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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2023

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 14 pages.

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

1.1.1	C✓	M12	F131
1.1.2	D✓	M6	F125
1.1.3	A✓	M78	F196
1.1.4	B✓	M80	F190
1.1.5	B✓	M60	F20
1.1.6	C✓	M157	F50
1.1.7	C✓	M132	F163
1.1.8	B✓	M114	F206
1.1.9	D✓	M115	F206
1.1.10	B✓	M122-3	F185

(10)

1.2 MATCHING ITEMS

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

M150
F167-
170
(5)**1.3 MATCHING ITEMS**

1.3.1	E✓
1.3.2	G✓
1.3.3	D✓
1.3.4	B✓
1.3.5	A✓

M143
-144
F155-
156
(5)**1.4 ONE-WORD ITEMS**

1.4.1	Aspic ✓	M69	F162
1.4.2	Tuiles ✓	M144	F157
1.4.3	Vegan/Fruitarian✓	M99	F178
1.4.4	Sausage roll✓	M118	F16
1.4.5	Blind baking ✓	M117	F209
1.4.6	Cocktail✓	M160	F64
1.4.7	Duck/Goose✓	M69	
1.4.8	Castor sugar/Icing sugar✓	M125	F186
1.4.9	Anaphylaxis✓	M50	F4
1.4.10	Spun sugar✓	M146	F156

(10)

1.5 SELECTION ITEMS

- 1.5.1 A✓ C✓ D ✓ (Any order) M157 F53 (3)
- 1.5.2 A✓ D✓ (Any order) M166 F58 (2)
- 1.5.3 A✓C ✓D ✓E ✓H✓ (Any order) M19 F138-139 (5)

TOTAL SECTION A [40]

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

- 2.1 2.1.1 Liver✓ M23
F77
(1)
- 2.1.2 -Contact with an infected person/their stools as Hepatitis A is spread through close personal contact with an infected person✓
 -Eating food prepared by an infected person✓
 -Drinking water that has been contaminated by Hepatitis A, especially in parts of the world with poor hygiene and sanitary conditions✓
 -Sexual activity with an infected person✓ M28
F83
(2) (Any 2)
- 2.1.3 -Always wash your hands with warm soapy water after using the toilet and before preparing food or eating✓
 -Use bottled water when you are in places where Hepatitis A is common✓
 -Do not wash fruits and vegetables in untreated water✓
 -Do not use ice cubes made from untreated water✓
 -Restaurant chefs/ staff should not prepare the food if they have contracted the disease/ Do not eat food prepared by an infected staff member✓
 -Get the Hepatitis A vaccine✓ M23
F77
(3) (Any 3)
- 2.1.4

CHOLERA	HEPATITIS A
Watery stools/ watery diarrhoea/ severe diarrhoea ✓	Light-coloured stools/Diarrhoea✓
Nausea✓	No nausea✓
No stomach pain/upset stomach✓	Stomach pain/Upset stomach✓
Vomiting✓	No vomiting✓
No loss of appetite✓	Loss of appetite✓
Rapid dehydration✓	No rapid dehydration✓
Normal urine✓	Dark yellow urine✓
Rapid heart rate✓	Tiredness✓
Dry mucous membrane/dry mouth✓	No dry mucous membrane/dry mouth✓
Normal skin colour/ normal eye colour/ no jaundice✓	Yellowish skin or eyes/Jaundice✓
Muscle cramps✓	No muscle cramps✓
No fever✓ (Any 2)	Fever✓ (Any 2)

M25,22
F76,78
(4) (2 x 2)

