ -Weight loss✓ -Night sweat✓	(Any 3)	M27 F82 (3)
	2.1.3	-Workflow will be disrupted✓ -Reduction in productivity/less workers to complete task✓ -Increase in direct costs related to care and treatment of employees✓ -Increase indirect costs relating to the replacement of staff as most fall ill/booked off/or die✓ -Vacant posts/job opportunities for others✓ -Re-training of staff✓ -Economic growth of the business will be inhibited✓ -More staff could be infected by the manager✓	(Any 3)	M28 F (3)
2.2	2.2.1	The new front office staff should be trained on being: -Productive by doing their full share of work/not leaving all the work to others/only giving your best/going the extra mile✓ -Punctual/on time✓ -Honest to themselves and others/Keeping confidential matters to themselves✓ -Respectful of other people's opinions and mistakes/ listen to others /apologise sincerely for errors or misunderstandings /work well with others✓ -Proud of the work that they produce/committed fully to their work/reliable✓ -Patient/tolerant/avoiding conflicts of interests, especially when working in a team/fair in all situations✓ -Creative/bringing in new ideas, e.g., teambuilding/other projects✓	(Any 4)	M29 F88 (4)

2.2.2	<p>Checking-in of guests:</p> <ul style="list-style-type: none"> -Retrieve reservation on the computer using either the guests name or the reservation confirmation number✓ -Easy access to guest information-arrival and departure date✓ -Stores personal information of guests safely✓ -A registration card is printed and issued✓ -Once the reservation is displayed on the screen, a room is allocated from a list of vacant rooms✓ -The technology-based system also allows wireless check-in to be done using a laptop or handheld computers while in their rooms etc./it prevent long queues in a busy upmarket hotel✓ -An account is opened for the guest so that all charges can be posted to the guest account✓ -Allow issuing of electronic key cards– easy to cancel lost cards✓ <p>(Any 4)</p>	<p>M40 F103- 104 (4)</p>
2.2.3	<p>Service excellence:</p> <ul style="list-style-type: none"> -Feedback was positive which will result in positive word of mouth that will attract more guests✓ -Guests become loyal to the NAMAT Hotel✓ -Will lead to return bookings/ reservations✓ -Profit will grow because guests will pay a fair price for the excellent service at the Hotel✓ -When the Hotel receives more income, more job opportunities will be created✓ <p>(Any 3)</p>	<p>M33 F89 (3)</p>
2.2.4	<p>POS system:</p> <ul style="list-style-type: none"> -Guest information will be retrieved faster✓ -It ensures the accuracy of guests bills✓charges go straight into guest account✓ -The use and sale of goods can be recorded immediately✓ -It assists the staff in making sure that items are not omitted from the bill or incorrectly charged✓ -Reduces overhead costs e.g., printing✓ -Refunding procedures are easier to complete✓ -Will reduce time spent doing paperwork✓ <p>(Any 2)</p>	<p>M38- 40 F98 (2)</p>
TOTAL SECTION B:		20

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

3.1	3.1.1	Cocktail function/ Finger lunch/ marketing events/ fundraising✓ (Any relevant social event)	M66 F12 (1)
	3.1.2	-Not suitable /Some suitable dishes✓ (1) -Jewish guests do not consume pork✓/ there is pork sausages and salami and feta quiches on the list✓ -They do not mix milk and meat products✓/ there is a Salami and Feta Quiche on the list✓ -They do not consume shellfish✓/ there are Shrimp Spring rolls on the list✓ -However Jewish guests will not eat the dishes served on the same platter✓ -They consume vegetables✓/ there Vegetables samoosas✓ / Sweet corn stuffed peppadews✓ -They consume poultry✓/ there are Chicken wings on the list✓ (Any 4)	M44 F3 (5)
3.2	3.2.1	-The ratio is correct✓✓ -The ratio of fat to flour is ½:1 / 125 g:250 g✓✓ (Any 1x2)	M113 F206 (2)
	3.2.2	-Almond flour✓ -Butter✓ -Egg yolks✓ -Egg whites✓ -Lemon zest✓ -Lemon juice✓ (Any 2)	M50 F4 (2)
	3.2.3	-Flans✓ -Barquettes✓ -Tart bases only✓ -Hertzoggies✓ -Apricot /Fruit tarts/tartlets/any other suitable tart fillings✓ -Quiches✓ -Pies✓ -Cornish pastries✓ (Any 3 other relevant answers)	M114 F206 (3)
	3.2.4 (a)	-To prevent shrinkage✓	M119 F212 (1)
	(b)	-To keep ratios intact/Incorrect proportions can change/ alter the characteristics of the pastry✓ e.g., it will be tough/ doughy/ brittle crust✓ (Any 1)	M118 F208 (1)

