



# basic education

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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **SENIOR CERTIFICATE EXAMINATIONS**

**HOSPITALITY STUDIES**

**2018**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 12 pages.**

**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	D√
1.2.2	E√
1.2.3	A√
1.2.4	G√
1.2.5	F√
1.2.6	C√

(6)

**1.3 ONE-WORD ITEMS**

1.3.1	Bellboy / Concierge√	M6
1.3.2	Crudités√	M68 F16
1.3.3	Bicarbonate of soda√	M103
1.3.4	Marbling√	F192 M81
1.3.5	Vacherin√	F151 M141
1.3.6	Laundry√ □	M3
1.3.7	Sparkling / Champagne √	F48 M156
1.3.8	Sec√	F 48 M156
1.3.9	Aperitif√	F51 M165
1.3.10	Frosting√	F65 M161

(10)

**1.4 SELECTION**

1.4.1	B √	C√	F√	G√	Any order
1.4.2	B√	D√	F√	H√	Any order

(8)

**1.5. MATCHING ITEMS**

1.5.1	C√	(ii) √
1.5.2	A √	(iv) √
1.5.3	B√	(i) √

(6)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Hepatitis A✓ (1)  
 -Caused by the hepatitis virus✓  
 -Contagious liver disease✓  
 - Makes liver to swell and stops it from working effectively✓ (Any 2) (3)
- 2.1.2 -Tiredness✓  
 -Upset stomach✓  
 -Fever✓  
 -Loss of appetite✓  
 -Stomach pain✓  
 -Diarrhoea✓  
 -Dark yellow urine✓  
 -Light coloured stools✓  
 -Yellowish skin or eyes✓  
 -Nausea✓ (Any 3) (3)
- 2.1.3 Agree✓  
 -Both hepatitis and gastro-enteritis requires you to wash hands after using the toilet ✓  
 -Both require the washing hands before preparing food or eating✓  
 -Drinking treated water✓  
 -Both sufferers only return to work when they are free from the symptoms✓ (Any 3) (3)
- 2.2 2.2.1 -Description of the goods✓  
 -The price/value per unit✓  
 -Quantity that was received✓  
 -Quantity that was issued✓  
 -New balance of the stock/stock on hand✓  
 -Cash column✓  
 -Date✓  
 -Signature ✓  
 -Requisition/order/bin number ✓ (Any 3) (3)
- 2.2.2 -Less time consuming✓  
 -Easy to determine the quantity of stock that should be in the store at any given time✓  
 -Stock figures can be compared, differences can be highlighted✓  
 -The total cost of the stock will be recorded instantly and will be deducted from the stock list✓ (Any 3) (3)



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

**QUESTION 3**

3.1 3.1.1

	TWO Unsuitable <input type="checkbox"/> Ingredients	Replacements
Jews	Bacon ✓	Macon, chicken bacon. ✓
	Parmesan cheese ✓	Breadcrumbs, chopped herbs ✓
	Minced beef ✓ (Any 2)	Chicken, tuna, soya mince ✓ (Any 2)
Hindus	Minced beef ✓ / Bacon ✓	Soya mince ✓
	Red wine ✓	Vegetable stock ✓
	(Any <input type="checkbox"/> )	(2)

(8)

3.1.2

- Chuck ✓
- Thin flank ✓
- Topside ✓
- Neck ✓
- Bolo ✓
- Thick flank ✓

(Any 2) (2)

3.2 3.2.1

- Temperature should be between 1-2 °C ✓
- Store in a loosely wrapped plastic ✓
- Remove all air from the packaging ✓
- Can be vacuum packed which will last for 2 weeks ✓

(Any 3) (3)

3.2.2

- slow freezing produces large ice crystals that tend to break the muscle tissue ✓
- The nutritional value, appearance and taste of meat is not affected ✓
- Sarcoplasm is retained ✓

(Any 2) (2)

3.2.3

- Thawed in its packaging or covered ✓ slowly in the refrigerator overnight ✓

(2)

3.3 3.3.1

- (a) Colour: Brown ✓ / Pink ✓
- (b) Class: B /BBB ✓ / C ✓

(Any 1) (1)

(Any 1) (1)

3.3.2

- Less tender / tough ✓ because:
- it is an older animal ✓
- meat with yellow fat is tough ✓

(Any 2) (2)

