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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2018

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 13 pages

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	C✓
1.2.2	A✓
1.2.3	G✓
1.2.4	B✓

(4)

1.3 ONE-WORD ITEMS

1.3.1	Human Resources/HR✓
1.3.2	Overheads✓
1.3.3	Crepe Suzette✓
1.3.4	Collagen/white connective tissue✓
1.3.5	Elastin✓
1.3.6	Chakalaka✓
1.3.7	Phyllo✓
1.3.8	Glazing✓
1.3.9	Electronic✓
1.3.10	Eighteen/18✓

(10)

1.4 SELECTION

1.4.1	A✓C✓D✓ F✓
1.4.2	A✓D✓ E✓
1.4.3	A✓C✓
1.4.4	B✓C✓

(in any order) (4)
(3)
(2)
(2)**1.5. MATCHING ITEMS**

1.5.1	D✓
1.5.2	H✓
1.5.3	F✓
1.5.4	B/C✓
1.5.5	A✓

(5)

TOTAL SECTION A: 40

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✓
Shortness of breath/ Dyspnoea ✓ (Any 3) (3)
- 2.1.2 No /Worker must go on sick leave✓
TB is contagious/ To avoid it being spread ✓
It can be spread to other members of staff, food and guests.✓ (3)
- 2.1.3 There will be a workflow disruption✓
Less workers will lead to low productivity✓
There will be a need for retraining and hiring of workers✓
It will increase indirect costs related to care and treatment of employees✓
There will be vacant posts/job opportunities for others✓
Less money will be available for investment✓
The worker doesn't earn money/no money to spend or pay tax✓
Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect✓ (Any 3) (3)
- 2.1.4 People with HIV have a weakened immune system ✓ leaving the body more vulnerable to TB✓
A weakened immune system allows TB to infect other parts of the body other than the lungs✓
TB increases the formation of HIV viruses✓ (Any 2) (2)
- 2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV✓
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor✓
By speaking to guests about the safety of their belongings (must be related to keeping their belongings safe)/sending alerts to their devices ✓.
Must be visible at entrance✓ (2)
Search staff when they enter the workplace or when they leave✓
(Any 2)

- 2.2.2 Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓
 Good teamwork will increase productivity✓
 Good impression will lead to satisfied customers that are willing to pay✓
 Satisfied customers become loyal customers that return to the business✓
 Customers will come up with positive word of mouth that attract more customers✓
 More customers will increase the income and profits✓ (Any 3) (3)
- 2.3 Computers can assist chefs in the following ways:
 Dish sales can be recorded✓
 Unpopular dishes can be removed from the menu✓
 The chef can search dishes for the menu on the internet✓
 The menu and the ingredient costs can be calculated✓
 Selling price can be calculated easily✓
 Profit can be calculated easily ✓
 Developing and changing of recipes can be simplified✓
 Recipes and ingredients can be listed✓
 Order lists can be compiled easily and accurately✓
 Metric conversions can done automatically✓
 Serving sizes can be printed on a recipe✓
 Nutritional values can be determined✓
 Online dictionary for translating menu/ingredient terms ✓ (Any 4) (4)

TOTAL SECTION B: 20

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

3.1 3.1.1 Cold dessert ✓ (1)

3.1.2		Crème Pâtissière	Crème Brûlée	
	Ingredients	Starch: corn flour/ cake flour✓ No caramelised sugar✓ Whole egg✓ (Any 1)	No starch: no corn flour/ cake flour✓ Caramelised sugar✓ Only egg yolk ✓ (Any 1)	
	Preparation method	No baking✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot✓. No bain marie✓ Not using blow-torch ✓ (Any 1)	Baking✓ No boiling and stirring ✓ Inside bain-marie in oven✓ Sugar caramelised using a blow-torch/under the grill in the oven✓ (Any 1)	(4)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites✓
Crisp, paper-thin biscuits✓
Baked into different shapes✓
Twisted and curled after coming out of the oven, while still hot✓
(Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting.✓
Results in a smooth and shiny chocolate finish. ✓
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads.✓ (Any 2) (2)

3.2.3 Praline✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓
Swelling, tongue, lips or eyes /tightening of throat✓
Difficulty in breathing/choking✓
Vomiting ✓
Diarrhoea✓
Abdominal cramps✓
Eczema/Hives: skin rashes/redness/itching✓
Tingling sensation in the mouth✓
Heart palpitations✓
Lowered blood pressure/feeling faint✓ (Any 4) (4)

