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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**SENIOR CERTIFICATE/
NATIONAL SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2020

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 17 pages.

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

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

(10)

1.2 MATCHING ITEMS

1.2.1	D✓, iii✓
1.2.2	C✓, ii✓
1.2.3	A✓, v✓

(6)

1.3 MATCHING ITEMS

1.3.1	F✓
1.3.2	E✓
1.3.3	B✓
1.3.4	C✓

(4)

1.4 ONE-WORD ITEMS

1.4.1	Éclair/Chocolate Éclair✓
1.4.2	Fleur✓
1.4.3	Fruit curd/Lemon curd✓
1.4.4	Tongue✓
1.4.5	Syrup✓
1.4.6	Puff/Phyllo pastry✓
1.4.7	Flexitarian/Semi-vegetarian✓
1.4.8	Yorkshire pudding✓
1.4.9	Basting✓
1.4.10	Fortified✓

(10)

1.5. SELECTION (any order)

1.5.1	A✓, B✓, D✓, E✓
1.5.2	B✓, D✓, E✓, H✓
1.5.3	A✓, C✓

(4)

(4)

(2)

TOTAL SECTION A: 40

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

- 2.1 2.1.1
- Vomiting✓
 - Nausea✓
 - Fatigue✓
 - Dizziness✓
 - Loss of appetite✓
 - Abdominal pain✓
 - Headaches✓
 - Fever✓
 - Dehydration✓ (Any 2) (2)
- 2.1.2
- Matthew puts the elderly at risk because gastroenteritis is contagious/can contaminate the food/ cross contamination can occur✓
 - Elderly people can easily be contaminated with bacteria, because they are in a high risk group, life threatening and it can cause death✓/because their immune system is weak/less efficient✓ (Any 2) (2)
- 2.1.3
- Matthew should have:
- Practiced better personal hygiene e.g. hand washing/ sanitizing✓
 - Informed his employers as soon as possible✓
 - Not worked when he had diarrhoea/not work with food✓ (Any 2) (2)
- 2.1.4
- It is going to result in bad word of mouth for the hotel/online complaints/poor reviews/poor publicity✓
 - That will have a negative impact on image of the hotel✓
 - Fewer people will visit the hotel/loss of customers✓
 - Resulting in a loss of profit✓
 - They may sue the hotel/lawsuit/ ask for refund/pay medical expenses✓
 - Possible closure/fine from health inspectors✓ (Any 3) (3)
- 2.2 2.2.1
- CHOLERA:
- Caused by bacterium/Vibrio cholerae✓
 - Drinking water contaminated with cholera bacteria✓ (not dirty water/not untreated water)
 - Eating food which has been in contact with contaminated water, flies or soiled hands✓
 - Contact with infected people✓ (Any 2) (2)
- 2.2.2
- Loss of workforce/less chefs✓
 - Negatively affects industrial output/workflow disruption✓
 - Loss of productivity✓
 - Leads to loss of trade and income/the business is losing money✓
 - Need to rehire/retrain workers✓ (Any 2) (2)

- | | | | |
|-----|-------|---|-------------|
| 2.3 | 2.3.1 | <ul style="list-style-type: none"> • Point-of-sales system (POS)/Electronic point-of-sales system (EPOS)✓ | (1) |
| | 2.3.2 | <ul style="list-style-type: none"> • Orders go directly from the restaurant to the kitchen/the process of placing orders are simplified/ easier✓ • Saves time/it is quicker✓ • Increase productivity/less or no paperwork✓ • Keeps track of current food orders/orders are not lost or forgotten/sequenced food orders✓ • Waitron or guests know at which stage the food preparation is✓ • Assists in ensuring the accuracy/less mistakes of guests bills/orders✓ | (Any 3) (3) |
| | 2.4 | <ul style="list-style-type: none"> • Levels of training differ e.g. skilled vs. unskilled✓ • Levels of service can be excellent service or poor service e.g. star rating✓ • Well trained employees work in up-market establishment where clients are willing to pay for a high level of service/type of service links to the price✓ • The management decides on the type of service to be offered✓ • In more informal establishments/take-aways the level of service is often not as good✓ | (Any 3) (3) |