- 3.4 3.4.1 -Depends on the budget√ and the personal taste of the clients√  
-Should have at least 6-8 different types of snacks√  
-Make sure that you include items that can be served hot or cold, baked or fried√  
-Keep flavour, colour and temperature in mind√  
-Keep seasonal food in mind√  
-Allow three to four cold snacks and three to four hot snacks per person√ (Any 4) (4)
- 3.4.2 -Cocktail functions can take place in the late afternoon, evening or late evening√  
-17:00-19:00√ (Any 1) (1)
- 3.4.3 -Decorate the venue according to the theme√  
-A central table for display of food is required√  
-Smaller tables can be provided for used side plates and glasses√  
-There must be sufficient side plates, glasses and serviettes for the number of guests invited√  
-If using chairs, scatter them around the venue√  
-Set up audio-visual equipment for speeches and check its working condition√  
-Place cutlery and holders on the buffet tables√  
-Set up the table for the drinks√ (Any 4) (4)
- 3.5 3.5.1 Charlotte Muscovite√  
Ice cream√ (2)
- 3.5.2 -Beat egg yolk and sugar√  
-Cook egg yolks mixture, milk, and vanilla in a bain marie√/ double boiler/ over hot water √  
-Stir continuously√  
-Stir until it coats the back of a spoon√  
-Great care should be taken to prevent curdling during the preparation√ (Any 3) (3)
- 3.5.3 Baked Alaska√ (1)
- 3.5.4 1 part egg whites to 1 part sugar√ (1)
- 3.5.5 -Egg whites must be free from any traces of egg yolks√  
-Equipment should be free from traces of fat√  
-Egg whites must be at room temperature√  
-Use cream of tartar or lemon juice to stabilise foam√  
-use glass, porcelain, copper or stainless steel bowls √ (Any 3) (3)
- [40]**

**QUESTION 4**

- 4.1 4.1.1 Short crust pastry✓ (1)
- 4.1.2 Docking✓  
-Piercing small holes into the raw pastry to allow any trapped air to escape✓ and to prevent the pastry from rising during the baking process✓ (2)
- 4.1.3 -To prevent the pastry from becoming soggy✓  
-Keeps the juices in✓ (Any 1) (1)
- 4.1.4 -Protein✓  
-Vitamin B✓  
-Iron✓  
-Potassium✓  
-Carbohydrates✓  
-Fibre✓ (Any 2) (2)
- 4.1.5 To remove :  
-Dirt such as stones and pebbles✓  
-Impurities✓  
-Bad and broken lentils✓ (Any 1) (1)
- 4.1.6 -Salt slows down the cooking process✓  
-Causes the lentils to harden✓ (Any 1) (1)
- 4.1.7 -Pesco✓  
-Lacto-ovo✓  
-Pollo✓  
-Pollopescatarean / Semi vegetarian ✓  
-Flexitarian ✓ (Any 3) (3)
- 4.2 4.2.1 - To develop steam✓  
-To form a cavity which expands inside the batter✓ (2)
- 4.2.2 -To dry out the pastry completely✓  
-Forms a crispy shell✓  
-Prevents burning✓ (Any 2) (2)
- 4.2.3 -To allow trapped steam to escape ✓  
- The trapped steam can cause softening of the puffs✓ (Any 1) (1)
- 4.3 4.3.1 Bottling / Pickling✓ (1)
- 4.3.2 -Vinegar✓  
-Salt✓  
-Sugar✓ (Any 2) (2)

## SCE – Marking Guidelines

4.3.3	-Cucumber√ -Cauliflower√ -Green bean√ -Chillies√ -Peppers√ -Asparagus√ -Peas√ -Corn√	(Any relevant )	(2)
4.3.4	-To prevent the beetroot from having a metallic taste√ due to the reaction with the acid√ -Acid discolours pot√		(2)
4.4	4.4.1	Food cost = Filling + Crust √ = R500-00 + R300-00√ = R800-00√ =R800-00/50 people√ =R16-00 per person√	(Any 3) (3)
	(b)	Total cost of the dish = Food cost + Labour cost + Overhead cost√ = R800-00 + R100-00 + R180-00√ =R1080-00√	(3)
	4.4.2	-Electricity√ -Water√ -Serving platters√	(3)
4.5	4.5.1	Step 1 (b): Hydrate the gelatine powder in 30 ml water. √ Step 2 (d): Bring fig juice and sugar to a boil √ Step 3 (a): Disperse the gelatine in the hot juice mixture. √ Step 4 (c): Mix figs and 230g cream cheese into the gelatine mixture. √ Step 5 (f): Pour into wet mould. √ Step 6 (e): Refrigerate and leave to set. √	(6)
	4.5.2	-The fresh figs contain a proteolytic enzyme which break down the protein in the gelatine√ -Enzyme in fresh figs prevents gel formation√ -Figs have the enzyme ficin√	(Any 2) (2)
<b>TOTAL SECTION C:</b>			<b>80</b>