- 2.2 The executive chef sent the chef home because he might have the following:
- long lasting diarrhoea which will contaminate food ✓
 - frequent fevers and sweats- may make the customers feel uncomfortable✓
 - thrush in the mouth and on the tongue may make the customers feel uncomfortable ✓
 - unusual skin rashes and cracked corners of the mouth that may make guests feel uncomfortable✓
 - secondary TB- people may not work with food as they will contaminate the food and spread TB✓
- (Any 3)
- M26
F79
(3)
- 2.3
- Teamwork will increase productivity in the restaurant✓
 - Staff members will have pride in their work✓
 - They will feel free to ask for help when needed✓
 - It will ensure that the staff work quickly, efficiently, neatly and safely/workflow will be smooth✓
 - They will share successes and failures/enjoy working with each other/co-operate with each other/ willing to give inputs /make suggestions✓
 - It will create a good experience and pleasant atmosphere for the guests✓
 - It will improve tolerance where staff members will recognise others as individuals with different personalities✓
 - Staff members will be willing and be prepared to work with others/pull their weight✓
 - It will promote fairness and honesty with team mates/have some thought for their fellow workers and not being selfish✓
 - It improves sales/turnover/increasing income/ more money✓
 - Guests will return/ come back✓
- (Any 4)
- M30
F88
(4)
- 2.4
- The use of computers provides tighter control to improve food service delivery✓
 - It provides the correct information at the right time which results in easier and faster service/better communication between waiter and guest and waiter with kitchen staff✓
 - Orders in the restaurant are faster and more accurate which will not frustrate the guests✓
 - Finalisation of accounts can be done easily/the bill can be printed out✓
 - Reduces the number of trips the waiter makes to and from the kitchen therefore saves the energy of the waiter✓
 - Easy to recognise information✓
 - Customers can order online✓
 - Saves time/ effective use of time/ speedy delivery ✓
- (Any 3)
- M40
F108
(3)

TOTAL SECTION B: 20

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

- 3.1 3.1.1 Late afternoon/Evenings/Late evening/17:00 – 19:00✓ (Any 1) M67 F12 (1)
- 3.1.2
- Do not need utensils to eat hors d'oeuvres/little cutlery and crockery is required✓
 - A variety of foods that can be eaten easily✓
 - Can be inexpensive if well planned✓
 - Less space is needed for cocktail functions✓
 - Not as many tables/chairs needed as for a sit-down dinner✓
 - More people can be accommodated/a large number of people can be entertained at one time✓
 - A special atmosphere is created as guests are allowed to mingle with everyone/people can interact in a relaxed, informal way✓
 - A wide variety of styles and flavours can be served✓
 - The menu may appeal to different cultural groups/and kosher/halaal/vegetarian foods can be easily incorporated✓
 - More creativity than formal meals✓
 - Cocktail snacks provide a wide variety from cold to hot to gourmet selections✓
 - A table plan is not needed✓
 - Fewer serving staff is needed✓
 - The duration of the function is usually quite short/about two hours✓ (Any 4)
- M67 F12 (4)
- 3.1.3
- | COCKTAIL FUNCTION | FINGER LUNCH |
|---|---|
| Semi-formal to formal get-together✓ | Informal to semi-formal/may substitute a luncheon✓ |
| Usually in evenings/late evenings✓ | Usually at lunch time✓ |
| Light hors d'oeuvres is served/ smaller/one or two bites✓ (Any 2) | Quick snacks/finger foods served/bigger items/not one bite✓ (Any 2) |
- (2 x 2) M66 F12 (4)
- 3.2 3.2.1
- Fried Calamari with Tartar sauce✓
 - Beef Cordon Bleu✓
 - Bread and Butter pudding✓ (Any 2)
- M50 F4 (2)
- 3.2.2
- Lots of fat/ saturated fat in the Beef Cordon Bleu✓/oil used to fry the Calamari✓/egg yolks used in mayonnaise for the Tartar sauce will have a high fat content✓
 - Processed meat/ processed meat used in Beef Cordon Bleu✓
 - Fat and sugar/ fat and sugar in the Bread and Butter Pudding✓
 - Refined starch/ refined starch in the Bread and Butter Pudding✓ (Any 3)
- M49 F5 (3)

