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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2025

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 15 pages.



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

1.1.1	B✓	M156/F48
1.1.2	C✓	M80/F190
1.1.3	B✓	M35/F93
1.1.4	B✓	M162/F58
1.1.5	C✓	M140/F150
1.1.6	B✓	M174/F31
1.1.7	D✓	M171/F31
1.1.8	A✓	M74/F16
1.1.9	C✓	M79/F188
1.1.10	A✓	M50/F4

(10)

1.2 MATCHING ITEMS

1.2.1	C✓	ii✓
1.2.2	E✓	vi✓
1.2.3	F✓	vii✓
1.2.4	B✓	iv✓
1.2.5	G✓	iii✓

M116
F209/
211
(10)
1.3 ONE-WORD ITEMS

1.3.1	Halaal✓	M44/F3
1.3.2	Sorbet✓	M52/F9
1.3.3	Human Resources/HR✓	M6/F115
1.3.4	Croquembouche/ French wedding cake✓	M125/F187
1.3.5	On-consumption/onsite consumption✓	M168/F55
1.3.6	Benzoic Acid/Sodium Benzonate/Salicylic Acid✓	M150/F165
1.3.7	Sorting✓	M103/F183
1.3.8	Online purchasing/shopping/e-commerce/ e-procurement ✓	M79/F189
1.3.9	Jam/Jelly/ Marmalade ✓	M53 F165
1.3.10	Linen✓	M177 F10

(10)

1.4 SELECTION ITEMS

1.4.1 A✓ C✓ E✓ H ✓

(Any order)

M 85/86
F199/200
(4)

1.4.2 A✓ C✓

(Any order)

M22 F76
(2)

1.5.1 C✓

1.5.2 B✓

1.5.3 A✓

1.5.4 D✓

M22 F76
(4)


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 ✓
 - Dyspnoea/shortness of breath ✓
- (Any 3) M27/
F82
(3)
- 2.1.2
- The statement is true ✓ (1)
- TB is transmitted by inhaling droplets of sputum sprayed into the air when an infected person sneezes, coughs and speaks or sing ✓
 - By working physically close to someone with TB for a fairly long period to become infected ✓
 - If people are in a shared space that have been closed over a long period ✓
 - Drinking unpasteurised milk from an infected cow ✓
- (Any 2) M27
F83
(3)
- 2.1.3
- Food handlers with TB should be on sick leave and receive treatment ✓
 - Infected food handler should only return to work seven days after the onset of effective treatment ✓
 - Avoid sneezing and coughing onto food ✓
 - Use only pasteurised milk, cheese and meat from a company with good reputation ✓
 - Keep food covered during preparation, storage and service where possible ✓
 - Washing hands/sanitizing after coughing/ sneezing ✓
 - Wear a mask ✓
- (Any 2) M27
F83
(2)
- 2.2 2.2.1
- Tolerance for each other ✓
 - Willingness to work together/Cooperate with each other ✓
 - Being honest about the number of guests you are serving/ if you make a mistake about an order ✓
 - Understanding each other's strengths and weakness ✓
 - Practice good service ✓
 - Everyone should pull their weight ✓
 - Ask for help when needed ✓
 - Share failures and successes ✓
 - Enjoy working with each other ✓
 - Communicate with each other ✓
 - Show respect towards each other/ not being rude when the pressure is high ✓
 - Motivate one another ✓
- (Any 2) M29
F86/88
(2)

- 2.2.2
- He should be cleanly shaven✓
 - His hair must be kept clean and out of his face/it must be tidy✓
 - He must keep his fingernails short✓
 - His footwear should be clean and safe✓
 - He must avoid excessive jewellery✓
 - His uniform must be in good repair/ not torn or burnt✓
 - Uniform must be neatly ironed/not creased✓
 - Wear the correct uniform✓
 - Hide tattoos✓
- (Any 3)
- M30
F87
(3)

2.3

RESTAURANT A	RESTAURANT B
• Fine dining service is offered✓ • Formal ✓ • Highly trained staff with advanced serving skills/ high level of service✓ (Any 1)	• Family service is offered✓ • Informal/less formal✓ • Staff not highly trained with less advanced serving skills/ lower level of service✓ (Any 1)

M33
F89
(2)