**[40]**



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

- 5.1 5.1.1 -School teachers✓  
-Members of the community who visit farm stall or flea market✓  
-Tourists visiting farm stall or the flea market✓ (Any 2) (2)
- 5.1.2 Strengths:  
-Hospitality Studies learner✓  
-Lives 5 kilometres outside the town✓  
-Busy tourist route✓  
-Two locals help in the selling of fruit✓  
-Helped by her experienced grandmother✓  
-She uses recycled bottles✓  
-Mpho sells to school teachers✓  
-Sells at the farm stall and flea market✓ (Any 4) (4)
- 5.1.3 Threats:  
-Competition (someone making the same preserves) ✓  
-Rising fuel prices (transportation of goods) ✓  
-Fruit spoiling✓  
-Time management ( unforeseen school activities) ✓  
-Weather / drought (trees not bearing fruits) ✓ (Any relevant) (3)
- 5.1.4. -Poster has a description of the product✓  
-It is neat and attractive✓  
-The lettering is big✓  
-Name of the product is visible✓  
-Poster is free from spelling mistakes✓  
-Promotion is there (free tasting on homemade bread)✓  
BUT:  
-There is no price✓, slogan✓, address or contact details✓, picture of the product✓, (Any 5) (5)
- 5.1.5 Product✓ : Apricot Jam✓  
Place✓: Ubuntu farm stall✓  
People✓: School teachers, Members of the community who visit farm stall or flea market, tourists visiting farm stall or the flea market✓  
Promotion: free tasting on homemade bread, poster✓ (Any 3×2) (6)

- 5.1.6 -the glass bottles are easy to handle✓  
-suitable for preserving jams✓  
-recycled bottles are suitable for jam if hygienically cleaned✓ ✓  
-bottles need to be suitable for the jam(bottles need to be sterilised before the jam is added)✓  
-She can put branding/labels on the bottles✓  
-Attractive labels and branding can be added✓  
-Information can be added✓  
(Any 4) (4)
- 5.1.7 -Creates job opportunities✓  
-Stimulates economic growth✓  
-Improves infrastructure✓  
-Contributes to development and improvement of the locals✓  
-Tourists bring valuable foreign currency✓  
-Esteem and living standards of the community improves✓ (Any 3) (3)
- 5.2 -Front office is the heart of the accommodation establishment✓  
-Guests makes use of front office when making a booking, check in, check out and settling of account✓  
-Enquiries are handled in this office✓  
-Contributes to the economy by selling goods and services that generate income and create jobs✓  
(Any 3) (3)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 Glass A: Cocktail / Martini√  
Glass B: Red / White / Wine√ (2)
- 6.1.2 Presenting wine. √ (1)
- 6.1.3 -Stand on the right-hand side of the guest. √  
-Hold the wine selected on a service cloth in your hand with the label facing towards the host. √  
-Present the wine to the host while saying the name and vintage of the wine to confirm that it is the correct one. √  
-Allow the host to feel the temperature of the wine should he / she wish to. √  
-Open the bottle once the host is satisfied. √ (Any 4) (4)
- 6.1.4 -Name of the wine √ – Riesling. √  
-Producer / Estate√ – Barnard vineyards. √  
-Vintage / Harvest year √ – 2011√ (3 × 2) (6)
- 6.1.5 -Not suitable, √ because Riesling is a white wine√ and beef stew is a red meat that pairs well with a red wine. √ F52  
M159  
(3)
- 6.2 6.2.1 Mervin should:  
-Clean and care for bar equipment √  
-Clean glasses, jugs and cocktail equipment before packing them out/steam glasses √  
-Arrange bar condiments and accessories i.e. peanut bowls, bill docketts, straws. √  
-Arrange glasses in the storeroom√  
-Empty rubbish bins√  
-Wipe bar counters √ F39  
-Wash the bar floor√ M182  
-Clean the sink in the bar√ (Any 3) (3)
- 6.2.2 -When clearing the bar Mervin should first conduct a stock take of consumables. √  
-He should clear the bar top and pack away all equipment. √  
- He should wash and polish used glasses. √  
-Mervin should remove all empty bottles. √  
-He should empty the liqueur trolley and return stock to the bar cupboard. √ F30  
M176  
- He must restock the bar from the cellar. √ (Any 4) (4)

6.2.3	Mervin should:		
	-Not serve him/her any more alcoholic beverages. ✓		
	-Keep calm. ✓		
	-Be friendly but firm at all times and avoid showing emotions. ✓		
	-Ask the customer politely but firmly to leave rather than allowing him/her to disturb other guests. ✓	F41	M185
	-inform the staff that can remove him/her if necessary. ✓		
	-Keep the incident as quiet as possible. ✓	(Any 4)	(4)
6.2.4	Mervin will:		
	-mix the ingredients in a glass in which it will be served. ✓		
	-float the ingredients on top of each other and form layers in the glass. ✓		
	- place swizzle sticks in the glass to allow the ingredients to mix. ✓	F65	M161
		(3)	[30]
		<b>TOTAL SECTION D:</b>	<b>60</b>
		<b>GRAND TOTAL:</b>	<b>200</b>