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 (a) • The acid in lemon juice softens the gluten✓ in the pastry
• It makes the dough more pliable✓ and easy to roll out✓
• Prevent shrinkage of dough✓
• Prevent discolouration of dough✓ (Any 1) (1)
- (b) • Fat aids in leavening/rising/creating layers✓
• Creates texture and mouth feel/melts in the mouth✓
• Rich flavour/enhance the flavour✓
• Enhances the colour✓ (Any 3) (3)
- 3.1.2 • Wrap in cling-/plastic wrap/sealed packaging✓
• In an airtight container/dry storage for up to two weeks✓
• Can be frozen for up to three months✓ (Any 2) (2)
- 3.1.3 • Fruit curd e.g. lemon curd✓
• Crème Pâtissière/Pastry cream/Bakers custard✓ (not custard alone)
• Caramel✓
• Chocolate mousse (any mousse variety)✓
• Frangipane✓
• Chiffon✓
• Jam✓
(Any 2 relevant **sweet fillings** that can be piped) (2)
- 3.1.4 • Inactivates enzymes✓
• Destroys certain micro-organisms/bacteria✓
• Safer to eat/ prevents disease as TB✓
• Preserves/extends shelf life of the cream✓ (Any 2) (2)
- 3.2 • Ice cream/sherbet✓ (1)
- 3.3 3.3.1 • Sheet gelatine must be separated✓
• Soaked in cold water/hydrate it in water✓ /for 15 minutes/ until soft /gel consistency✓
• Remove the sheets from the water/liquid✓
• Gently squeeze/remove the excess water/liquid out✓
• Melt gelatine sheets/disperse in microwave or over/in hot water✓ and then add to cheesecake mixture✓ (Any 3) (3)
- 3.3.2 • Prevention/inhibits of gel formation/ setting✓
• It will melt more easily✓
• Retard setting/takes longer to set✓
• Have a softer gel/weakened gel/no gel/runny✓ (Any 1) (1)
- 3.3.3 • Add more/additional gelatine/sheets✓ (1)

- 3.3.4
- Pull it away from the sides with your fingertips✓ (do not mark using knife)
 - Use a blowtorch briefly to loosen the sides✓
 - Put a warm cloth around the mould to facilitate unmoulding✓
 - Dip the mould in hot water for 1-2 seconds and then unmould✓
 - Put a plate on top of the mould and turn over✓ (Any 3) (3)

3.4

GLAZES	TOPPINGS
• Thin coat (fruit syrup, melted jam, gelatine mixture) brushed/ poured/drizzled✓ • Gives a nice shine✓ (Any 1)	• Spooned/piped or arranged on top of a dessert (Meringues, crumbs, whipped cream, streusel)✓ • Does not give a shine✓ (Any 1)

(2)

- 3.5
- 3.5.1
- Separate the eggs yolks and egg whites✓
 - Beat egg whites until soft peak stage✓
 - Add sugar gradually into egg whites✓
 - A pinch of cream of tartar is added to strengthen the meringue✓
 - Keep beating until holds shape/stiff peaks✓ (Any 3) (3)

- 3.5.2
- Crispy/dry✓
 - Light in weight✓
 - Cream/white colour✓
 - End product must hold its shape/free of cracks✓
 - Beading: No sugar droplets or sugar syrup on the surface✓
 - There should not be visible sugar crystals/fine texture✓ (Any 2) (2)

- 3.5.3
- Prevents egg whites from foaming properly/egg white will not hold its shape✓ (1)

- 3.6
- 3.6.1
- Steam✓ (not water) (1)

- 3.6.2
- Crisp✓
 - Hollow/air pocket/cavity✓
 - Dry centre when broken open✓
 - Light in weight✓
 - Light brown/golden brown/straw colour✓
 - Even sized✓
 - Well risen/well puffed✓ (Any 3) (3)

- 3.6.3
- Initial temperature: 200/ ± 220°C✓
 - Reduce to: 170°C/180°C✓ (Any order, only temperatures) (2)

