



# **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2023**

## **HOSPITALITY STUDIES MARKING GUIDELINE**

**MARKS: 200**

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This marking guideline consists of 13 pages.

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

1.1.1 D ✓

1.1.2 C ✓

1.1.3 B ✓

1.1.4 A ✓

1.1.5 C ✓

1.1.6 D ✓

1.1.7 B ✓

1.1.8 A ✓

1.1.9 D ✓

1.1.10 C ✓

(10 x 1) (10)

**1.2 MATCHING ITEMS**

1.2.1 E ✓

1.2.2 G ✓

1.2.3 D ✓

1.2.4 F ✓

1.2.5 B ✓

1.2.6 C ✓

(6 x 1) (6)

**1.3 MATCHING ITEMS**

1.3.1 E ✓

1.3.2 D ✓

1.3.3 F ✓

1.3.4 A ✓

(4 x 1) (4)

## 1.4 ONE-WORD ITEMS

- 1.4.1 Shortcrust ✓
- 1.4.2 Beignets ✓
- 1.4.3 Agar-agar ✓
- 1.4.4 Ganache ✓
- 1.4.5 Table d'hôte ✓
- 1.4.6 Brut ✓
- 1.4.7 Rib ✓
- 1.4.8 OHS/Occupational Health and Safety Act ✓
- 1.4.9 Pinotage ✓
- 1.4.10 Mageu/mahewu/ amarhewu/amahewu ✓ (10 x 1) (10)

## 1.5 SELECTION

- A / Cabernet Sauvignon ✓
- B / Pinot Noir ✓
- F / Merlot ✓
- H / Shiraz ✓
- I / Cinsaut ✓ (Any order) (5 x 1) (5)

## 1.6 SEQUENCE

- C ✓
- D ✓
- E ✓
- A ✓
- B ✓ (Must be in this order) (5)

**TOTAL SECTION A: 40**

## SECTION B: KITCHEN AND RESTAURANT OPERATIONS; HYGIENE, SAFETY AND SECURITY

### QUESTION 2

- 2.1     2.1.1     Gastroenteritis ✓ (1)
- 2.1.2     • Fever ✓  
              • Vomiting ✓  
              • Dehydration ✓  
              • Headaches ✓  
              • Abdominal pain ✓ (Any 3 x 1) (3)
- 2.1.3     • Food handlers with poor hygiene practises by failing to wash their hands properly after using the toilet ✓✓  
              • By the intake of contaminated food/drinks/chemicals ✓✓  
              • Using public toilets / too many visitors and not enough public toilets ✓✓  
              • Flies and insects on the food / flies contaminated by human or animal waste carry the disease ✓✓ (Any 3 x 2) (6)
- 2.2     2.2.1     • We have many cultures in our country ✓  
              • It is important that people understand and be tolerant of one another/be cooperative of each other's cultures ✓ (2)
- 2.2.2     • Different cultures have different etiquette rules that make them feel at ease ✓  
              • Be aware of the different ways of showing respect for example shaking hands, bowing, standing up ✓ (2)
- 2.2.3     • Greeting is important in all cultures ✓  
              • By greeting, you acknowledge that person ✓  
              • If you do not greet the guest, your body language says: 'I do not see you' ✓  
              • The initial contact when greeting sets the tone for future relationships ✓ (Any 2 x 1) (2)
- 2.3     • Computers provide the correct reports at the right time, which results in an easier and faster decision-making process ✓  
              • Computer systems can provide prompts if a mistake is made / Provide prompts for opportunities and prompts for corrective action in a proactive manner ✓  
              • The computer system can be used to enable planning and control function to achieve objectives of the organisation, for example tighter security of cash and credit card transactions ✓  
              • Orders can be more accurate as a result of a common language system used between restaurant and the kitchen ✓  
              • POS systems can provide detailed reports / identify slow sellers that can easily be changed / increase productivity ✓

- Stock control systems on the computer can save time and be more effective ✓
- Computers are beneficial for accounting purposes in terms of financial planning and budget control / calculating profit and loss / inventory management / tracking employee time and attendance ✓
- Computer programs to make reservations can determine which rooms and rates are available for a specific night(s)/availability of rooms / occupancy % ✓
- Housekeepers using the same programme as the front office can verify which guests are staying and which are checking out each day. This helps them to know which rooms have to be completely cleaned and which rooms need to be tidied ✓
- Computers are a source of information ✓
- Hospitality establishment can provide better service to their customers ✓

(Any 4 x 1) (4)