2.4

- 2.4.1
- Name✓
 - Contact details✓
 - Number of people✓
 - Date✓
 - Time✓
 - Additional requests✓
- (Any 3)
- M39
F101
(3)
- 2.4.2
- It is easier to break down sales✓
 - It informs management instantly on how many units of a particular product is sold daily✓
 - The manager will know how much money is collected from customers daily✓
 - Calculates profits on a daily basis✓
 - Detailed reports on stock on hand can be generated✓
 - Alerts management on re-ordering of stock when stock runs low/ automatically reorders stock✓
 - Paperwork reduced✓
 - Reduce time for orders to be delivered to guests/ saves time to complete sales✓
- (Any 2)
- M37
F105
(2)

TOTAL SECTION B: 20

- 3.2 3.2.1
- Large number of guests can be entertained at once/ easy way to serve food and beverages to a large group ✓
 - No need for many utensils/eat finger foods/little cutlery and crockery ✓
 - Snacks can be inexpensive if planned well ✓
 - Small space can be used ✓
 - Guests can mingle easily/guests don't have to share a table with unknown people ✓
 - A variety of snacks are served/ accommodate different dietary needs/diverse group of people/different religions/ethnic groups ✓
 - Finger foods can be more creative than formal dinner ✓
 - Duration of the function is usually short ✓
 - Fewer serving staff required ✓
 - Table plan is not necessary/ less tables needed ✓

(Any 4)

M66/67
F12/13
(4)

- 3.2.2
- Stock up on plenty of ice ✓
 - Stock an assortment of glasses to cover a variety of drinks ✓
 - Have double the number of glasses as guests ✓
 - Ensure that all glasses are clean and polished ✓
 - Keep in mind the duration of the function: when serving wine/ you will need one bottle for every two guests/have a variety of wines ✓
 - Stock up on mixers ✓
 - Place drinks in an accessible spot with someone to serve them ✓
 - Spirits or cocktails may be served as guests arrive, while beer, wine, juice, mineral water and non-alcoholic drinks can be served throughout the evening ✓
 - Provide a good selection of non-alcoholic drinks/beers/ wines ✓
 - Flair bartending may add fun and spectator value ✓
 - Keep drinks at a desired temperature ✓
 - Prepare sufficient garnishes and accompaniments ✓

(Any 3)

M76
F18
(3)

3.3 3.3.1

SHEET GELATINE	POWDERED GELATINE
• Soaked in cold water /hydrated in cold water/liquid until soft ✓ • Can be soaked in an unspecified amount of water ✓ • Excess water squeezed out ✓ • Dispersed/melted before adding to the mixture ✓	• Soaked in cold water /hydrated in cold water/liquid and swells ✓ • Amount of water must be measured accurately ✓ • No water to squeeze out/ all liquid is absorbed ✓ • Dispersed/melted before adding to the mixture ✓
(Any 2)	(Any 2)

M129
F161
(4)

3.3.2	Air incorporated into whipped cream✓ adds volume✓ and lightness✓, resulting in a fluffy mousse/ gel will be less firm/softer/creamier✓	(Any 2)	M132 F163 (2)
3.3.3	- Too much liquid added/ incorrect ratios/incorrect measuring✓ - The gelatine was not hydrated properly✓ - The gelatine was not fully dispersed or was overheated✓ - The gelatine concentration was too low/too little gelatine✓ - The mixture was too acidic, possibly due to acidity in raspberries✓ - The mousse was not chilled/set for long enough✓ - Too much sugar was used which will weaken the gel and retard setting✓ - Solid ingredients like raspberry pieces weaken the gel✓ - Mousse was left at room temperature/not refrigerated/ fridge temperature too high✓ - A large amount of air is incorporated with whipped cream✓	(Any 4)	M132 F163 (4)
3.4	3.4.1	A Grizzo Function Catering✓ B Buffalo City Education District ✓ C 40 guests✓ D R99,00✓ E R1980,00 / 50%✓ F 1 June✓	M63 F23 (1) M63 F23 (1) M63 F23 (1) M62 F21 (1) M63 F23 (1) M63 F23 (1)
3.4.2	Net Profit = Selling Price – Total Cost✓ = R3960 – (R1600+R480+R320) R2400✓ = R1560,00✓		M63 F23 (3)
3.4.3	Food cost percentage= Food cost ÷ Selling price X 100 ÷ 1 = R1600÷ R3960 X 100 ÷ 1 ✓ = 40% /40,4%✓		M63 F23 (2) [40]

QUESTION 4

4.1 4.1.1 Flour✓
Butter/fat/shortening✓
Water✓
Salt✓ (Any 2) M122
/112
F184/
208
(2)