	(c)	Too much pressure may cause uneven thickness✓/ stretch dough✓/causes gluten development✓ (Any 1)	M119 F209 (1)
3.2.5	(a)	Blind baking: -Keeps the crust from blistering✓ -Ensures that the pastry cases cook thoroughly✓ -Helps the crust to become more crisp✓ (Any 2)	M117 F209 (2)
	(b)	Docking: -Allows the trapped air to escape✓/ prevent bubbles or blistering✓ -Prevents the pastry from rising during the baking process✓ (Any 2)	M116 F209 (2)
3.2.6		Italian meringue✓	M140 F150 (1)
3.3	3.3.1	Selling price= Food cost + Overheads + Labour cost +Profits✓ (1) Total cost = (R5 450+R750+R1 500) / R7 700✓ = R7 700 x $\frac{45}{100}$ or x 45% or x 0.45✓ =R3 465✓ Selling price = R7 700+R3 465✓ = R11 165✓ (Any 4)	M60 F21 (5)
	3.3.2	Food cost per person = Food cost ÷ number of people✓ = R5 450 ÷ 40✓ = R136,25✓ (2)	M60 F21 (3)
3.4	3.4.1	Good/Successful✓ -Hollow centre/ dry on the inside✓ -Well puffed/ Well risen✓ -Even sized✓ (Any 2) Not good/unsuccessful✓ -Poor quality/ Dark top✓ -Not well puffed/ risen✓ -Does not look dry on inside/ not hollow✓ (Any 2)	(1) M124 F186 (3)
	3.4.2	-Initial temperature of 220°C/ Higher temperature for steam to develop and form a cavity/the steam expands inside the batter✓ -The temperature is lowered to 180°C/ The temperature is lowered to complete the baking process and allow pastry to dry out completely/ to finish baking process/ in order to prevent burning, temperature is reduced✓	M124 F185 (2)

- | | | | |
|-----------|---|---------|------------------------------------|
| 3.4.3 (a) | -The final product will have a reduced volume✓/ too little steam formed/ it will be dense✓
-An oily puff due to fat oozing out✓ | (Any 2) | M124
F185
(2) |
| (b) | -The puffs will collapse due to ungelatinised starch✓
-No cavity will form✓/dense puffs✓ | (Any 2) | M124
F186
(2) |
| 3.4.4 | -Placed in an airtight container✓/ freezer bag✓/ zip lock bag✓
-Store at room temperature for 3 days✓
-Frozen/ frozen for months✓ | (Any 2) | M126
F187
(2)
[40] |

QUESTION 4

4.1	4.1.1	B- Aitchbone/ Top-side/ Bolo/ Silverside✓ D- Loin✓	(Any 1) (1)	M92 F192 (2)
	4.1.2	-The stuffing will enhance the flavour of the cut because it contains no fat✓ -Enhances the appearance of the prepared meat dish✓ -Stretches the number of serving portions from the cut✓ -Makes a variety of interesting dishes✓ -Add moisture/ prevents drying out of the meat cut✓	(Any 3)	M85 F200 (3)
	4.1.3	-Meat should be basted with fat or oil✓ and roasted uncovered in the oven at 150°C✓ - Oven roasting is used for large cuts of meat✓ -Season the venison according to taste using condiments, herbs and basting mixtures✓ -Meat can also be placed on a rotating spit✓ - The whole venison fillet should be roasted at a low temperature (135°C – 165°C)✓ -Small cuts should be roasted at high temperatures (190°C – 230°C)✓	(Any 3)	M90 F201 (3)
	4.1.4	Picture C/ Venison fillet✓ -Venison is very lean✓ it contains no fat that makes it healthier to consume for a person with high cholesterol✓	(1) (Any 1)	M79 F189 (2)
	4.1.5	-Smooth texture✓ -Has a fine grain✓ -Is firm and not dry✓	(Any 2)	M83 F197 (2)
	4.1.6	Marbling: -Improve texture✓ -Prevent meat from drying✓ -Meat will be tender✓ -Improves flavour✓	(Any 3)	M81 F196 (3)
4.2	4.2.1	-Dried beans are sorted to remove small stones or pebbles✓ -To remove pieces of the plant and foreign particles✓ -To get rid of bad or broken beans✓	(Any 2)	M103 F183 (2)
	4.2.2	-Softens✓/ rehydrates✓/ shortens cooking time✓/ uses less electricity or gas✓	(Any 2)	M103 F183 (2)
4.3	4.3.1	-Improves flavour✓ -Increases crunchiness✓/ texture✓ -Improves taste✓	(Any 1)	M107 F (1)

