



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2019

**HOSPITALITY STUDIES
MARKING GUIDELINE**

MARKS: 200

This marking guideline consists of 12 pages.

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

1.1.1 B ✓

1.1.2 A ✓

1.1.3 B ✓

1.1.4 D ✓

1.1.5 B ✓

1.1.6 C ✓

1.1.7 A ✓

1.1.8 A ✓

1.1.9 D ✓

1.1.10 C ✓

(10 x 1) (10)

1.2 ONE-WORD/ITEMS

1.2.1 Dètrempe ✓

1.2.2 Banquet ✓

1.2.3 English service ✓

1.2.4 Antiretroviral medication ✓

1.2.5 Sommelier ✓

1.2.6 Dress code ✓

1.2.7 Reorder level ✓

1.2.8 Tempering ✓

1.2.9 Bromelin ✓

1.2.10 Friandise ✓

(10 x 1) (10)

1.3 SELECTION

A ✓

E ✓

F ✓

G ✓

(Any order) (4)

1.4 SELECTION

B ✓

C ✓

E ✓

G ✓

H ✓

(Any order) (5)

1.5 MATCHING ITEMS

1.5.1 H ✓

1.5.2 E ✓

1.5.3 F ✓

1.5.4 B ✓

1.5.5 C ✓

1.5.6 A ✓

(6 x 1) (6)

1.6 MATCHING ITEMS

1.6.1 G ✓

1.6.2 B ✓

1.6.3 E ✓

1.6.4 A ✓

1.6.5 D ✓

(5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 2.1.1
- To prevent food consumers from being infected with food-borne diseases. ✓
 - To protect both businesses and individual food handlers from possible prosecution under the OHS act. ✓
 - To enhance and protect the reputation of the business. ✓ (3)
- 2.1.2
- They had a countrywide **loss of income** because customers were worried about the safety of food at Chippers. ✓
 - They lost **customers**. ✓
 - They lost their **good reputation and image**. ✓ (3)
- 2.1.3
- The restaurant was closed temporarily. ✓
 - The restaurant was cleaned and sanitised. ✓
 - All food was replaced. ✓
 - Staff were retrained. ✓
 - New effort was put in to win clients back/shorter waiting times/improved digital operations and new menu items. ✓ (5)
- 2.2 2.2.1
- The following good service will contribute to a positive experience:
- Quick and friendly greeting. ✓
 - An employee's willingness to assist in a timely, thorough and knowledgeable fashion. ✓
 - Courtesy, credibility and professionalism. ✓
 - Punctuality and sufficiency. ✓ (Any 2 x 1) (2)
- 2.2.2
- The following good service will contribute to a positive experience:
- Quick and accurate check-in with computerised systems.
 - Innovative new technologies, such as computerised point of sales systems can enhance the positive experience. ✓
 - Interactive TV's in room with information about the area. ✓
 - Wi-Fi available. ✓ (Any 2 x 1) (2)
- 2.2.3
- The following good service will contribute to a positive experience:
- A clean, well maintained, attractive building enhances the positive experience of guests. ✓
 - Outdated furniture and furnishings gives the impression of carelessness. Guests will not feel special. ✓ (2)

- 2.3 • POS assist employees to speed up and complete their daily tasks for example food and beverage orders. ✓
- Improves the communication of tasks to the kitchen, ✓ guest bill settlement/ credit card processing/ charges posted to guest accounts in a hotel. ✓
 - POS can help with the inventory. ✓
 - Data analysis can help to determine consumer behaviour. ✓
 - Has the capability of keeping track of current food and beverage orders and transmitting the order to the production section. ✓
 - Helping to ensure accuracy of guests' bills. ✓
 - Assist the cashier to relay the order to the kitchen. ✓
 - It positively assists in putting the orders immediately without wasting of any time. ✓
 - It alerts/informs the manager of what is happening in the food service business. ✓
 - POS will also assist the manager to monitor the consumption, purchasing and management and control the stock. ✓
- (Any 3 x 1) (3)
[20]

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Food cost + Overheads + Labour
 $R16\,900 + R19\,850 + R10\,500 \checkmark\checkmark$
 $= R46\,250,00 \checkmark$ (3)

3.1.2 Income: $R700 \times 80 \checkmark = R56\,000 \checkmark$
 Profit = income – expenses: $R56\,000 - R46\,250 \checkmark = R9\,750 \checkmark$ (4)

3.1.3

- Insist on a deposit to confirm \checkmark
- The deposit can be between 25% to 75% of the bill \checkmark
- A penalty fee for cancellation will be charged \checkmark (Any 2) (2)

3.1.4

- A Event Espresso \checkmark
- B Esmerelda Fernandez \checkmark
- C Esme91@gmail.com; 079-8441987 \checkmark
- D Three \checkmark
- E R700 per person/R56 000 \checkmark
- F Melanie Davis \checkmark (6)

3.1.5

- Do comparative buying/purchase food from more than one supplier \checkmark
- Take precautions against theft \checkmark
- Control staff access to food as much as possible \checkmark
- Train employees thoroughly – this will help to minimise cost of ingredients/breakages of containers, burning of food and other accidents all reduce profit. \checkmark
- Measure portions accurately/avoid overproduction of food. \checkmark (Any 4) (4)