4.1.2 Pastry A -Choux pastry: Steam✓ M121/
Pastry B -Puff Pastry: the air trapped due to rolling and folding cause M116
the rising✓ F185/
210
(2)

4.1.3 At 200°C/220°C:
• Steam develops and forms a cavity that expands inside the batter.✓
At 180°C:
• Pastry dries out completely so that the cavity is encased in a crispy delicate shell/ allow pastry to cook through✓
• Burning is prevented✓ M124
• Puffs that are not completely cooked will collapse due to high F186
moisture content/protein not set completely✓ (Any 1) (2)

4.1.4	<table><tr><th>CHOUX PASTRY</th><th>PUFF PASTRY</th></tr><tr><td> • Non laminated✓ • Well puffed/ single thin crust/layer✓ • Golden brown colour✓ • Dry centre /hollow ✓ • Small puffs✓ (Any 3) </td><td> • Laminated/Layered pastry/multiple layers✓ • Light golden brown✓ • Not hollow✓ • Flaky layers when broken✓ • Large base✓ (Any 3) </td></tr></table>	CHOUX PASTRY	PUFF PASTRY	• Non laminated✓ • Well puffed/ single thin crust/layer✓ • Golden brown colour✓ • Dry centre /hollow ✓ • Small puffs✓ (Any 3)	• Laminated/Layered pastry/multiple layers✓ • Light golden brown✓ • Not hollow✓ • Flaky layers when broken✓ • Large base✓ (Any 3)	M124/ F186 M114 F206 (6)
CHOUX PASTRY	PUFF PASTRY					
• Non laminated✓ • Well puffed/ single thin crust/layer✓ • Golden brown colour✓ • Dry centre /hollow ✓ • Small puffs✓ (Any 3)	• Laminated/Layered pastry/multiple layers✓ • Light golden brown✓ • Not hollow✓ • Flaky layers when broken✓ • Large base✓ (Any 3)					

4.1.5 Choux pastry puffs should be placed in an airtight container or zip lock bag✓ M126
Kept at cool/room temperature✓ in a dry place for up to three days✓ F187
These can be frozen for months✓ (3)

4.2 4.2.1 • To create an even surface and shape✓ M118
• To prevent the pastry from becoming distorted/ prevents 119
shrinkage✓ F209
• Too much pressure may create uneven thickness✓ 210
(Any 1) (1)

4.2.2 • Heat from hands will melt shortening✓
• Overhanding will cause the dough to shrink✓ M119
• Crust will be tough/hard ✓ F212
(Any 1) (1)



- | | | | | |
|-------|---|---|-------------------------------------|---------------------------|
| 4.2.3 | <ul style="list-style-type: none"> • Too much water causes a soggy/sticky pastry✓ • Too much gluten development compromises the flakiness/ end product becomes tough✓ | (Any 1) | M113
F212
(1) | |
| 4.3 | 4.3.1 | <ul style="list-style-type: none"> • Oven roasting is suitable for a large cut of meat ✓ • Leg of lamb is marbled and therefore suitable for oven roasting because it will not dry out during the cooking process✓ • The layer of fat on the surface of the leg of lamb melts during oven roasting and prevents drying out of the meat✓ • Leg of lamb is browned/seared in warm fat/to improve flavour and seal in meat juices therefore preventing drying out of the meat✓ • Leg of lamb is basted during oven roasting to prevent drying out✓ • Lamb meat is soft making oven roasting a suitable method for soft meat✓ | (Any 3) | M91
F202
(3) |
| | 4.3.2 | <ul style="list-style-type: none"> • Meat should not be soaked/immersed in water✓ • Do not wash meat as nutrients and flavour components are easily dissolved in water✓ • Meat must not be salted because salt extracts the meat juices from the meat✓ • Meat must be thawed in the refrigerator to prevent loss caused by dripping✓ • Meat must not be cooked at too high temperatures or low temperatures or for too long✓ • Allow meat to rest after cooking before slicing✓ • Do not pierce/poke the meat with a fork/knife✓ | (Any 4) | M85
F199
(4) |
| | 4.3.3 | <ul style="list-style-type: none"> • Allow the meat to rest for 10 minutes for the meat juices to settle avoid loss of meat juices✓ • Slice meat against the grain into sections/slices✓ • Cut meat using full length of the blade to ensure even slices/sections✓ • Slice thinly using a good quality/sharp/carving knife✓ | (Any 3) | M91
F195
202
(3) |
| 4.4 | 4.4.1 | <ul style="list-style-type: none"> • Crème Anglaise✓ • It is used as a base for ice-cream preparation✓ • The egg yolk in the custard thickens the Crème Anglaise✓ • Crème Pâtissière is thickened with starch and therefore not ideal for the preparation of ice cream✓ • Crème Pâtissière is used as a filling/it is too thick due to the starch✓ | (Choose the correct 1 + motivation) | M137
F148
(2) |