**TOTAL SECTION B: 20**

## SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

### QUESTION 3

- 3.1 3.1.1 Croquembouche ✓ (1)
- 3.1.2
- Heat water and margarine / butter / shortening until boiling point ✓
  - Add flour at once to the above mixture and stir until a stiff ball form that pulls away from the sides of the saucepan ✓
  - Cool slightly and add eggs one at a time until it forms a smooth and pliable consistency / soft dough that keeps its shape ✓ (3)
- 3.1.3
- Choux pastry can be used for sweet and savoury dishes – for example French wedding cake and savoury potato puffs ✓✓
  - Choux pastry can be prepared using a variety of cooking methods, for example dish **A** is baked and dish **B** is deep fried ✓✓ (2 x 2) (4)
- 3.1.4
- (a) Whipped cream / Chantilly cream / confectioner's custard (crème pâtisserie) / lemon curd / chocolate mousse / condensed milk caramel ✓ (Any 1 x 1) (1)
- (b) Caramel sauce / chocolate sauce / dusted icing sugar / ganache ✓ (Any 1 x 1) (1)
- (c) Spun sugar / edible flowers / chocolate truffles / mini meringue shapes / fresh fruit / dusted icing sugar ✓ (Any 1 x 1) (1)
- 3.1.5
- Amuse-bouche / starter ✓
  - Accompaniment with soup ✓
  - Side dish with main course ✓ (Any 2 x 1) (2)
- 3.2 3.2.1 A – Pasteurisation / fermentation ✓  
B – Smoking / boiling ✓  
C – High concentration of salt or vinegar / boiling / pickling ✓  
D – Vacuum sealing / removal of air or oxygen ✓ (4 x 1) (4)
- 3.2.2
- A variety of food products is available all year round/ out of season products are available ✓
  - Preserved food and even exotic foods are available since it lasts longer and can be transported more easily ✓
  - Freeze-dried products are light weight and can be carried easily ✓
  - Smoking develops flavour ✓
  - Safe storage periods of food are increased ✓
  - Preserved products are easy to store for example canned or dried foods ✓
  - Time and labour are saved as certain preparation have already been done ✓
  - Labels offer nutritional information ✓

- Foods can be eaten on its own for example canned fruit or it can be used in dishes for example fish cakes made from canned tuna ✓
  - Food preservation prevents food spoilage by the action of enzymes and micro-organisms ✓ (Any 4 x 1) (4)
- 3.2.3 Wash jars in hot soapy water and rinse well. Then ...
- boil them for about 10 minutes in water ✓
  - dry them upside down in a warm oven ✓
  - microwave the jars until the water evaporates ✓ (3)
- 3.2.4
- Apricot juice / syrup ✓
  - Apricot jam ✓
  - Apricot chutney ✓
  - Dried apricots ✓
  - Canned apricots ✓
  - Candied apricots ✓
  - Dried apricot rolls ✓ (Any 3 x 1) (3)
- 3.2.5 Vinegar / Salt / Sugar ✓ (1)
- 3.3 3.3.1 Poultry / eggs / milk and dairy products ✓ (1)
- 3.3.2 Milk and dairy products ✓ (1)
- 3.3.3 Fish and seafood / eggs / milk and dairy products ✓ (1)
- 3.4 3.4.1
- It softens the dried kidney beans ✓
  - To rehydrate the beans ✓
  - To shorten the cooking time ✓
  - Allows the beans to expand with 2/3 of their original size ✓ (Any 2 x 1) (2)
- 3.4.2 It will reduce flatulence/ intestinal gases that form after eating beans ✓ (1)
- 3.5 3.5.1 Total cost = R2 500 + R1 500 + R2 300 ✓  
= R 6 300 ✓ (2)
- 3.5.2 Nett profit = R10 000 – R6 300 ✓  
= R3 700 ✓ (2)
- 3.5.3 Gross profit % = (R10 000 – 2 500) ÷ 10 000 x 100 ✓  
= 75% ✓ (2)

[40]

**QUESTION 4**

4.1 4.1.1 Table d'hôte ✓

Reason: It has no options or choices / It has a fixed price ✓

(2)

4.1.2

	CRITERIA	COMMENTS ON POOR CHOICES	CHANGES
(a)	Season	All dishes are hot, this dish indicates that it is winter, but according to the date on the menu it is summer / too many hot dishes for a summer menu (10 January) ✓ (1)	Vegetarian summer salad instead of hot biltong soup / Cold dessert for example fruit mould or sorbet ✓✓ (2)
(b)	Colour	Very few colourful dishes, all brown or creamy colours ✓ (1)	Serve carrot salad/ cucumber and tomato salad instead of Coleslaw ✓✓ (2)
(c)	Balance	All the courses have rich and creamy dishes ✓ (1)	Serve a light dessert for example sorbet/ fruit mould ✓✓ (2)
(d)	Variety	Repetition of ingredients: • Two meaty dishes (biltong and beef) • Mushroom soup and mushroom sauce • Spinach and cabbage / Coleslaw are both leafy vegetables ✓ (Any 1)	Serve a vegetarian summer salad instead of biltong soup / pepper sauce instead of mushroom sauce/ carrot salad / tomato and cucumber salad instead of coleslaw ✓✓ (2)