3.2.1

		A	B
(i)	Type	Sheet/Leaf \checkmark (1)	Powdered/Granulated \checkmark (1)
(ii)	Guidelines	<ul style="list-style-type: none"> • Soak sheets in cold water for 15 minutes \checkmark • Remove from water \checkmark • Stir into hot liquid \checkmark (3)	<ul style="list-style-type: none"> • Rehydrate/sprinkle or soak over cold liquid \checkmark • Heat over hot water/add hot water/melt in the microwave oven for a few seconds/disperse over hot water \checkmark • Cool slightly before adding to other liquid such as whipped cream/custard \checkmark (3)

3.2.2

- The strawberry puree did not have the consistency of thick egg white/was not slightly set when the egg foam was folded in. \checkmark
- The egg foam was not fold in properly. \checkmark (Any 2) (2)

- 3.2.3
- Will not set/runny texture ✓
 - The proteolytic enzyme in raw figs, ficin ✓
 - Breaks down or digest the gelatine and prevents it from setting ✓ (3)

3.3	3.3.1	A	B	
	a	Milk tart ✓	Samosa ✓	
	b	Puff pastry ✓	Purr/phylo ✓	
	c	Sweet custard ✓	Savoury / curry / curried meat / vegetables ✓	
	d	Dessert/ teatime ✓	Starter / snack / canapé / Hors d'oeuvre ✓	(8)

[40]

QUESTION 4

4.1 SAVOURY

- Mini biltong quichés ✓
- Maize Meal and Marog Puffs ✓
- Mini Chicken Pies ✓
- Piquant Peppers stuffed with Cream Cheese ✓
- Samosa's ✓ (Any 4 x 1) (4)

SWEET

- Small Milk Tarts ✓
- Koeksisters ✓ (2)

4.2 4.2.1 Beef fillet ✓ (1)

4.2.2 Loin ✓ (1)

4.2.3 Grilling / frying / roasting / baking ✓
(Any dry heat method)
Reason:
It is the softest meat cut/has the least muscle tissue/requires little time to soften/needs a fast cooking method ✓ (2)

- 4.2.4
- Meat must be salted towards the end of the cooking process because salt extracts meat juices ✓
 - Do not pierce with a fork while cooking ✓
 - Use short cooking time ✓
 - Allows resting time of about 10 minutes to retain the meat juices ✓ (Any 3 x 1) (3)

4.2.5 Marbling ✓ (1)

4.2.6 AAA – most tender / young animal / veal / lamb ✓
333 – medium fat ✓ (2)

- 4.3 4.3.1
- Can be used for sweet and savoury dishes ✓
 - Is suitable for a variety of cooking methods (baking, deep fat frying, poaching) ✓ (2)

- 4.3.2 (a) In the fridge, ✓ in an airtight container ✓ (2)
- (b) Cooled, without a filling, ✓ in an airtight container ✓ (2)
- 4.3.3 (a) To form a proper emulsion/to ensure a smooth mixture ✓ (1)
- (b) To allow the steam to evaporate/prevents the steam trapped inside to condense and soften the baked product. ✓ (1)
- 4.3.4 (a) Too much water evaporated results in too little steam/the product will have a low volume and fat will ooze out. ✓ (1)
- (b) The temperature is too low/not enough steam will form/the end product will have a low volume/it will not be crispy on the outside. ✓ (1)
- 4.3.5 (a) Spanish/Mexican strips of choux pastry, flavoured with cinnamon, ✓ deep fried and rolled in castor sugar while hot. ✓ (2)
- (b) Choux paste mixed with mashed potatoes ✓ then deep fried. ✓ (2)
- (c) Savoury choux paste ring ✓ baked with a savoury filling inside ✓ (2)
- 4.4 4.4.1 Crème patisserie ✓ (1)
- 4.4.2 Crème anglaise ✓ (1)
- 4.4.3 Pâté sucrée ✓ (1)
- 4.5 4.5.1
- Addition of xylitol as a preservative ✓
 - Heat preservation by boiling it ✓
 - Sterilisation of the bottles ✓
 - Excluding oxygen/put in airtight container/sealing the upper layer with wax ✓ (Any 3 x 1) (3)
- 4.5.2
- Diabetics/people on a low carbohydrates diet ✓
 - It does not contain sugar/it is sweetened with xylitol ✓ (2)

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

SECTION D: SECTORS AND CAREERS FOOD AND BEVERAGE SERVICE

QUESTION 5

- 5.1 5.1.1
- The ability to identify business opportunities/take calculated risks to achieve success ✓
 - Commitment and determination ✓
 - Sense of responsibility and love of achievement ✓
 - Creativity, self-reliance and adaptability ✓
 - Future-orientated perspective ✓
 - Confidence in achieving success ✓
 - Good organising and management skills ✓
 - High levels of energy and a sense of humour ✓ (Any 5 x 1) (5)