- 4.4.2
- Smooth ✓
 - No large ice crystals ✓
 - Creamy ✓
 - Vanilla flavour ✓
 - Light on the palate ✓
 - Frozen and not runny ✓
- (Any 3) (3)
- M139
F149
- 4.4.3 Spun Sugar ✓ (1)
- The spun sugar will melt quickly on the ice-cream/becomes sticky when it comes in contact with moisture ✓
 - Spun sugar has a short life span in the open area ✓
- (Any 1) (2)
- M143
144
F155
156
- 4.4.4
- Crisp paper- thin biscuits ✓, shaped as soon as they come out of the oven, while they are warm and pliable ✓
- (Any 1) (1)
- M144
F157
- 4.5
- Prevents spoilage ✓
 - Saves time and labour ✓
 - Vegetables available all year round ✓
 - Easy to store ✓
 - Reduces the growth rate of bacteria/ mould/micro-organisms due to the low temperature ✓
 - Prevents cross contamination ✓
 - Increase shelf life / lasts longer ✓
 - Slows down the enzymatic action/browning ✓
 - Nutritional value, appearance and taste is retained ✓
- (Any 4) (4)
- M150
F170
[40]
- TOTAL SECTION C: 80**

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

5.1	5.1.1	Night Auditor✓	M6 F (1)
	5.1.2	Marketing Manager/marketer/telesales/sales person/ social media influencer✓	M5 F120 (1)
5.2	5.2.1	• Newspapers✓ • Pamphlets✓ • Brochures✓ • Posters✓ • Newsletters✓ • Magazines✓ • Leaflets/flyers✓ • Banners✓	M18 F138/ 139 (4)
	5.2.2	• Advert shows different areas of the hotel✓ • Illustrations are eye-catching ✓ • There is a short/clear message✓ • No spelling errors✓ • It does not have too much information✓ • Layout is simple/ professional layout✓ • Simple words/ language have been used✓ • Font size and letter type readable✓ • Different fonts have been used✓ • Neat and attractive✓	M19 F138 139 (6)
	5.2.3	People✓- target market is the people on holiday/conference attendees/ business people✓ Promotion✓- 50% discount✓ Place✓- Hotel TMT / East rand of Johannesburg✓ Product✓- Hotel rooms/Accommodation/Restaurant/leisure activities(pool)✓ Price✓-There is no price✓ (1 mark for marketing mix +1 mark for the example from marketing tool)	M15/16 F135 (6)
	5.2.4	• Cash flow analysis ✓ • Income statement✓ • Balance sheet✓ • Break-even analysis/income forecast✓ • Budget✓ • Cost estimation / quotation for renovations✓ • Source of funding e.g. loan, investors✓	M12 F131 (4)

QUESTION 6

- 6.1 6.1.1
- Position the main course knife and fork 1cm-2,5 cm from the edge of the table✓
 - There should be a space of 25-29 cm/ use a dinner plate to judge the distance ✓/ between the main course knife and fork ✓
 - Table fork is placed on the left and the table knife is placed on the right✓
 - The blades of the knife on the cover should face to the left✓
 - Place all other cutlery required for the menu on the table on the outside of the main course knife and fork✓
 - Place the dessert spoon and fork across the top cover✓
 - Dessert spoon is always placed to the left and above the fork which is placed to the right✓
 - Place side plate on the left-hand side of the cover/forks✓
 - Place entrée/bread knives on the right edge of the side plate, parallel with the main course knife✓
 - Position wine glasses 2,5cm from the tip of the main course knife/ position wine glasses on the right-hand side above the knives✓
 - Additional glassware at 45° angle to the left of the first glass✓
 - White wine glass must be placed first and red wine glass second✓
- M178
/179
F30
(Any 4) (4)
- 6.1.2
- Put the butter pad/dish on the center of the table✓
 - Silver service of bread takes place from the left of a guest✓
 - Start with the person on the right-hand side of the host✓
 - Ladies are served first✓
 - Hold the bread basket on the flat part of your left hand✓
 - Lower your left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate✓
 - Pick up the bread roll from the basket with your right hand using serving utensils/spoon and fork✓
 - Transfer bread roll to the side plate✓
 - Move around the table in an anti-clockwise sequence offering a bread roll to each guest✓
 - Do not leave the basket on the table✓
 - End with the host✓
- M192
F36
(Any 4) (4)
- 6.1.3
- Place all similar items together in the waiter's station✓
 - Empty all coffee pots and milk jugs, wash ✓
 - Crockery must be scraped, sorted and packed into the dishwasher/wash cutlery and glassware✓
 - Wipe bottles and jars used for accompaniments ✓
 - Switch off all electrical appliances✓
 - Switch coffee machines off and clean them✓
 - Return all equipment to the storeroom✓
 - Make sure that all equipment is accounted for✓
 - Pack away everything✓
- M181
F40
(Any 4) (4)



