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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2022

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 15 pages.

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

1.1.1	A✓	M49	F5
1.1.2	C✓	M60	F20
1.1.3	C✓	M194	F38
1.1.4	D✓	M22	F76
1.1.5	D✓	M188	F34
1.1.6	B✓	M44	F3
1.1.7	D✓	M94	F194
1.1.8	A✓	M95	F194
1.1.9	C✓	M95	F193
1.1.10	C✓	M86	F200

(10)

1.2 MATCHING ITEMS

1.2.1	C✓
1.2.2	E✓
1.2.3	B✓
1.2.4	F✓
1.2.5	H✓
1.2.6	A✓

M69
F16
(6)**1.3 MATCHING ITEMS**

1.3.1	B✓
1.3.2	D✓
1.3.3	E✓
1.3.4	F✓

M3-4
F118
(4)**1.4 ONE-WORD ITEMS**

1.4.1	Gueridon✓	M175	F37
1.4.2	Agar agar✓	M128	F160
1.4.3	40/double/ twice the amount✓	M76	F18
1.4.4	Malva pudding/Jan Ellis✓	M136	F158
1.4.5	Cap Classique/Method Cap Classique /MCC✓	M156	F148
1.4.6	Game/Venison✓	M79-	F189
1.4.7	Target market/Customer/Consumer✓	M16	F135
1.4.8	Net/Net profit✓	M62	F23
1.4.9	Bromelin/Enzyme/Proteolytic enzymes✓	M132	F163
1.4.10	Phyllo/Purr✓	M115	F205

(10)

1.5 SELECTION ITEMS**Any order**

1.5.1 B✓ C✓ F✓

M150 F165
(3)

1.5.2 A✓ C✓ E✓

M10 F-
(3)**1.6 SEQUENCE****Correct order**

B✓ D✓ A✓ C✓

M116 F209
(4)**TOTAL SECTION A: 40**

- Do not click on any hyperlink contained within a 'spam' e-mail✓
 - Always use a secure web browser/set web browser to the highest level of security notification and monitoring✓
 - Read the terms and conditions on the supplier's website to ensure protection✓
 - Make sure that you are on the correct website ✓
 - Don't save personal information/banking details✓
 - Make sure it is the correct product/price/size✓
- M36

F94

(Any 4) (4)

- | | | | |
|-----|-------|---|----------------------------------|
| 2.3 | 2.3.1 | <ul style="list-style-type: none"> -Expectations for a fine dining restaurant were not met, usually the best quality is expected/ Guest is not happy/ not satisfied/negative outcome✓ -Not fresh food/ disappointment of not receiving good quality food✓ -The guest does not expect bad/poor quality service from restaurant staff (Any 1) | M31
F89
(1) |
| | 2.3.2 | <ul style="list-style-type: none"> -The restaurant's main responsibility is to ensure good customer care and service which the waiter did not fulfil / The waiter didn't show good customer care✓ -The professionalism of the waiter was not good/bad waiter's attitude✓ -The waiter did not understand the guest / didn't care about the guest complaint/ the manner and efficiency of dealing with guest complaints was not acceptable /The waiter did not handle the complaint about the oysters positively ✓ -The waiter did not show understanding and a willingness to solve the problem/ didn't offer a solution / alternative dish✓ -The waiter was rude/unfriendly to advice the guest to go to another restaurant✓ - The waiter did not control his emotions/ didn't stay calm and polite✓ -He did not have a warm encouraging tone/ he was shouting/arrogance✓ - The waiter argued with the guest ✓ -Waiter didn't apologize✓ -Inappropriate body language/ negative hand gesture/Waiter didn't make eye contact ✓ | M32
M183
F90
F42
(4) |

Solutions will not be awarded marks (Any 4)