- 3.3 It is not suitable✓ because the trifle has: (1)
 too much sugar/sugar will increase blood glucose✓
 fat in the cream/ custard/ fat in egg yolks✓
 only refined starch✓
 no high-fibre ingredients/no complex carbohydrates✓ (Any 2) (3)
- 3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine✓
 Sprinkle powder over cold water/liquid✓
 Leave to stand / soak for two minutes or longer✓ / to absorb liquid
 and swell✓ (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed✓ (1)
- 3.4.3 3,4-6g OR 10ml✓ because:
 1 sheet of gelatine is equivalent to 1,7g-3g/5ml ✓ therefore:
 2 sheets are 1.7g x2 = 3.4g or 5mlx2= 10ml ✓
 (Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian✓
 Pesco-vegetarian✓
 Pollo-pescatarian/semi-vegetarian✓
 Flexitarian✓
 Lacto-ovo vegetarian✓ (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy
 products, eggs, and fruits ✓ (1) (4)

(5)

3.6

(Any 1)

(6)
[40]

QUESTION 4

4.1 4.1.1

Dish	Beef cut
A Tournedo	Fillet✓
B Grilled Sirloin	Loin✓

(2)

4.1.2

Stretches the portion✓
 Gives more flavour✓
 Improves appearance✓
 Makes it more succulent and juicy/adds moisture/less dry✓
 Creates more interesting dishes✓
 Improves nutritive value ✓

(Any 4)

(4)

4.1.3

Use a clean grill ✓
 Brush grill with lemon/rosemary/onion to add flavour✓
 Use charcoal or non-poisonous wood✓
 Grill ±10cm above moderate coals/do not put directly on coals/ not too hot✓
 Grill should leave appetising crosshatch marks on the meat✓
 Don't season/salt meat before grilling✓
 Keep/ rest steak at room temperature before grilling ✓
 Use meat tongs/don't poke with a fork✓
 Brush grill with oil to prevent sticking✓
 Grill on one side, leave to loosen by itself and turn on other side✓
 Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides✓

(Any 3)

(3)

4.1.4

Moist heat is for tough meat cuts/forequarter✓
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/rubbery✓
 Meat juices will be lost in water/liquid resulting in less flavour✓

(Any 2)

(2)

4.1.5

Truffles✓
 Foie gras/duck liver✓
 Crouté✓
 Any:
 sauce (e.g. madeira sauce)✓
 vegetables (e.g. grilled vegetables)✓
 starch (e.g. mashed potatoes)✓
 salad (e.g. greek salad) ✓

(Any 2 relevant answers)

(2)

4.2 4.2.1

Total cost = total cost per person x number of guests + overheads/
 $200 \times R200 = R40\,000$ ✓
 $(R40\,000) \checkmark + (R500 + R300) \checkmark$
 $= R40\,800 \checkmark$

(Any 3)

(3)

4.2.2

$R40\,800 \times 50\% (50/100) \checkmark$
 $= R20\,400 \checkmark$
OR
 $R40\,800 / 2 \checkmark = R20\,400 \checkmark$

(2)

- 4.2.3 A Aloe caterers ✓
B Witteklip Secondary School ✓
C 3½ hours/ 18:30-22:00 ✓
D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays ✓/ weddings ✓/ anniversaries ✓/ funerals ✓/
matric farewell/ tea party ✓
Social events/entertainment ✓
Prize giving functions / award ceremonies ✓
Marketing functions/product/media launches ✓
Business liaising/functions ✓/ fund raising events ✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized ✓, savoury snacks ✓
Attractively garnished ✓
Three parts: base, spread and garnish ✓
May be glazed with aspic to prevent drying out ✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad ✓
No colour variation: too many white and pink colours ✓
Not all bites are dainty/bite sized e.g. quiche ✓
Good ✓ - variety of shapes: round, long, etc. ✓
(Any 2 relevant answers)
- (b) Ingredients used: Good ✓
Applicable accompaniments ✓
Different food groups included ✓
Savoury and sweet snacks are included ✓
Bad ✓ - Too many fish dishes: salmon, tuna, sushi ✓
High in starch/carbohydrates ✓
Rich in fat: mayonnaise, cream, chocolate ✓
Not sufficient vegetarian options ✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucree ✓
B Puff pastry/rough puff/flaky pastry ✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓
B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare ✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly ✓
Too much egg will result in a runny pastry ✓
The pastry cannot be shaped or piped properly ✓
End products have a poor shape/no cavity/flat/dense texture ✓
(Any 2) (2)
- 4.5.2 Piping bag/plastic bag ✓
Piping nozzle ✓
Two spoons/teapoons ✓ (Any 2) (2)