- 3.7 3.7.1 Gross Profit = Selling Price – Food Cost✓
 = R100 000✓ – R30 000✓
 = R70 000✓ (4)
- 3.7.2 Cost Per Person = Selling Price ÷ Number of People✓
 = R100 000 ÷ 200✓
 = R500 per person✓
- OR
- Cost per Person = Menu Cost ÷ Number of People✓
 = R60 000 (R30 000 + R15 000 + R15 000) ÷ 200✓
 = R300 per person✓ (3)
- [40]**

QUESTION 4

- 4.1 4.1.1
- Make sure it is colourful✓
 - Variety/various shapes/sizes and textures✓
 - The same type of snacks should be uniform in size and shape✓
 - Make sure it is dainty/bite size✓
 - Neat/cleanly finished✓
 - Use applicable accompaniments✓
 - Do not put too much food onto platters✓
 - Make sure there is enough space around the tables on which the snacks are presented✓
 - Place hors d'oeuvres diagonally in neat even spaced rows or in a pattern that is pleasing to the eye✓
 - Use interesting serving utensils such as Chinese spoons, shot glasses/espresso cups/sushi mats, etc.✓
 - Use different levels and heights to add visual excitement✓
 - Make sure that all cold snacks are placed on the table just before the guest arrive✓
 - Arrange sweet and savoury snacks separately✓
 - Use labels to indicate the snacks✓ (Any 3) (3)
- 4.1.2
- Between 3-8 different types of snacks will be served✓
 - Fewer than 45 guests✓ (2)
- 4.1.3
- Pesto Palmiers✓
 - Vegetarian sausage rolls✓
 - Mushroom bouchées✓
 - Haloumi barquettes/tartlets✓
 - Spinach and Tofu Pizzette✓
 - Tomato and Mozzarella cheese brochettes✓
 - Baked vegetable spring rolls✓
 - Mini vegetarian burger✓
 - Vegetarian nacho's✓
- (Any 3 relevant **baked savoury lacto-vegetarian** hors d'oeuvres that includes milk and excludes eggs, meat, etc.)
- (Keep principles of menu planning in mind – no repetition of product or main ingredients) (3)

- 4.3.3 Legumes are soaked to:
- Soften them✓
 - Rehydrate them/replaces moisture/for it to double in size✓
 - Shorten cooking time✓
 - To reduce flatulence✓ (Any 2) (2)
- 4.4 4.4.1 • Loin✓ (1)
- 4.4.2 • Mint sauce✓
- Gravy✓
 - Apple/mint jelly✓ (Any 1) (1)
- 4.4.3 Oven roasting/roasting/grilling✓ (1)
- 4.4.4 (a) To prevent meat from being dry/to retain moisture/the meat is juicier✓
- To retain nutritional value✓
 - To prevent loss of flavour✓ (Any 1) (1)
- (b) Meat must:
- Not be cooked at excessively high or low temperatures✓
 - Not be cooked for too long✓
 - Be thawed correctly in the refrigerator✓
 - Not be salted beforehand✓
 - Not be immersed in water or washed✓ (Any 3) (3)
- 4.4.5 (a) • Ostrich✓
- Pigeon✓
 - Quail✓
 - Goose✓
 - Pheasant✓
 - Guinea fowl✓ (Any 2 relevant **feathered** game) (2)
- (b) • Larding✓
- Barding✓
 - Basting✓
 - Marinating✓
 - Stuffing✓ (Any 2) (2)

- 4.5
- Keep the freezer temperature constant at -18°C to -45°C✓
 - Remove all air from the packaging/airtight/vacuum pack✓
 - Packaging must be clean✓
 - Packaging must be strong/durable/no holes✓
 - Pack portions in small practical quantities✓
 - Leave spaces between two to three packages to allow cold air to circulate✓
 - Freeze meat as quickly as possible/meat must cool down before freezing it✓
 - Label the meat with date of packing/follow the first-in-first-out method (FIFO), type of meat and number of portions/weights✓
 - Meat can be frozen for up to 3-6 months✓
 - Do not salt or spice meat before freezing as the flavour will intensify during freezing✓
- (Any 4) (4)
- [40]**
- TOTAL SECTION C: 80**