**NOTE:** Any suitable answer regarding comments and / or changes can be accepted.

(12)

4.1.3 • No XXX between first two courses ✓

• Not all dishes start with a capital letters ✓

• The sequence of dishes of the main course is incorrect ✓

(3)

4.1.4 • Prawn Tempura – Jews are not allowed to eat shell fish ✓

• Biltong and Mushroom soup; Grilled Fillet and Creamed Spinach – Jews do not eat meat and dairy products in the same meal ✓

(2)



4.2	4.2.1	Crêpes Suzette ✓	(1)
	4.2.2	Gueridon service ✓	(1)
	4.2.3	<ul style="list-style-type: none"> <li>• Slices of oranges / fresh strawberries ✓</li> <li>• Candied orange rind ✓</li> <li>• Edible flowers ✓</li> <li>• Ice cream balls / quenelles ✓</li> <li>• Fresh herbs / mint ✓</li> </ul>	(Any 3 x 1) (3)
4.3	4.3.1	Never boil gelatine, it becomes stringy / loses its setting ability / it scorches.	(1)
	4.3.2	It will form a softer gel, ✓ because of the acid content of the orange juice. ✓	(2)
	4.3.3	It will not set, ✓ because raw pineapple has bromalin, an enzyme that prevents gelatine from setting. ✓	(2)
	4.3.4	Mixture will curdle / no gel formation / watery ✓	(1)
4.4		<ul style="list-style-type: none"> <li>• Cover it with a moist cloth while working ✓</li> <li>• Brush the pastry with melted butter, margarine or oil ✓</li> <li>• Work with pastry as quickly as possible ✓</li> </ul>	(Any 2 x 1) (2)
4.5	4.5.1	Egg wash / beaten egg ✓	(1)
	4.5.2	Sugar syrup / heated fine apricot jam / sweet jelly ✓	(1)
4.6	4.6.1	Sirloin ✓	(1)
	4.6.2	High level of marbling ✓	(1)
	4.6.3	Any dry heat methods, for example grilling, baking, roasting / frying ✓ It is a soft meat cut that requires a short cooking time / has fewer bones ✓	(2)
	4.6.4	Red wine reduction sauce ✓ Compliments flavoursome red meat ✓	(2)
			<b>[40]</b>

**TOTAL SECTION C: 80**

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

- 5.1 5.1.1 (a) B, ✓ C ✓ (2)
- (b) A, ✓ D ✓ (2)
- 5.1.2 Weddings / conferences / exhibitions / birthday parties / business meetings / matric farewell / fashion parades / workshops / seminars/ beauty contests (Any 3 x 1) (3)
- 5.1.3 (a) Front office ✓
- (b) Food and Beverage / Bar ✓
- (c) Housekeeping / Maintenance room ✓ (3)
- 5.2 5.2.1 He is not suitable ✓  
Reasons:
- Lack of commitment / He does not stay long in the same place / Keeps on traveling ✓
  - He has no proven record of being successful ✓
  - He does not seem to have a future orientated perspective ✓
  - No proof of a sense of responsibility and love of achievement ✓
  - Not sure if he has good management skills ✓

**OR**

- He is suitable ✓  
Reasons:
- Traveling taught him to be adaptable ✓
  - He seems to be confident ✓
  - To be a surfer he needs to be self-disciplined and driven to practice every day ✓
  - He is energetic/healthy ✓
  - He is a hard worker ✓
  - He is tolerant ✓ (Any 4 suitable answers) (4)
- 5.2.2
- Business description/ goals and strategy ✓
  - Marketing plan ✓
  - Products / Service description ✓
  - Operations plan ✓
  - Staffing plan ✓
  - Financial plan ✓
  - Cover page ✓ (Any 4 x 1) (4)

