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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 12 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	D✓
1.2.2	E✓
1.2.3	A✓
1.2.4	G✓
1.2.5	F✓
1.2.6	C✓

(6)

1.3 ONE-WORD ITEMS

1.3.1	Bellboy / Concierge✓	M6
1.3.2	Crudités✓	M68 F16
1.3.3	Bicarbonate of soda✓	M103
1.3.4	Marbling✓	F192 M81
1.3.5	Vacherin✓	F151 M141
1.3.6	Laundry✓ □	M3
1.3.7	Sparkling / Champagne ✓	F48 M156
1.3.8	Sec✓	F 48 M156
1.3.9	Aperitif✓	F51 M165
1.3.10	Frosting✓	F65 M161

(10)

1.4 SELECTION

1.4.1	B ✓	C✓	F✓	G✓	Any order
1.4.2	B✓	D✓	F✓	H✓	Any order

(8)

1.5. MATCHING ITEMS

1.5.1	C✓	(ii) ✓
1.5.2	A ✓	(iv) ✓
1.5.3	B✓	(i) ✓

(6)

TOTAL SECTION A:**40**

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

- 2.1 2.1.1 Hepatitis A✓ (1)
 -Caused by the hepatitis virus✓
 -Contagious liver disease✓
 - Makes liver to swell and stops it from working effectively✓ (Any 2) (3)
- 2.1.2 -Tiredness✓
 -Upset stomach✓
 -Fever✓
 -Loss of appetite✓
 -Stomach pain✓
 -Diarrhoea✓
 -Dark yellow urine✓
 -Light coloured stools✓
 -Yellowish skin or eyes✓
 -Nausea✓ (Any 3) (3)
- 2.1.3 Agree✓
 -Both hepatitis and gastro-enteritis requires you to wash hands after using the toilet ✓
 -Both require the washing hands before preparing food or eating✓
 -Drinking treated water✓
 -Both sufferers only return to work when they are free from the symptoms✓ (Any 3) (3)
- 2.2 2.2.1 -Description of the goods✓
 -The price/value per unit✓
 -Quantity that was received✓
 -Quantity that was issued✓
 -New balance of the stock/stock on hand✓
 -Cash column✓
 -Date✓
 -Signature ✓
 -Requisition/order/bin number ✓ (Any 3) (3)
- 2.2.2 -Less time consuming✓
 -Easy to determine the quantity of stock that should be in the store at any given time✓
 -Stock figures can be compared, differences can be highlighted✓
 -The total cost of the stock will be recorded instantly and will be deducted from the stock list✓ (Any 3) (3)

2.3	2.3.1	-Customers will get a negative image therefore they will not return to the restaurant✓ -The restaurant will make less money✓ -The customers will not speak favourably about their experience at the restaurant✓ -Customers will not be satisfied ✓	(Any 2)	(2)
	2.3.2	-Yes/No✓ -The uniform of the waiter is clean✓ -Waiter is clean shaven✓ -Hair is out of the waiters face✓ -Foot wear is clean and safe✓ -Waiter is not wearing excessive jewellery✓ -Waiter is smoking in front of the restaurant ✓ -Sleeves are rolled up✓	(Any 3)	(3)
TOTAL SECTION B:				20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 3.1.1

	TWO Unsuitable ☐ Ingredients	Replacements	
Jews	Bacon✓	Macon, chicken bacon. ✓	
	Parmesan cheese✓	Breadcrumbs, chopped herbs✓	
	Minced beef✓ (Any 2)	Chicken, tuna, soya mince ✓ (Any 2)	
Hindus	Minced beef✓ / Bacon✓	Soya mince✓	
	Red wine ✓	Vegetable stock✓	
	(Any ☐)	(2)	(8)

3.1.2 -Chuck✓
-Thin flank✓
-Topside✓
-Neck✓
-Bolo✓
-Thick flank✓ (Any 2) (2)