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

- 5.1 5.1.1 • Security personnel✓
 • Doorman/bell boy✓
 • Porter✓
 • Parking attendant/valet✓
 • Marketing personnel✓ (Any 2) (2)
- 5.1.2 • Accommodation/guest room✓
 • Function rooms/Conference area✓
 • Food and beverage/Restaurant/Coffee shop✓
 • Bars✓
 • Laundry✓
 • Spa/Beauty treatments✓
 • Curio Shop✓
 • Shoeshine services✓
 • Hairdresser✓ (Any 3) (3)
- 5.1.3 (a) • Provide a safe environment for guests and employees /implement safety programs to protect the guests during the conference (COVID19 screening and checking for mask/temperature)✓
 • Protect guest belongings/cars/facilities during the conference✓
 • Protection of Hotel facilities and property during the conference✓
 • They are vigilant and watch out for suspicious/ unauthorized vehicles/people or activities during the conference/surveillance camera✓
 • Security respond to guests' complaints and concerns about noise/attends to unruly guests✓
 • They are able to respond/report swiftly and appropriately to emergency situations during the conference✓ (Any 3) (3)
- 5.1.3 (b) • An accountant pays staff salaries✓
 • Controls banking procedures✓
 • Pays accounts/suppliers✓
 • Oversees the auditing of hotel funds/managing the books/managing the finances✓
 • Ensures payment of tax and VAT✓
 • Takes care of collections which means making sure that money owed to the business is paid/cash flow✓
 • Draws up budgets✓
 • Prepares financial reports✓ (Any 3) (3)

- 5.1.4
- Sales and marketing department is responsible for making potential customers aware of products and services/ advertise✓
 - Ensures customers use products and services and provide income to the business/bringing in money✓
 - The finance department makes funds available for sales and marketing✓
 - The finance department ensures that income is spent according to the budget✓ (4)
- 5.2
- 5.2.1
- People attending sport events/participants of sport events✓ (1)
- 5.2.2
- Beverage vendors on foot/trolleys/cooler bags✓
 - Bar on wheels/Pop-up cocktail bars✓
 - Tea garden✓
 - Beer garden✓
 - Coffee cart/shop✓
 - Selling beverages✓ (water, beer, cool drinks, tea/coffee)
(Any relevant 3) (3)
- 5.2.3
- Contribute GDP (Gross Domestic Product)✓
 - Economic growth is stimulated/paying tax✓
 - Local income will increase/create more household funds/ more buying power✓
 - Effective marketing creates a demand for the entrepreneur's product✓
 - Income generated contributes to improvement in the local infrastructure of the community e.g. roads✓
 - Job creation is stimulated✓
 - Improves living standard of community✓
 - Revenue generated from entrepreneurs can help with sustaining natural resources✓
 - Multiplier effect to be clearly described✓ (should be linked to bullet 3 or 7)
(Any 3) (3)
- 5.2.4
- Name of the business✓
 - Type of product/a short description of the product/services✓
 - Price✓
 - Explain special features✓
 - The contact details or location/address where the product/ service can be obtained✓
 - Special offers e.g. buy one get one free/first 10 customers get free coffee✓
 - Slogan✓
 - Operating hours✓
(Any 4) (4)

5.2.5

THREATS	MOTIVATION
• Similar business in your area/competition✓ • Inflation✓ • Rising fuel prices✓ • Political instability✓ • Power interruptions/load shedding✓ • Weather: rain/wind✓ • Robbery/Theft✓ • Unforeseen circumstances e.g. Covid✓ (Any 2)	• Increases competition and target market is divided among the competitors✓ • Increases the cost of running a business✓ • Increases operating expenses✓ • Constant strikes and protest action affect customers coming to the business✓ • Trading hours are interrupted resulting in loss of business✓ • Perishable food is destroyed✓ • Menu affected/some dishes not prepared or available✓ • Bad weather will impact negatively on sales✓ • Loose equipment/money✓ • Event is cancelled/ no spectators allowed✓ (Any 2)

(4)