4.3.2	-Salads✓		M106
	-Breakfast cereals e.g., granola, muesli✓		F
	-Smoothies✓	(Any 2 suitable uncooked dishes)	(2)
4.3.3	-High in proteins✓		M106
	-High in vitamin E✓		F181
	-Contains magnesium and manganese✓		(2)
	-Fat/ unsaturated fat✓	(Any 2)	(2)
	-Rich in fibre✓		
4.4	4.4.1	-Leaf/ sheet/ strands form✓	M129
		-Granulated/ powder form✓	F161
			(2)
	4.4.2 (a)	-To prevent the dish from sticking/ clinging to the mould✓	M130
		-Facilitates easier unmoulding✓	F162
			(Any 1)
	(b)	-A gelatine mixture should not be boiled as it scorches easily✓	M130
		-It loses its thickening ability✓	F161
		-Weakens gelling ability/ gelatine mixture will not set✓	(Any 1)
			(1)
	(c)	-Fresh pineapple contains Bromelin, which is a proteolytic enzyme that will destroy protein in the gelatine, resulting in no gel formation✓	
		-Uncooked pineapple will prevent gel formation✓	M132
		-Fresh pineapple will break down the proteins in the gelatine✓	F163
			(Any 2)
			(2)
	4.4.3 (a)	-The wine will form a firmer jelly✓	M132
		-When more than 30% of the total gel volume consists of wine it may cause the gelatine to solidify in hard particles✓	F163
			(Any 1)
			(1)
	(b)	-The addition of yoghurt will form a firmer jelly✓ due to more protein/ mineral salts in the mixture✓	M132
			F163
			(2)
4.5	4.5.1	-Sugar acts as a preservative✓	M150
		-Sugar makes water unavailable for microbial growth✓/ prevent the growth of bacteria ✓	F168
			(Any 1)
			(1)
	4.5.2 (a)	Sterilisation of jars:	
		-Wash glass jars in hot soapy water and rinse well✓	
		-Boil them for about 10 minutes✓	
		-Dry them upside down in a warm oven✓	
		-Sterilise the lid in the same way✓	M151
		-Alternatively the wet bottles/jars can be microwaved until the water boils and evaporate✓	F169
			(Any 4)
			(4)
	(b)	Pureeing:	
		-Cook the apricots✓	M152
		-Mash✓/ strain or liquidise✓ the apricots into a smooth pulp✓	F169
			(Any 2)
			(2)
			[40]
			80
		TOTAL SECTION C:	

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

5.1	5.1.1	Front office/ Reservation office/ Reception✓	M3 F112 (1)
	5.1.2	-Front office and security should have apologised to the Nkosi family✓ -Front office should have confirmed the booking in advance in writing✓ -With permission from the manager, offer complimentary meal or a night of accommodation for free✓ (Any 2)	M3 F112 (2)
	5.1.3	GOOD✓ (1) -The security followed the company procedures/ policy/ protocol of the hotel by not allowing unregistered guests in✓ -Secured the safety of the property✓ -Were concerned about the safety of the other guests✓ (3)	
		OR	
		BAD✓ (1) -The security should have communicated to the front office and alerted them about the matter✓ -The Nkosi family produced their proof of payment but was not well received by the security✓ -Should have escorted the Nkosi's to the front office to rectify the situation✓ -Reassured the Nkosi's that the matter will be dealt with immediately✓ (Any 3)	M6 F118 (4)
	5.1.4	-Location/ demographics✓ -Age/ gender/ religion/ culture✓ -Needs and income/ lifestyle/ psychographic factors✓ -Affordability✓ -Customer preferences/ product-related factors/ the usage rate of the products and services/ the loyalty status of the customer✓ (Any 3)	M16- 17 F135 (3)
5.2		-Business address/ contact details✓ -Form of business/ sole owner/ partnership✓ -Branding/ the company name/ public image/ logo and clothing such as uniforms✓ -Short-, medium- and long-term goals/ the overall business goal and strategy/ target market✓ -Street map showing the location of the business/ location✓ -Site plan showing the layout of the business✓ (Any 4)	M11 F131 (4)