- 6.2 6.2.1 Fortified wine/Sherry✓ (1)
- Description: Sweet dessert wine✓ M157
 Wines made by adding wine spirits to the wine which stops the F50
 fermentation process/wine with alcohol added✓ (Any 1) (2)
- 6.2.2 Wine cellar must:
- be free from vibration/be underground ✓
 - be free from excessive dampness/slightly damp location/free from draughts✓
 - be clean and well-ventilated✓
 - have subdued lighting/avoid damage from ultraviolet light/ direct sunlight✓
 - have constant/ cool temperature of 10-16°C✓
 - store similar wines together✓
 - pack and store wine bottles with label to the top or to the front✓
 - bottles must be rotated/ first in first out✓
 - if stored in a wine box, the arrows must face upwards✓
- (Any 4) M159
F54
(4)
- 6.3 6.3.1 The waiters should:
- Investigate the problem and solve it✓
 - Check with the kitchen staff and give the guest feedback/ ask the kitchen to speed up the process ✓
 - Deal with the situation professionally and positively/waiter should not tell the guest to speak to the chef ✓
 - Control their emotions/stay calm/be polite✓
 - Maintain eye contact✓
 - Use positive body language✓
 - Never argue with the guest✓
 - Acknowledge the complaint of the guest✓
 - Listen and pay attention to the guest✓
 - Show understanding and willingness to rectify the problem✓
 - Apologise for the inconvenience✓
 - Never place blame on yourself or others/chefs✓
 - Report the complaint to the maître d' ✓
 - Never promise something you cannot provide✓
 - Offer a drink after gaining permission of the manager✓
- (Any 4) M184
F41-
42
(4)
- 6.3.2 Bad/incorrect✓
- The waiter did not keep the guests calm ✓
 - The waiter did not acknowledge the guests fears✓
 - The waiter did not see the spreading of the fire as a danger to the staff and the rest of the guests/did not provide safety for the guests✓
 - The waiter did not quietly smother the fire with a cloth or water✓
 - She did not use a fire extinguisher to stop the spread of the fire✓



Good/correct✓

- The waiter stayed calm✓
- The waiter did not draw attention to the incident/did not overreact/she told the guests not to worry✓
- Waiter gave guests an explanation for the cause of the fire✓
(1 mark for good/correct or bad/incorrect and 3 reasons)

M187

F45

(4)

6.4

- Offer the guest a choice of hot or cold milk/milk substitutes✓
- Take cups, saucers, teaspoons, sugar bowl and milk on a tray to the table✓
- Assemble the cup, saucer and teaspoon on the tray and place it in front of the guests on the right-hand side✓
- Make sure that the cup handle and teaspoon is facing to the right✓
- The sugar bowl or sweeteners placed on the table✓
- Coffee must be hot but not boiling✓
- Place the coffee pot on a side plate with a neatly folded service cloth✓
- Serve anti-clockwise✓
- Serve ladies first then men and host last ✓
- Pour the coffee by tilting the coffee pot not lifting it from the plate/tray✓
- Fill the cup up to 16 mm from the rim✓
- Present the coffee from the right ✓
- The coffee pot must not touch the rim of the cup✓
- If the coffee is in a large pot, return it to the warmer✓
- The modern method is to hold the coffee pot in one hand and the milk jug in the other and serve customers ✓

M164

F70

(4)

[30]

(Any 4)

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