- 5.3
- Attractive, clear and appealing profile pictures ✓
  - Good, clear descriptions and directions on the page ✓
  - Good quality pictures with personal touches added ✓
  - Regularly add new photos ✓
  - Respond as soon as possible on comments of guests ✓
  - Evoke emotions within viewers ✓
  - Use sound/music and visuals that appeal to the target market ✓
  - Use short, clear and to the point sentences to catch the attention of viewers within the first few seconds ✓
- (Any 4 x 1) (4)
- 5.4
- Quickly diffuse the problem ✓
  - Complaints should always be handled positively and professionally ✓
  - Control your emotions / be as calm, polite, helpful and friendly as possible ✓
  - Maintain eye contact and positive body language while using a warm and encouraging tone ✓
  - Show your understanding and willingness to resolve the matter ✓
  - Never argue with the customer ✓
  - Listen and pay attention / let the guest describe without interruption what went wrong ✓
  - Acknowledge the complaint and thank the guest for bringing the matter to your attention ✓
  - Apologise sincerely and resolve the situation by inviting the person to discuss the issue in privacy ✓
  - Never place the blame on yourself or on somebody else, as it could lead to insurance claims. Explain why the situation is out of control ✓
  - Never promise something you cannot provide, e.g. a free three course meal. Rather serve a beverage immediately ✓
  - If you cannot handle the situation, call the maître d'hôtel or someone with more experience and authority to assist you ✓
  - Check on the guests while they are still at the table to ensure all is well/ call the guest within a week to check that he/she was satisfied how the problem was solved ✓
- (Any 4 x 1) (4)
- 5.5
- 5.5.1
- Apologise ✓
  - Return the plate to the kitchen ✓
  - The chef should solve the problem and serve the food on a clean plate ✓
- (Any 2 x 1) (2)
- 5.5.2
- Normally solitary diners want to be alone / Respect their need for privacy ✓
  - Be polite and friendly without being familiar ✓
  - Be attentive but not intrusive, so that the customer does not feel neglected ✓
- (Any 2 x 1) (2)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 Sparkling wine ✓
- 6.1.2 Coffee ✓
- 6.1.3 Sherry ✓
- 6.1.4 White wine ✓
- 6.1.5 Sherry ✓
- 6.1.6 Cocktail / Bloody Mary ✓ (6)
- 6.2
- It should be stored in an underground cellar that is free from vibrations ✓
  - The cellar should be free from excessive dampness, draughts and unwanted odours ✓
  - The cellar should be absolutely clean, well-ventilated, with only subdued lighting/ wine must be kept in the dark to avoid damage from ultra violet light ✓
  - The cellar should have a constant temperature of 10 °C – 12 °C /14 °C – 16°C ✓
  - A humidity level of 70% is ideal to prevent corks from drying out ✓
  - Bottles with corks should lie on their sides to prevent the cork from drying out ✓
  - Store wines upside down in a box ✓
  - Red wine should be stored in a slightly raised position with the corks at the top ✓
  - Rotate wine on regular basis ✓
  - Store similar wines together ✓
  - Pack and store wines bottles with the label to the top or to the front ✓
  - When wine is stored in cardboard boxes, the arrows should face up ✓
- (In order 4) (4)
- 6.3
- Present the correct glass from the right-hand side and place it above the knife ✓
  - Open the can or bottle at the table ✓
  - Bottle must never touch the glass ✓
  - Fill the glass about two thirds ✓
  - Place the can or bottle alongside the glass with the label facing the guest ✓
- (Must be in this order) (4)
- 6.4 6.4.1 On-consumption license ✓ (1)
- 6.4.2
- The establishment is allowed to serve liquor with a meal, ✓ but not allowed to let guests remove open bottles of alcohol from the premises. ✓

**OR**

- Liquor to be consumed where it is bought, ✓ but not taken off the premises. ✓
- (Any 2 x 1) (2)

- 6.4.3 A corkage fee is the price charged to guests who choose to bring their own bottle of wine to a restaurant / A corkage fee is payable for opening the bottle and for the use of the glasses. ✓✓ (2)
- 6.5 6.5.1 (a) A – Buffet Style ✓ (2)
- B – Silver service ✓ (2)
- (b) A – Little skill needed / only needs to remove plates from tables and replace platters at the buffet table ✓ (2)
- B – High level of skill needed / It is time-consuming / Interaction with the guests is required ✓ (2)
- (c) A – The table is set for all the courses on the menu / for an informal dinner only cutlery for the main course will be set or all cutlery can be fetched from the buffet ✓ (2)
- B – For a formal dinner cutlery will be set for all course / place setting is according to the menu, wine glasses or neat serviettes ✓ (2)
- 6.5.2 • The arrangement of the table depends on the size and shape of the room / the number of guests to be served / the quantity of food which is to be displayed ✓
- If little space is available, a round, central table can be used as the only food station / the ideal would be to spread the food out on smaller tables ✓
- Food stations should be easily accessible from the kitchen ✓
- Guests should be able to move around the buffet table and throughout the room/ move around the table to select food ✓
- Have drop-off tables for dirty plates and glasses ✓ (Any 3 x 1) (3)
- 6.6 • If customers paid their bill by cash, waiters should always return the change, unless they have directly been told to keep the change ✓
- A simple, sincere “Thank you” to the host is all that is expected of you when you receive the tip ✓
- Each institution will have in-house rules regarding sharing tips with kitchen staff and other waiters ✓
- About 10% of the total amount of the bill can be taken / paid as a tip/gratuuity ✓ (Any 2 x 1) (2)

[30]

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