5.3	5.3.1	Leaflet✓ /flyers✓/ posters✓/ newspapers✓/ magazines✓/ brochures✓/ pictures✓ (Any 3 relevant printed media)	M18 F138 (3)
	5.3.2	-They could include: Competitions/ Give-aways/ Lucky draws/ 'Buy one, get one free' offers/ special packages e.g., meals or activities included/ specials on certain days e.g., half price accommodation during the week✓ -More advertising to promote the hotel/ making it known to people✓ -Promote new services to the attention of guests✓ -Excellent service will give a good reputation by word of mouth✓ (Any 3)	M15 F134 (3)
5.4	5.4.1 (a)	-School grounds available✓ -Support of local entrepreneurs✓ -The community will support as it for a good purpose (old age home)✓ -The products at the Pop-up market will attract people✓ -Variety of products/ stalls✓ -Creates interest ✓ -The date was set in advance to provide for proper planning✓ (Any 3)	M10 F (3)
	(b)	-Local entrepreneurs can sell their own products✓ -Marketing opportunity for the school✓/ entrepreneurs✓ -It helps to create wealth for the local community✓ -It helps to create health awareness by the selling of the organic products✓ -Creates more entrepreneurs✓ -Entrepreneurs create job opportunities for others✓ -Nation building – helping senior citizen✓ -More pop-up markets can be established in future/ the success rate can influence permanent future pop-up markets✓ (Any 3)	M10 F128 (3)
	5.4.2	-The hospitality industry had a decline in the GDP (Gross Domestic product)/ no alcohol sales resulted in poor income/ low or no profit✓ -Limited tourists visiting the country resulted in poor economic growth in the country✓ -Reduced occupancy leading to low profits✓ -Loss of job opportunities/ unemployment/ retrenchment✓ -Poor living standards in the community✓ -Vandalism of infra-structure/ theft/ more homeless people✓ -It creates anxiety and fears to the community✓ (Any 4)	M1 F128 (4) [30]

QUESTION 6

6.1	6.1.1	White wine/ still wine/ natural wine✓		M156 F47 (1)
	6.1.2	White wine glass✓		M162 F58 (1)
	6.1.3	Can be served with: -Starters/ soups/ salads✓ -Fish/ shellfish✓ -Goat's cheese✓ -White meat e.g., chicken/ poultry/ pork/ veal✓ -Pasta dishes with no red meat✓	(Any 3)	M159 F52 (3)
	6.1.4	Pouring white wine: -Serve or pour from the right-hand side of the guest✓ -Offer the host a taste of the wine✓ -Pour a mouthful in the host's glass✓ -The bottle must never touch the glass✓ -When you pour the label should face the guest✓ -After the host has approved the wine, fill the glasses of the other guests, ladies first,✓ moving in an anti-clockwise direction✓ and end with the host✓ -The glasses should be filled two-thirds with white wine✓ -When finished pouring the wine place the bottle in an ice bucket or cooler next to the table✓ -Drape a linen serviette around the neck of the bottle✓ -Refill when required✓	(Any 6)	M166 F60 (6)
6.2	6.2.1	-Stirred✓ -Shaken✓	(Any 1)	M161 (1)
	6.2.2	Mocktail equipment: -A mixer/shaker✓ -A pourer✓ -Stirring equipment✓ -Knives and chopping board✓ -Glasses✓ -A tot measure✓ -A drip tray✓ -Ice scoops✓ -Squeezers and strainers✓	(Any 2)	M161 F65 (2)

- 6.2.3 Stirred mocktail:
 -Stir the mixture with ice✓ in a mixing glass✓
 -Strain into a mocktail glass✓ (3)
OR
 Shaken mocktail:
 -Use a cocktail shaker✓ and pour the mixture on top of the ice✓
 -Shake for 10 seconds✓
 -Strain into a mocktail glass✓ (Any 3) M160-161 F (3)
- 6.3 Mocktail service –seated guests:
 -Arrange drinks in order on the tray/ the way guest are seated✓
 -Serve in anti-clockwise direction✓
 -Serve ladies first✓ then men and last the host✓ (Any 2) M195 F67 (2)
- 6.4
- | SQUASHES | SYRUPS |
|---|--|
| 1.Made from fruit juices and other flavourings✓ | 1.Made from fruit base with no artificial flavour✓ |
| 2.Diluted with water✓/ lemonade✓/ soda water✓ | 2.Not diluted✓ |
| 3.Cheaper than syrups✓ | 3.More expensive than cordials/ squashes✓ |
- (2 x 2) M160 F63 (4)
- 6.5
 -Glasses are in the incorrect position✓
 -The number of glasses on the cover incorrect✓
 -Crockery/ teacup and saucer should not be on the cover✓
 -Teaspoon should not be placed on the cover✓
 -The plate and the soup bowl should not be on the cover✓
 -The side plate is in the incorrect position✓
 -The dessert spoon is placed incorrectly/ dessert cutlery should be on top✓
 -Not enough cutlery to accommodate 4 courses✓
 -Incorrect position of butter knife on side plate✓ (Any 4) M178 F30 (4)
- 6.6
 -Respect their need of privacy✓
 -Be polite/ kind and friendly without being familiar✓
 -Be attentive, but not intrusive, so that the guest does not feel neglected✓
 -Waiter must wait for the guest to signal/ call✓
 -Do not check up on the guest too often✓ (Any 3) M185 (3) [30]

TOTAL SECTION D: 60
GRAND TOTAL: 200