3.3	3.3.1	Selling price = $\frac{\text{Food cost}}{\text{Food cost \%}}$ ✓ = $\frac{\text{R3 100,00}}{0,30}$ ✓ = R10 333,00 ✓	M62 F21 (3)
	3.3.2	Gross profit = Selling price – Food cost ✓ = R10 333,00 – R3 100,00 ✓ = R7 233,00 ✓	M62 F21 (3)
	3.3.3 (a)	Labour costs ✓	M60 F20 (1)
	(b)	Overhead costs ✓	M60 F20 (1)
3.4	3.4.1	-Beans/Kidney beans/Sugar/Black/Speckled/Haricot/Butter ✓ -Lentils/breyani dhal ✓ -Chickpeas ✓ -Moong dhal ✓ -Split peas/dhal ✓	M102 F181 (2)
	3.4.2	-Store in airtight containers ✓ -Store vacuum packed ✓/store in closed containers to keep weevils out ✓ -Store in a cool place ✓ -Store in a dry/dark place ✓	M F181 (1)
	3.4.3	-The end product will be harder ✓ -Salt will react with the starch in legumes therefore salt should not be added before the beans are softened ✓	M104 F183 (1)
	3.4.4	-Legumes are versatile ✓ -They are economical ✓ -They can stretch the number of portions ✓ -They are high in protein ✓ -Low in fat ✓ -Cholesterol-free ✓ -Contain natural fibre ✓ -High in mineral substances ✓ -Rich in anti-oxidants ✓ -Low in glycaemic index/gluten free ✓	M101 F179 (4)

3.5	3.5.1	-Cream puffs✓ -Éclairs✓ -Profiteroles✓ -Paris Brest✓ -Gateaux St Honoré✓ -Croquembouche✓ -Swans✓	(Any 3)	M125 F187 (3)
	3.5.2	Sweet fillings e.g. Crème pâtisserie/ confectioners custard/ bakers custard✓, caramel treat✓, whipped cream/Chantilly✓, ice cream✓, jam✓, drained canned fruits✓, mousse✓ (Any THREE suitable sweet fillings)		M126 F186 (3)
	3.5.3	-The batter was too soft✓ -Too many/little eggs were added✓ -The eggs were added too quickly/ all the eggs were added at once✓ -Too much water evaporated, too little steam formed✓ -Adding extra flour after gelatinisation✓ -Oven was too cold/ not preheated✓ -Opening oven before the puffs were thoroughly cooked✓ -They didn't bake long enough/ didn't have enough time to dry out✓	(Any 4)	M44 F186 (4) [40]

QUESTION 4

4.1	4.1.1	Agar-agar✓		M128 F160 (1)
	4.1.2	Hydration- gelatin powder is soaked in/sprinkled over cold water/juice✓ in order to absorb liquid and soften/become a sponge✓		M129 F161 (2)
	4.1.3	-Do not insert a knife✓ -Pull it away from the sides with your fingertips/allow air to separate the contents from the mould by tilting and shaking the mould✓ -Use a blow-torch briefly around the outside of the mould✓ -Put a warm cloth/hot towel around the mould to facilitate unmoulding✓ -Dip the mould into hot/lukewarm water for 1-2 seconds – not too long for the gel to start melting✓ -Invert the mould over a plate or place a plate over the mould and then flip them over together✓ -Add a few drops of water on the plate to allow you to move the gel if it is not in the correct spot✓ (Any 3)		M130 F162 (3)
	4.1.4	-To ensure even distribution of the segments✓ -If added to a runny mixture it will result in the segments floating to the top✓ or sinking to the bottom✓ (Any 2)		M131 F162 (2)
4.2	4.2.1	Short crust✓/sweet pastry✓/pâte sucrée✓ (Any 1)		M114 F206 (1)
	4.2.2	-Soft✓, short✓ or fine crumb✓ -Light golden-brown crust✓ -Rich✓ -Not flaky✓ -Crisp✓ (Any 3)		M113 F206 (3)
	4.2.3	-To disperse the lumps of butter evenly using a knife or dough cutter✓ -Using a dough cutter or a knife will prevent butter from melting✓ -The dough will not be over manipulated/ to prevent tough dough/ prevents dough from being elastic✓ -To produce a more uniform mixture✓ -To obtain fine crumbs✓ (Any 2)		M115 F206 (2)
	4.2.4	-Eggs✓ -Starch e.g. corn flour/cake flour✓ -Milk✓ -Sugar✓ -Flavourants e.g. Vanilla essence✓ (Any 3)		M137 F147 (3)
	4.2.5	-No✓ it will not curdle, because the starch protects the egg✓		M114 F177 (2)