TOTAL SECTION B : 20

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

3.1	3.1.1	-The mould should be greased/lightly brushed with oil/lightly sprayed with non-stick spray✓ -Line mould with clingwrap✓	M130 F162 (1)
	3.1.2	Process 1-Hydration/ sponging/blooming✓ Process 2- Dispersion✓ Must be in the correct order	M128 F160 (2)
	3.1.3	-Stirred custard/ egg <u>custard</u> /Cold dessert✓ (Any 1)	M137 F147 (1)
	3.1.4	-The custard will be curdled/ split / uneven texture/not smooth ✓ -If boiled for too long it might burn/ burnt taste✓ -There will be formation of pieces in liquid / syneresis/ protein over-coagulate, separating from the liquid/watery with pieces in✓ (Any 2)	M137 F147 (2)
	3.1.5	-Avoid overheating the milk/milk should be scalded/don't boil milk✓ -Warm milk must be added to eggs and not eggs to the milk/ milk should be tempered ✓ -It should be stirred constantly✓ -Cook on low to medium heat/ not too high heat ✓ -Cook over a bain-marie/double boiler ✓ -Custard should be cooked until it is thick enough to coat the back of a spoon/ don't overcook custard or for too long✓ (Any 3)	M137 F147 (3)
	3.1.6	-Add directly to the warm custard✓ -Microwave (for a few seconds)✓ (Any 1)	M130 F161 (1)
	3.1.7	French meringue✓	M140 F151 (1)
	3.1.8	-There should be no traces of egg yolk in the egg white as it will prevent the egg white from foaming properly✓ -Egg whites must be at room temperature to foam best✓ -All equipment should be free of fat/grease/clean and dry✓ -Wipe bowl with lemon✓ -Acids such as cream of tartar or lemon juice can be added to help stabilise the foam✓ -Mixing bowls made of material that does not retain grease such as glass, porcelain or stainless steel should be used/the best material to use is copper which causes catalytic reactions with egg white that helps to produce a stable foam✓ -Beat egg whites to soft peak stage✓ -Gradually add sugar, while beaten until the meringue forms a stiff peak✓ -Don't overbeat meringue✓ -Use the correct ratio of ingredients (egg white to sugar) ✓ (Any 3)	M140 F151 (3)

3.2	3.2.1	ICE CREAM	GRANITA	
		-High fat content/ 10% fat/ dairy based /cream✓	-No fat/dairy content, made from fruit juice/puree/ wine/flavoured water✓	
		-Creamy ✓	-Granular✓	
		- Smooth texture✓	-Crunchy texture✓	
		-Mixture is constantly stirred/churned during freezing to break ice crystals and include air✓	-Contains finely crushed ice crystals which is broken up with a fork✓	M139 F149 (4)
			(2 x 2)	
	3.2.2	Not suitable as a topping✓ -The sugar starts melting / Disintegrate / absorb moisture/it will become sticky/the moisture of the ice cream will melt the sugar✓ -It will negatively impact on the appearance of the ice cream✓ -It can make it too sweet OR Suitable as a topping✓ -It will improve the flavour because of the caramelised sugar / complements flavour of the ice cream✓ -It might look good if served quickly/it is a pretty garnish✓ -Add a different/crunchy texture ✓	(1) (Any 2) (1) (Any 2)	M146 F156 (3)
3.3	3.3.1	-The word menu should be written in uppercase and not in small letters ✓ -The word menu should be in bold and not un-bolded✓ -A type of meal should be indicated on the menu e.g. lunch /dinner✓ -Every name of a dish should start with a capital letter e.g. the entrée course is written starting with small letters✓ -There is no separation of courses/no space between courses e.g starter and entrée, dessert and coffee / incorrect spacing -No names for the courses provided e.g. starter, entrée, dessert ✓ -There is no date indicated on the menu/ there must be a date written out in full on every menu✓ -Bread should not be written on the menu✓	 (Any 5)	M47 F (5)
		-Fruitarian✓✓ -Vegan✓✓ -Ovo-vegetarian✓✓	 (Any 1 x 2)	M99 F178 (2)
		-They are low in kilojoules/saturated fat✓/ cholesterol✓ -They are rich in complex carbohydrates✓ and dietary fibre✓ -They have a low glycaemic index✓ -It is cheaper than animal protein ✓ -It is an excellent source of nutrients/ complete protein / high protein content/ contains all the essential amino acids✓ -Plant grown protein lessens the carbon footprint✓ -It is similar in taste and texture to meat✓	 (Any 4)	M104 F182 (4)