3.2 3.2.1 -Temperature should be between 1-2 °C✓
-Store in a loosely wrapped plastic✓
-Remove all air from the packaging✓
-Can be vacuum packed which will last for 2 weeks ✓ (Any 3) (3)

3.2.2 -slow freezing produces large ice crystals that tend to break the
muscle tissue✓
-The nutritional value, appearance and taste of meat is not
affected✓
-Sarcoplasm is retained✓ (Any 2) (2)

3.2.3 -Thawed in its packaging or covered✓ slowly in the refrigerator
overnight✓ (2)

3.3 3.3.1 (a) Colour: Brown✓ / Pink✓ (Any 1) (1)
(b) Class: B /BBB✓ / C✓ (Any 1) (1)

3.3.2 Less tender / tough✓ because:
-it is an older animal ✓
-meat with yellow fat is tough✓ (Any 2) (2)

- | | | | | |
|-----|-------|---|---------|-----|
| 3.4 | 3.4.1 | <ul style="list-style-type: none"> -Depends on the budget✓ and the personal taste of the clients✓ -Should have at least 6-8 different types of snacks✓ -Make sure that you include items that can be served hot or cold, baked or fried✓ -Keep flavour, colour and temperature in mind✓ -Keep seasonal food in mind✓ -Allow three to four cold snacks and three to four hot snacks per person✓ | (Any 4) | (4) |
| | 3.4.2 | <ul style="list-style-type: none"> -Cocktail functions can take place in the late afternoon, evening or late evening✓ -17:00-19:00✓ | (Any 1) | (1) |
| | 3.4.3 | <ul style="list-style-type: none"> -Decorate the venue according to the theme✓ -A central table for display of food is required✓ -Smaller tables can be provided for used side plates and glasses✓ -There must be sufficient side plates, glasses and serviettes for the number of guests invited✓ -If using chairs, scatter them around the venue✓ -Set up audio-visual equipment for speeches and check its working condition✓ -Place cutlery and holders on the buffet tables✓ -Set up the table for the drinks✓ | (Any 4) | (4) |
| 3.5 | 3.5.1 | Charlotte Muscovite✓
Ice cream✓ | | (2) |
| | 3.5.2 | <ul style="list-style-type: none"> -Beat egg yolk and sugar✓ -Cook egg yolks mixture, milk, and vanilla in a bain marie✓/ double boiler/ over hot water ✓ -Stir continuously✓ -Stir until it coats the back of a spoon✓ -Great care should be taken to prevent curdling during the preparation✓ | (Any 3) | (3) |
| | 3.5.3 | Baked Alaska✓ | | (1) |
| | 3.5.4 | 1 part egg whites to 1 part sugar✓ | | (1) |
| | 3.5.5 | <ul style="list-style-type: none"> -Egg whites must be free from any traces of egg yolks✓ -Equipment should be free from traces of fat✓ -Egg whites must be at room temperature✓ -Use cream of tartar or lemon juice to stabilise foam✓ -use glass, porcelain, copper or stainless steel bowls ✓ | (Any 3) | (3) |

[40]