4.2.6	-Dusting/Sprinkling✓	(Any 1)	M141 F152 (1)
4.3	4.3.1	-Trimming✓	M85 F200 (1)
	4.3.2	-Trimming neatens the meat✓ removes excess fat✓ and sinews which is tough and difficult to eat✓ (Any 2)	M85 F200 (2)
	4.3.3	-Pre-heat the oven/griddle pan and grill until it is very hot✓ -Place the uncovered fillet✓ on the rack of the roasting pan ±10cm✓ below the element✓ -The door can be opened slightly to let the smoke escape✓ -Meat/grid/griddle can be brushed with oil to prevent sticking✓ -Grill on each side✓ (Any 4)	M90 F201 (4)
	4.3.4	-The protein in the muscle fibre will denatures✓ and coagulate✓ when the fillet reaches the internal temperature of 54°C✓ -As the temperature rises above 71°C, collagen bonds with any remaining water✓ and begins to transform into gelatin✓ -The fillet becomes brown or grey✓, stiff to touch✓ with clear meat juice✓ (Any 3)	M88 F201 (3)
	4.3.5	-The natural enzymes in the meat break down the muscle fibre✓ to ensure that the meat becomes tender✓ -It improves succulence✓ -Improves flavour of meat✓ (Any 2)	M82 F198 (2)
4.4	Liver✓/caul✓	(Any 1)	F190 (1)
4.5	4.5.1	- Bottling excludes air/oxygen✓ - Sugar and acids used in the sauce inhibit micro-organism growth✓ - Boiling inactivates enzyme activity✓ - Boiling/sterilisation of bottles eliminates all micro-organism growth in the bottle✓ (Any 3)	M150- F166, 169 (3)
	4.5.2	-Correct✓ (1) -Wooden spoons must be used because metal spoons will give the sauce a metallic flavour✓ due to the reaction with acids✓ (Any 1)	M152 F174 (2)
	4.5.3	-Removing moisture/Drying/dehydration e.g. sundried tomatoes✓ -Adding a preserve/using a high sugar content e.g. tomato jam✓ -Excluding air/Canning✓ -Low temperature/Freezing✓ (Any 2)	M150 F167- 168 (2) [40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS

FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1 -Most people have social media so it will reach large numbers✓
 -Information on social media is short and to the point✓
 -Information is updated regularly and will be relevant✓
 -It could be colourful✓ and could have audio that will attract people's attention more✓
 -Electronic bill boards can reach drivers and pedestrians✓ M21
 -Advertisements on television : viewers can be made aware of the F140
 event✓ (Any 3) (3)

- 5.1.2 - It should attract the attention of the desired target market✓
 - A successful marketing tool for the Durban July will be clear, Visual layout according to the theme✓
 - It should offer a service to the customers✓
 - It should bring new services or products to the attention of customers✓
 - It should be reliable/accurate/ no misleading information✓
 - It should supply information✓
 - It should state the name and price for the Durban July✓
 - It should display special features✓ M18
 - It should supply the contact details and address of where the F142
 Durban July will take place ✓ (Any 3) (3)

5.1.3



DURBAN JULY✓
KWA-ZULU NATAL✓

Horse racing ✓

Horse racing lovers/Fashion enthusiasts/entertainment/outdoor lovers✓

Entry Cost: R1 500✓

✓ **Frame/sketch**

OR

Responses in the design should include:

Sketch/frame/design 1 mark✓ (1)

- R1 500 (Price)✓
 -KwaZulu-Natal/Durban (Place)✓
 -Horse racing lovers/Fashion enthusiast/Entertainment Industry/Outdoor lovers (People)✓ M15
 -Horse race/Durban July (Product)✓ F135
 (Any 3) (4)