- 3.3.4 -Almonds are a good source of protein ✓
 -Rich source of **B** vitamins ✓/ **E** vitamins✓
 -It contains fat, but low in cholesterol/ high in healthy fats/ omega 3✓
 -Minerals e.g. magnesium, phosphorus and potassium✓
 -High in fibre✓
 -Low in carbohydrates✓ (Any 2) M105,6
 F179
 (2)
- 3.3.5 -Almond brittle/Praline/caramelised almonds✓
 -Almond Streusel/crumbs/flakes/powder✓
 -Almond Tuiles✓
 -Almond-based ice cream✓
 -Candied /crystallised almonds✓
 -Chocolate dipped almonds✓
 -Almond cake/Almond tart✓
 No marks for filling examples (Any 2 relevant answers) M143-
 4
 F157
 (2)
- 3.3.6 The menu is suitable for Hindus/ Yes✓ (1)
 -There is no meat e.g. beef/pork✓
 -Food is vegetarian e.g. soya schnitzel, butternut soup✓
 -No fish or eggs were used✓
 -No alcohol or alcoholic products are used on menu✓ (Any 3) M44
 F3
 (4)
[40]

QUESTION 4

4.1	4.1.1	-Pot roast/Oven <u>roasting</u> ✓ -Braising✓	(Any 1)	M93 F192 (1)
	4.1.2	-Good feeding/special diet guarantees good quality meat will result in good marbling✓ -Meat with larger quantities intra-muscular fat is tastier and more tender due to better marbling/ marbling adds to tenderness and flavour of the meat✓ -The younger the animal the more tender the meat, /the age will determine the grade of meat✓ -Muscles that are not often used resulting in meat that is more tender /a tranquil environment will result in good quality meat✓ -Treatment before slaughtering will influence the quality of meat/animals was kept calm before slaughtering✓	(Any 2)	M81 F196 (2)
	4.1.3	-It is suitable/Good/ Best accompaniment ✓ -Yorkshire pudding is the traditional accompaniment for roast beef/ it can soak up the juices/sauce/gravy of the roast hump✓		M96 F204 (2)
4.2	4.2.1	A- Carving✓ -An action where meat is sliced into sections/portions for serving✓ -Meat is always cut against the grain✓ -Full length of the blade/ sharp knife must be used✓ -Use a carving fork to pin down the meat whilst slicing with the knife ✓	(1) (2)	
		B- Stuffing/Rolling✓ -Used for boned meat ✓ -The interior of the meat is filled with forcemeat or a mixture of breadcrumbs, cooked rice etc./filling✓ and then rolled and tied✓	(1) (2 x 3)	M85- 7 F199- 201 (6)
4.3	4.3.1	Puff pastry/pate feullitee✓		M113 F206 (1)
	4.3.2	1:1✓ Equal quantities of flour to fat✓	(Any 1)	M117 F206 (1)
	4.3.3	Good/successful ✓ -It is the correct size 5 cm in diameter✓ -Nicely layered/ Flaky layers are visible/pastry is laminated✓ -Well risen/well puffed✓ -Surface uneven✓ -Round shape/neatly shaped✓ -There is a good cavity for fillings/ hollow in the middle✓ -Bite-sized✓ -Colour is appropriate /acceptable /light / not burnt or dark✓ (cannot accept golden brown)	(1) (Any 2)	M117 F208 (3)