[30]

QUESTION 6

- 6.1 6.1.1 Pinotage✓ (not Beyerskloof Pinotage) (1)
- 6.1.2 Between 15-20 °C/room temperature✓ (1)
- 6.1.3 Beef Goulash✓ (1)
- 6.1.4 (a) Allow the guest/host to feel the temperature of the wine✓
 Show guest/host the label of the wine✓
 Show the guest/host that the bottle is sealed✓
 Pour a small amount/only a mouthful into the host glass✓
 for a taste to ensure the wine is correct✓ (2 marks)
- (b) Wine should be poured from the right-hand side of the
 guest/host✓ (1 mark)
- (c) The glass should be filled halfway✓ (1 mark)
- (d) The red wine bottle should be placed on the table or on
 the sideboard✓ (1 mark) (5)
- 6.2 6.2.1 • The waitron presents the drink menu open to the guest/host✓
 after they have been seated✓
 • Present the drinks menu from the left-hand side✓
 • With the left hand✓
 • If the guest/host do not take it, place on the table✓ (Any 2) (2)
- 6.2.2 • Place butter dish in middle of table✓
 • Bread is placed in a basket✓
 • Place basket on the table and guests serve themselves✓
 OR
 • Silver service takes place from left hand side✓
 • Hold breadbasket on the flat of the left hand✓
 • Lower your left hand to no more than 5 cm of the edge of the
 guest's side plate✓
 • Pick the roll with the right hand using a food tong or serving
 spoon and fork ✓
 • Transfer to side plate of guest✓
 • Move around table in anti-clockwise sequence offering bread
 to each guest✓
 • Serve ladies first, then gentleman and end with host✓
 • Don't leave basket on the table✓ (Any 3) (3)

6.3 Incorrect procedure/correct procedure✓

Incorrect procedure:

The waiter served boiling coffee✓ instead of hot coffee✓

He served the coffee from left hand side✓ instead of right-hand side✓

Service was in a clockwise direction✓ instead of anti-clockwise✓

Correct procedure:

The waiter ended by serving coffee to the host✓

Putting down the sugar and milk on the table✓ (Evaluate only 1, Any 3) (4)

- 6.4
- Swizzle sticks✓
 - Decorative novelties/ umbrellas✓
 - Straws✓
 - Orange/lemon slice/pineapple – disposable/inedible✓
 - Toothpick with fruit/olive✓
 - Flowers✓
- (Any 2) (2)

6.5 6.5.1 Plated service✓ (1)

- 6.5.2
- Better portion control✓
 - Less wastage✓
 - More creativity from the chef/food is attractive✓
 - No special skills or training in terms of serving✓
 - Faster service/more guests served at the same time/saves time✓
- (Any 3) (3)

- 6.5.3
- Let the guest describe without interruption what the problem is✓
 - Handle situation calmly and professionally/polite, don't let emotions get in the way✓
 - Maintain eye contact and positive body language✓
 - Report to the maître d hotel/manager✓
 - Management may offer a free drink or meal/offer a free drink with permission✓
 - Show your understanding and willingness to resolve the matter✓
 - Never argue with a customer✓
 - Listen and pay attention to the guest✓
 - You need to acknowledge the complaint and thank the guest to bringing it to your attention✓
 - Apologize sincerely✓
 - Decide on a solution and carry out the solution promptly/take the food back to the kitchen✓
 - Serve a hot meal✓
 - Ask if they want the same food or bring a menu✓
 - Always follow up on complaints or questions to make sure that they were dealt with to the guest's satisfaction✓
 - When a complaint can't be resolved immediately, a written response may be necessary✓
- (Any 4) (4)

6.6

- Conduct stock taking✓
- Wash and polish used glasses✓
- Clear the bar and pack away equipment/glasses✓
- Clean the counter, fridges and floor of the bar✓
- Remove all empty bottles/empty bins✓
- Empty liqueur trolley and return stock to the bar restock the bar from the cellar✓
- Switch off appliances not in use✓
- Cash up/count money✓

(Any 3) (3)

TOTAL SECTION D: 60
GRAND TOTAL: 200