[40]**TOTAL SECTION C: 80**

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

- 5.1 5.1 Visual/poster✓ (1)
- 5.2 Mamelodi school learners✓ and teachers✓ and non-teaching staff✓
Municipal workers✓
Mamelodi community members/people who want a quick meal/parents of the learners✓ (3)
- 5.3 Bright colours that will catch the eye✓
Big letters/font easy to read✓
Interesting pictures/photos✓
A big space or a small advert on a clean blank page✓
Neat and attractive✓
Catch potential customers attention by using words such as FREE/indicate promotions✓
All correct information is available/✓ no spelling mistakes or language errors ✓
Not cluttered / not too much information✓
Apply art elements and principles✓
Include business information such as: name/contact details/address✓
Include product information such as: price/slogan/description of product✓
Use simple understandable language✓ (Any 5) (5)
- 5.4. Brochures, leaflets/ ✓
Printed media✓ OR local newspaper✓
Audio ✓ OR local radio station✓
Audio-visual OR TV✓
Electronic/e-mail/ online✓
Social media: Facebook, Instagram, WhatsApp, Sms✓
Product samples /promotional items✓
Word of mouth✓
Billboards✓ (Any 3) (3)
- 5.5 Name of Owner/business✓: Nomhle✓
Business Address✓: No 63 Mamelodi Extension✓
Form of business✓: Sole owner✓
Type of business/Business description✓: lunch café or take-away✓
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓
Product/Service description✓: Bunny chows, vetkoek with mince, hotdogs and burgers✓
Marketing plan✓: poster ✓ (Any 6) (6)

- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs and burgers from Nomhle✓
 She can supply vendors selling from the trolley and stalls✓
 Children's birthday parties to make hot dogs and burgers✓
 Delivery service of bunny chows, vetkoek, hot dogs and burgers (food) into people's homes✓
 Waiter✓, maintenance✓, security, ✓
 Purchasing vegetables from a farmer ✓
 Cleaner ✓ (Any other relevant 3) (3)
- 5.7 Pays staff salaries✓
 Controls banking procedures✓
 Oversees the auditing of funds ✓
 Ensures payment of VAT✓
 Safeguarding of business assets ✓
 Pay debtors/monthly expenses/accounts✓
 Keeping track of money coming in and out of business✓
 Prepare financial reports✓
 Drawing up budgets✓
 Handle income tax/SARS✓
 Take care of account enquiries✓ (Any 3) (3)
- 5.8 Laundry✓: for washing of table cloths✓
 Marketing✓: advertisement using poster✓
 Front office✓: sales lady to make contact with the customers✓
 Maintenance✓: to ensure stoves are in working order and plumbing is also in working condition✓
 Security✓: to guard the premises ✓
 Human Resource✓: hiring and firing the staff✓ (Any 3 × 2) (6)
- [30]**

- 6.2 6.2.1 Pink/light red/ blush✓
Motivation: It is a rosé/skins were removed/ blend of white and red wine✓ (2)
- 6.2.2 6/7/8°C✓ (1)
- 6.2.3 Brut: Very dry✓ (1)
- 6.2.4
- | | Wine A | Wine B |
|-----------------------------|--|---|
| Manufacturing Method | Charmat (second fermentation in the tank)✓
Cap Classique✓
Tank method✓
Carbonation✓
Transfer method✓ (Any 1) | Champagne (second fermentation the bottle)✓ |
| Origin | Roederer Estate,
Anderson Valley,
California, USA✓ | France✓ |
- (4)
- 6.2.5 Caviar✓
Oysters✓ (Any 1) (1)
- 6.3 On-consumption/on premises✓
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓
Off-consumption/off premises✓
For liquor stores who sell liquor that is consumed elsewhere ✓
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓ (2 x 2) (4)
- 6.4 Informing the guests about promotions,/ dish of the day ✓
The waiter will ask the guests if they are ready to order✓
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓
Take the order for starters and main courses✓
Note any dietary requirements✓
Repeat the order to make sure that the order is correct✓
Transfer the order to the kitchen docket including special requirements✓
Place the order with the kitchen✓
Record the sale for billing purposes✓ (Any 4) (4)

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