- 4.3.4 -All the ingredients/equipment/surfaces should be cold during preparation✓
 -The correct proportions/ratio of ingredients should be used✓
 -Do not over handle/overwork the pastry as the texture will be dense✓
 -Ensure that the shape of a bouchée is round/ round cutter✓
 -Use a minimum amount of flour during rolling and folding✓
 -It must be rested after each stage of rolling and folding✓
 -It must be baked at the correct temperature of 220 °C/ not too high temperature✓
 -Oven must be pre-heated✓
 -Don't bake for too long/don't over bake✓
 -Place oven rack in the correct level e.g. middle of the oven ✓
 -Don't open oven door during the baking process ✓
 -Glaze the bouchée before baking✓ (Any 3) M114
 F177
 (3)
- 4.4 4.4.1 -Name of the producer/company✓
 -Expiry date/Sell by date/ best before date✓
 -Manufacturing date✓
 -Net weight/weight/mass✓
 -Warning statements ✓
 - Allergens/free of allergens✓
 -Serving suggestions/Directions for use✓
 -Nutritional information/value✓
 -Bar code✓
 -Identification/batch/serial number✓
 -Grading✓
 -Brand name/logo✓ (Any 4) M153
 F177
 (4)
- 4.4.2 -High heat used during the canning process destroys micro-organisms✓and enzymes✓
 -Canning stops food from deteriorating as it is not exposed to oxygen anymore✓
 -The pears are sealed in **sterilised** airtight containers✓ in a concentrated sugar syrup✓ that prevents the growth of micro-organisms✓
 -Air is excluded/no oxygen/ sealed containers will be airtight✓ during the sealing therefore micro-organisms cannot multiply and recontamination will be prevented✓ (Any 4) M151
 F175
 (4)
- 4.4.3 (a) Ingredient price = Food cost/Pears + sugar+ Lemon juice+ pectin✓
 $R27,99 + R9,99 + R6,00 + R5,00$ ✓
 Food cost = **R48,98/R49,00**✓ (Any 1 + total) M61
 F25
 (2)
- (b) Selling price = $\frac{\text{Food cost}}{\text{Food cost percentage (\%)}}$ ✓
 $= \frac{R48,98/R49,00}{40\% / 0,40}$ ✓
 $= \mathbf{R122,45/R122,50}$ ✓ (Any 1 + total) M61
 F25
 (2)

4.5	4.5.1	Churros✓	M124 F187 (1)
	4.5.2	180 °C – 190 °C✓	M123 F187 (1)
	4.5.3	Drain on absorbent paper✓/ It must be sprinkled/ dusted with cinnamon and sugar✓/ rolled in castor sugar while still hot✓ (Any 1)	M123 F187 (1)
	4.5.4 (a)	-Too much water will evaporate✓ resulting in too little steam/water is the only raising agent✓ resulting in a final product which is significantly reduced in volume/ small cavity/heavy/dense product✓ -Fat will ooze out of the final product resulting in an oily product✓ (Any 2)	M124 F186 (2)
	(b)	-If the paste is still hot the egg will over-coagulate/paste would be lumpy/the egg will curdle in the paste due to coagulation and will result in a poor end product✓ -If all the eggs added at once the final product may not rise enough to form a proper cavity✓ -Mixture won't emulsify properly✓ -Mixture will be difficult to work with✓ -To get the correct consistency/ make sure pastry is not too runny✓ (Any 2)	M124 F187 (2)
	(c)	-Extra flour will cause the choux pastry to collapse✓ - No cavity will form/it will not rise properly✓ -Extra flour will not gelatinise/ flour will still be raw/ floury taste -It will alter the ratio of ingredients✓ (Any 2)	M124 F187 (2) [40]
TOTAL SECTION C:			80