QUESTION 4

- | | | | | |
|-----|-------|--|---------|-----|
| 4.1 | 4.1.1 | Short crust pastry✓ | | (1) |
| | 4.1.2 | Docking✓
-Piercing small holes into the raw pastry to allow any trapped air to escape✓ and to prevent the pastry from rising during the baking process✓ | | (2) |
| | 4.1.3 | -To prevent the pastry from becoming soggy✓
-Keeps the juices in✓ | (Any 1) | (1) |
| | 4.1.4 | -Protein✓
-Vitamin B✓
-Iron✓
-Potassium✓
-Carbohydrates✓
-Fibre✓ | (Any 2) | (2) |
| | 4.1.5 | To remove :
-Dirt such as stones and pebbles✓
-Impurities✓
-Bad and broken lentils✓ | (Any 1) | (1) |
| | 4.1.6 | -Salt slows down the cooking process✓
-Causes the lentils to harden✓ | (Any 1) | (1) |
| | 4.1.7 | -Pesco✓
-Lacto-ovo✓
-Pollo✓
-Pollopescatarean / Semi vegetarian ✓
-Flexitarian ✓ | (Any 3) | (3) |
| 4.2 | 4.2.1 | - To develop steam✓
-To form a cavity which expands inside the batter✓ | | (2) |
| | 4.2.2 | -To dry out the pastry completely✓
-Forms a crispy shell✓
-Prevents burning✓ | (Any 2) | (2) |
| | 4.2.3 | -To allow trapped steam to escape ✓
- The trapped steam can cause softening of the puffs✓ | (Any 1) | (1) |
| 4.3 | 4.3.1 | Bottling / Pickling✓ | | (1) |
| | 4.3.2 | -Vinegar✓
-Salt✓
-Sugar✓ | (Any 2) | (2) |

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4.3.3	-Cucumber✓ -Cauliflower✓ -Green bean✓ -Chillies✓ -Peppers✓ -Asparagus✓ -Peas✓ -Corn✓	(Any relevant)	(2)
4.3.4	-To prevent the beetroot from having a metallic taste✓ due to the reaction with the acid✓ -Acid discolours pot✓		(2)
4.4	4.4.1 (a)	Food cost = Filling + Crust ✓ = R500-00 + R300-00✓ = R800-00✓ =R800-00/50 people✓ =R16-00 per person✓	(Any 3) (3)
	(b)	Total cost of the dish = Food cost + Labour cost + Overhead cost✓ = R800-00 + R100-00 + R180-00✓ =R1080-00✓	(3)
	4.4.2	-Electricity✓ -Water✓ -Serving platters✓	(3)
4.5	4.5.1	Step 1 (b): Hydrate the gelatine powder in 30 ml water. ✓ Step 2 (d): Bring fig juice and sugar to a boil ✓ Step 3 (a): Disperse the gelatine in the hot juice mixture. ✓ Step 4 (c): Mix figs and 230g cream cheese into the gelatine mixture. ✓ Step 5 (f): Pour into wet mould. ✓ Step 6 (e): Refrigerate and leave to set. ✓	(6)
	4.5.2	-The fresh figs contain a proteolytic enzyme which break down the protein in the gelatine✓ -Enzyme in fresh figs prevents gel formation✓ -Figs have the enzyme ficin✓	(Any 2) (2)
[40]			
TOTAL SECTION C: 80			

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

- 5.1 5.1.1 -School teachers✓
 -Members of the community who visit farm stall or flea market✓
 -Tourists visiting farm stall or the flea market✓ (Any 2) (2)
- 5.1.2 Strengths:
 -Hospitality Studies learner✓
 -Lives 5 kilometres outside the town✓
 -Busy tourist route✓
 -Two locals help in the selling of fruit✓
 -Helped by her experienced grandmother✓
 -She uses recycled bottles✓
 -Mpho sells to school teachers✓
 -Sells at the farm stall and flea market✓ (Any 4) (4)
- 5.1.3 Threats:
 -Competition (someone making the same preserves) ✓
 -Rising fuel prices (transportation of goods) ✓
 -Fruit spoiling✓
 -Time management (unforeseen school activities) ✓
 -Weather / drought (trees not bearing fruits) ✓ (Any relevant) (3)
- 5.1.4. -Poster has a description of the product✓
 -It is neat and attractive✓
 -The lettering is big✓
 -Name of the product is visible✓
 -Poster is free from spelling mistakes✓
 -Promotion is there (free tasting on homemade bread)✓
 BUT:
 -There is no price✓, slogan✓, address or contact details✓, picture of the product✓, (Any 5) (5)
- 5.1.5 Product✓ : Apricot Jam✓
 Place✓: Ubuntu farm stall✓
 People✓: School teachers, Members of the community who visit farm stall or flea market, tourists visiting farm stall or the flea market✓
 Promotion: free tasting on homemade bread, poster✓ (Any 3×2) (6)