5.1.2

Aspect of business plan	Examples from extract
Business goal and strategy/overview of business/target market ✓	Convert double garage into self-catering unit/target market is families that needs affordable accommodation ✓
Marketing plan ✓	She wants to create a Facebook page. Her location is excellent – walking distance from the beach ✓
Operations plan ✓	Guests will only need accommodation/ will prepare their own food ✓
Financial plan ✓	She has enough furniture but needs R70 000 for renovation for the kitchen, bathroom, bedding and new floor. ✓
Staffing plan ✓	It is not mentioned/it is assumed then that she will do the cleaning herself ✓

(Any 4 with examples) (4 x 2) (8)

- 5.1.3
- Brochures at local tourism offices/travel agencies ✓
 - Posters in town/at travel agencies ✓
 - Advertisements in local papers/travel magazines ✓
 - Clear sign on outside of house with telephone number ✓
 - Relying on good reviews of customers/word of mouth ✓
 - WhatsApp groups
 - Community radios (Any 3 x 1) (3)
- 5.1.4
- Builders and contractors that will convert the garage into a flat ✓
 - A cleaner that will help with washing linen and cleaning the flat ✓
 - Security – to guard the premises and customers/guests cars parking outside (Any 2 x 1) (2)

- 5.1.5
- Supermarkets that provide food/daily essentials ✓
 - Garden service to cut the grass/ maintenance companies for the upkeep of the flat ✓
 - Suppliers of amenities (soap, shampoo, etc.) ✓
 - Restaurants ✓ (Any suitable answers) (3)
- 5.1.6
- New entrants into the market – many people can do exactly the same as what Suzette did/Suzette is going to compete against people who were in the business a long time and might have regular customers ✓
 - The customer's bargaining power/customers might choose the next door neighbour because they are cheaper/contract workers that stay a longer time will ask for a cheaper price ✓
 - The bargaining power of suppliers of raw material/Suzette may have to bargain with suppliers that she buys the amenities from if she buys in bulk/laundry services ✓
 - Substitute products/ other self-catering flats may look more attractive or are bigger or cheaper ✓ (4)
- 5.1.7
- Attractive, clear and appealing profile pictures ✓
 - Good, clear descriptions and directions on the page ✓
 - Good quality pictures with personal touches added ✓
 - Regularly update of photos ✓
 - Respond as soon as possible on comments of guests ✓
 - Encourage guests to contribute to the page with likes, photos and reviews ✓ (Any 3 x 1) (3)
- 5.1.8
- Have rechargeable lamps readily available
 - Place candles and matches where it can be seen and easy to find ✓
 - Invest in a generator for unforeseen cases – it will enhance the positive experiences of guests. ✓
 - Rather buy a gas stove than an electric when installing equipment in the kitchen area of the flat. ✓ (Any 2 x 1) (2)
- [30]

QUESTION 6

- 6.1 6.1.1 E ✓
 6.1.2 G ✓
 6.1.3 H ✓
 6.1.4 F ✓
 6.1.5 D ✓
 6.1.6 A ✓
 6.1.7 B ✓

(7)

6.2		Wine A	Wine B	Wine C
6.2.1	Cultivar	Pinotage ✓	Pinot Noir Rosé/ Sparkling wine ✓	Riesling ✓
6.2.2	Colour	Red ✓	Pink ✓	White ✓
6.2.3	Temperature for serving	12 °C–18 °C / 15–20 °C ✓	6 °C–8 °C /✓ 7 °C	10 °C–12 °C ✓
6.2.4	How full a glass should be poured?	Half full ✓	Three quarters full ✓	Two thirds to three quarters ✓

(12)

6.3 SEQUENCE

- Serve cheese and biscuits after the main course, ✓ then serve dessert after cheese and biscuits ✓

MOTIVATION

- The red wine served with the main course goes well with the cheese and biscuits, but does not go well with sweet dessert
- It allows guests to finish the red wine that they drank with the main course ✓ (3)

- 6.4
- Clearing away all used items and utensils, such as coffee cups and flowers. ✓
 - Clearing all tables and unused cutlery, crockery and cruet sets. ✓
 - Removing linen from table. ✓
 - Ensuring chairs have no crumbs on them and are returned to the correct places. ✓
 - Switching off all electrical equipment. ✓
 - Cleaning of all required items. ✓
 - Storing all items in correct places. ✓
 - Arranging tables and preparing dining room for the next service ✓
 - Preparing workstations for the next service. ✓ (Any 4 x 1) (4)

- 6.5
- Be friendly/Make sure their glasses are filled/offer the beverage menu ✓
 - Inform guests that they have to wait for a certain time (some dishes on the menu may take longer to prepare on an a la carte menu) ✓
 - If there is a crisis in the kitchen, be prepared to offer 'free' items for example bread rolls or coffee, with the approval of the manager. It costs very little but one can keep the customers happy that way. It will depend on the in-house policy of the restaurant. ✓
 - Some modern restaurants provide entertainment to keep guests busy, for example games. ✓
- (Any 4 x 1) (4)
- [30]**

TOTAL SECTION D: 60
GRAND TOTAL: 200