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

5.1	5.1.1	-Security/bouncer✓ -Restaurant manager/manager✓ -Maître d'hôtel/ head waiter✓	(Any 1)	M3,6 F124 (1)
	5.1.2	The waiters reaction was good/yes✓ -The waiter was calm✓ -He asked the guest politely to stop bothering the other guests✓ -To stop any aggravation, he complied and served the guest another drink✓ or The waiters reaction was not good/no✓ -He should have not given the guest another drink as he was already intoxicated/ according to law✓ -He should have offered him coffee instead✓ -He should not have allowed the guest to dance on the table/ he should have tried to keep the incident quiet✓ -He should rather have asked the guest to leave the restaurant✓ -He should have sought help from security/ manager to intervene✓ (1 + any 3 reasons)	(1)	M185 F41 (4)
	5.1.3	-Handle the situation according to the correct procedure/policy of the establishment✓ -The manager should handle this situation as it is a major injury✓ -Emergency services must be contacted, and they will be responsible for the treatment/take the guest to a doctor or hospital✓ -Staff members should stay calm and be professional✓ -Keep injured guest calm/comfortable ✓ -Move guest away from other guests/ handle discreetly✓ -Incident should be reported/ paperwork should be completed✓ (Any 3)		M186 F45 (3)
5.2	5.2.1	Marketing✓ Sales and marketing✓		M5 F120 (1)

5.2.2	The responsibilities of the telesales person are: -to phone potential clients ✓ -to promote/market/advertise the establishment /to introduce products and services to clients/convince customers to purchase products/services✓ -to send SMSs and multimedia messages, e-mails of specials✓ -to keep the website of the establishment updated with special or products or services/provide correct information of the business/ social networking✓ -to work closely with the marketing manager/team to create marketing material and ensure that the establishment stands out from the rest ✓ -maintain a professional image for the establishment✓ (Any 3)	M5 F120 (3)
5.2.3	-The human resource manager must see that the suitable candidate is trained✓ -Induct the candidate to fit in the dynamics of the establishment/familiarise the new employee with the work environment✓ -An employment contract: including salary, leave, dispute procedures, must be drawn and signed✓ -The code of professional conduct, procedures, work schedules and rosters must be explained to this candidate✓ -Takes care of disciplinary actions/issues in the workplace ✓ -Evaluation of performance in the workplace✓ (Any 3)	M6 F125 (3)
5.2.4	-This webpage is very informative✓ -All the information needed is available location/vicinity/attractions, contact details/availability of accommodation✓ -It is short and to the point/easy to follow✓ -Big lettering that is easy to read is used✓ -Interesting/relevant pictures and photos✓ -Simple language free from spelling mistakes used✓ -The price of the product is stated✓ - Products offered are clearly outlined✓ - The layout is neat / organised / looks professional✓ - Outreach is greater/is visible to a world- wide/large audience✓ (Any 5)	M19,21 F138 (5)
5.2.5 (a)	Revenue-generating areas are areas that earn an income for an establishment✓ People pay for areas or services✓	M2 F108 (1)
(b)	-Guest rooms/ accommodation✓ -Food and beverage/restaurant✓ -Spa✓ (Any 2)	M2 F108 (2)
5.3	Price✓ Place/business area/location✓ Product✓ Promotion/advertising✓ People/customers/consumer/target market✓ Packaging/display/presentation of product✓ (Any 3)	M15-17 F135 (3)

- 5.4
- The gross domestic product (GDP) of the economy of South Africa decreased✓
 - A decrease in hotel occupancy /decrease in eating at restaurants/not visiting restaurants/less travelling and not making use of hospitality establishments
 - Many Hospitality establishments closed down/ shut down of restaurants/hotels ✓
 - Loss of jobs✓
 - There was no demand for companies that supply products to the hotels✓
 - Economic growth was not stimulated✓
 - The local income decreased ✓
 - No income generated to contribute to the development and improvement of the country's infrastructure✓
 - Multiplier effect decreased✓
 - No tourists visiting hotels to contribute to valuable foreign currency into the country✓
 - The esteem and living standards of the community could not improve✓