- 5.1.6 -the glass bottles are easy to handle✓
 -suitable for preserving jams✓
 -recycled bottles are suitable for jam if hygienically cleaned✓ ✓
 -bottles need to be suitable for the jam(bottles need to be sterilised before the jam is added)✓
 -She can put branding/labels on the bottles✓
 -Attractive labels and branding can be added✓
 -Information can be added✓
(Any 4) (4)
- 5.1.7 -Creates job opportunities✓
 -Stimulates economic growth✓
 -Improves infrastructure✓
 -Contributes to development and improvement of the locals✓
 -Tourists bring valuable foreign currency✓
 -Esteem and living standards of the community improves✓ (Any 3) (3)
- 5.2 -Front office is the heart of the accommodation establishment✓
 -Guests makes use of front office when making a booking, check in, check out and settling of account✓
 -Enquiries are handled in this office✓
 -Contributes to the economy by selling goods and services that generate income and create jobs✓
(Any 3) (3)
- [30]**

QUESTION 6

- | | | | |
|-----|-------|--|----------------------------|
| 6.1 | 6.1.1 | Glass A: Cocktail / Martini✓
Glass B: Red / White / Wine✓ | (2) |
| | 6.1.2 | Presenting wine. ✓ | (1) |
| | 6.1.3 | -Stand on the right-hand side of the guest. ✓
-Hold the wine selected on a service cloth in your hand with the label facing towards the host. ✓
-Present the wine to the host while saying the name and vintage of the wine to confirm that it is the correct one. ✓
-Allow the host to feel the temperature of the wine should he / she wish to. ✓
-Open the bottle once the host is satisfied. ✓ | (Any 4) (4) |
| | 6.1.4 | -Name of the wine ✓ – Riesling. ✓
-Producer / Estate✓ – Barnard vineyards. ✓
-Vintage / Harvest year ✓ – 2011✓ | (3 × 2) (6) |
| | 6.1.5 | -Not suitable, ✓ because Riesling is a white wine✓ and beef stew is a red meat that pairs well with a red wine. ✓ | F52
M159
(3) |
| 6.2 | 6.2.1 | Mervin should:
-Clean and care for bar equipment ✓
-Clean glasses, jugs and cocktail equipment before packing them out/steam glasses ✓
-Arrange bar condiments and accessories i.e. peanut bowls, bill dockets, straws. ✓
-Arrange glasses in the storeroom✓
-Empty rubbish bins✓
-Wipe bar counters ✓
-Wash the bar floor✓
-Clean the sink in the bar✓ | F39
M182
(Any 3) (3) |
| | 6.2.2 | -When clearing the bar Mervin should first conduct a stock take of consumables. ✓
-He should clear the bar top and pack away all equipment. ✓
- He should wash and polish used glasses. ✓
-Mervin should remove all empty bottles. ✓
-He should empty the liqueur trolley and return stock to the bar cupboard. ✓
- He must restock the bar from the cellar. ✓ | F30
M176
(Any 4) (4) |

6.2.3	Mervin should: -Not serve him/her any more alcoholic beverages. ✓ -Keep calm. ✓ -Be friendly but firm at all times and avoid showing emotions. ✓ -Ask the customer politely but firmly to leave rather than allowing him/her to disturb other guests. ✓ -inform the staff that can remove him/her if necessary. ✓ -Keep the incident as quiet as possible. ✓	F41 M185 (Any 4) (4)
6.2.4	Mervin will: -mix the ingredients in a glass in which it will be served. ✓ -float the ingredients on top of each other and form layers in the glass. ✓ - place swizzle sticks in the glass to allow the ingredients to mix. ✓	F65 M161 (3) [30]
		TOTAL SECTION D: 60 GRAND TOTAL: 200