- 5.2 -It creates job opportunities/ restaurants are open providing more jobs✓
 -Economic growth is stimulated and local income will increase/ people visit restaurants bringing in money ✓
 -It will contribute to the development✓ and improvement of the infrastructure✓
 -Tourists will bring valuable currency/ tourists can travel and are willing to spend ✓
 -The esteem and standard of the community improves✓
 -Multiplier effect takes place✓ (Any 4) M1 F108 (4)
- 5.3 5.3.1 -Home industries✓
 -Vendors✓
 -Function catering✓
 -Meals on wheels✓
 -Exporting and distributing her products locally✓
 -Farm stall✓
 -Training chefs✓ M8-9 F131 (4)
 -She can produce: jams✓, pickles✓, bottled fruit✓, sugared/ crystalline fruit✓/fruit cakes✓, bread✓ (Any relevant 4)
- 5.3.2 -Cash flow analysis/amount of money that comes into business✓
 -Income statement/the profit and loss✓
 -Balance sheet/assets, liabilities, and owners' equity✓
 -Break-even analysis/Fixed costs/Profit✓
 -Budget✓ (Any 4) M12 (4)
- 5.4 5.4.1 -Welcomes guests at their vehicles✓
 -Controls moving assets✓
 -Gives direction to guests/ non booked in guests✓
 -Calls taxis/shuttles for guests✓
 -Opens car doors✓ M6 F113 (2)
 -Takes guests to and from airport✓
 - Parks guests cars ✓ (Any 2)
- 5.4.2 -Security manager✓
 -Security✓ M6 F124 (2)
 -Parking attendant✓
 -Human Resources✓ (Any 2)
- 5.5
- | Revenue generating area | Non-revenue generating area |
|--|--|
| Wash laundry✓ | |
| Laundry as a revenue generating area, optional service✓ offers guest washing, ironing or dry-cleaning of clothing✓ and are charged per item, will generate income✓ | Laundry as a non-revenue generating area, compulsory service✓ includes washing, ironing and dry-cleaning of the establishment's laundry such as bed linen, table cloths etc.- included in room rate already✓ and does not generate an income/non-generating✓ (Any 4) |
- M3-4 F111 (4) [30]

6.3	6.3.1	-Carving unit✓ -Guéridon trolley✓ -Chafing dish✓ -Bain-marie✓ -Hot tray✓	(Any relevant 2)	M175 F31 (2)
	6.3.2 (a)	-Flambé is pouring alcohol over food and setting it alight so that the alcohol can evaporate ✓		M175 F (1)
	(b)	-Crumbing down refers to the process done after the main course before the dessert✓ -Side plates, cruets, any unnecessary items like empty glasses are removed✓ -A plate is placed on the flat of the left hand of the waiter ✓with the folded service cloth in the right hand or between a dessert spoon and –fork/brush✓ -Start on the right of the host✓, stand between two guests✓ and brush down halfway from both guests✓ onto the plate using the folded service cloth✓ -Pull down the handle of the piece of dessert cutlery facing you from both guests✓ -Continue anti-clockwise✓ in this way, crumbing down and pulling down dessert cutlery by the stem, finishing with the host✓	(Any 4)	M194 F37 (4)
6.4	6.4.1	-Handle carefully to avoid accidents✓, do not stack too high✓, keep the spouts of tea pots turned inwards and pointing in the same direction✓ -Group similar crockery items together in the storage area✓ -If cracked replace and do not use for guest service✓ -Wash and dry with a clean lint free cloth✓ -Make sure the crockery is dust free/ store in a closed cupboard✓ -Keep the storage areas locked at all times✓ -Stock must be counted regularly and accounted for✓	(Any 2)	M176 (2)
	6.4.2	-Place the cup and saucer and teaspoon in front of the guest✓ -Provide a strainer if loose tea is supplied✓ -If tea bags are used, ensure that the tags are not hanging out and there is a small bowl or container for used tea bag✓ -The ear of the cup should be in line with the customer's right hand✓ -Place a teapot, warm water jug, milk jug and sugar bowl and other accompaniments on a small tray✓ on the right hand of the guest✓ -Guests help themselves✓ -A waiter can pour tea for the guests✓ -Milk poured before the tea✓ -Serve the tea from the right-hand side✓, served in an anti-clockwise direction✓ -Ladies served first and host last✓	(Any 3)	M165 F69 (3)

6.4.3	-It is pleasing to look at/attractive/eye catching✓ -Menu card is clean and undamaged✓ -Font is neat/big enough to read✓ -The menu can be placed on the guests cover because it is a flat menu card/can be placed on a stand in the middle of the table✓	M177 F10 (Any 3) (3)
6.5	-Light candles/paraffin lights/solar lights✓ -Explain the situation to the guests if their service will be interrupted✓ -Apologise✓ -Present a limited menu which does not include any dish or beverage that needs an electrical appliance for preparation✓ -Switch on the generation✓	M186 F45 (Any 3) (3) [30]
TOTAL SECTION D:		60
GRAND TOTAL:		200