(Any 4)

M3
F112
(4)
[30]

QUESTION 6

- 6.1 6.1.1 (a) Incorrect/wrong✓ (1)
 -The knives are on the left hand side of the cover and the forks on the right-hand side/knives and forks were swopped around✓
 -Spoon is in the wrong position/should be on the right✓
 -There is no entrée knife to accompany the entrée fork✓
 -The blade of the knife is facing in the wrong direction✓
 -The handle of the dessert spoon is facing the wrong direction✓
 -There is no dessert fork✓
 -Both the knives and the forks are not at a correct distance from the edge of the table✓
 -No bread/entree knife on side plate✓ (Any 2) M178 F30 (3)
- (b) Incorrect/ wrong ✓ (1)
 -The side plate is placed in an incorrect place / it should be on the left side of the cover✓ M178 F30
 -The plates (entrée & dinner) shouldn't be on the cover✓ (Any 1) (2)
- 6.1.2 Good/ formal/neat/elegant appearance✓ (1)
 -The napkin is clean, no food stains, wax, burnt ✓
 -The napkin is well ironed/no creases/not over handled✓ M178 F30
 -The napkin does not look shabby or torn or worn out ✓
 -The napkin is neatly folded ✓ (2)
- 6.2 6.2.1 The spoon✓ M161 F67 (1)
- 6.2.2 -The ingredients are layered with a spoon✓ in the glass in which it will be served✓
 -The ingredients are floated on top of each other✓
 -Start with the most dense/heavy liquid/ingredient first✓ M161 F62
 -A swizzle stick can be placed in the glass to allow the guest to mix the ingredients✓ (Any 2) (2)
- 6.2.3 Frosting – dip the rim of the glass in beaten egg white/lemon juice/ water✓ and then into coloured/ granulated sugar/jelly powder/salt to coat the rim✓ M161 F67 (2)
- 6.3 6.3.1 A Natural wine/ still wine✓ M155 F47
 B Sparkling wine✓
 C Fortified wine✓ (3)
- 6.3.2 -Name/type of wine/Cultivar✓
 -Class designated wine✓
 -Unique name✓
 -Harvest year/Vintage/Date of production✓
 -Origin of wine /region/country of origin✓
 -Name of the business✓
 -Producer/Brand/Estate/name of vineyard ✓ M157 F53
 -Alcohol content✓
 -Bottle volume✓ (Any 3) (3)

6.3.3	Corked red wine bottles should be stored: - in a cellar/storage area that is clean and well ventilated✓ - in a slightly damp area / at a humidity level of 70% to prevent the cork of the bottles from drying out✓ - in an area free from any vibration✓ - in the dark / away from direct sunlight to avoid damage/ away from ultra-violet light/have subdued lighting only✓ - constant cool temperature/ between 10-16°C✓ - in a slightly raised position, with the corks at the top/flat/horizontal position to ensure that the sediment remains at the bottom of the bottle✓ - upside down if in boxes ✓ - with the label to the top or to the front✓ - with similar red wines together✓ - rotate the wine bottles on a regular basis✓	(Any 5)	M159 F54 (5)
6.4	6.4.1	Silver service✓	M192 F36 (1)
	6.4.2	-Bread service is from the left side of the guest✓ -The basket/tray/service plate must be on the left-hand palm of the waiter✓ -The waiter must lower their left hand which is holding the basket to no more than 5cm from the edge of the guest's side plate✓ -The waiter must pick up the bread roll in the right hand using service utensils (service spoon and fork) ✓ -and transfer it to the side plate✓ -in an anticlockwise direction offering a bread roll to each guest✓ -Waiters must remember to serve ladies first ✓ -Start with the guest on the right-hand side of the host and end with the host✓ -Waiters must not leave the basket on the table✓	(Any 4) <