



# basic education

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

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES  
FEBRUARY/MARCH 2018  
MARKING GUIDELINES**

**MARKS: 200**

**This marking guidelines consists of 11 pages.**

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

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	D✓	(vi) ✓
1.2.2	A✓	(iii) ✓
1.2.3	B✓	(i) ✓
1.2.4	E✓	(ii) ✓
1.2.5	F✓	(v) ✓

(10)

**1.3 ONE-WORD ITEMS**

1.3.1	Corkscrew / waiters friend✓
1.3.2	Crystallising✓
1.3.3	Tempering✓
1.3.4	Stuffing✓
1.3.5	Cholera/Hepatitis B✓
1.3.6	Phyllo/Purr ✓
1.3.7	Pine nut✓
1.3.8	Carbohydrates/fats/protein✓
1.3.9	Proteolytic/Papain/Bromelin/Ficin✓
1.3.10	Diabetes✓

(10)

**1.4 SELECTION**

B✓  
C✓  
F✓  
G✓  
H✓

(5)

**1.5 ONE-WORD ITEMS**

1.5.1	Service cloth✓
1.5.2	Hot tray✓
1.5.3	Plungerv✓
1.5.4	Cloche✓
1.5.5	Tongs✓

(5)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Tuberculosis✓ (1)
- 2.1.2 Fever, chills✓  
Night sweats✓  
Chest pains✓  
Loss of appetite✓  
Weight loss✓  
Constant tiredness✓  
Dyspnoea/shortness of breath✓ (Any 3) (3)
- 2.1.3 Yes ✓  
Workflow disruption✓  
Reduction in productivity✓  
Increases in indirect costs related to care and treatment of the employees✓  
Inhibits economic growth because they have less money to invest in productive activities✓ (Any 3) (3)
- 2.2 Wear gloves✓  
Follow good personal hygiene✓ and sanitation✓  
If coughing occurs a mouth cover can be used✓ (Any 2) (2)
- 2.3 2.3.1 It can have both a negative and a positive impact;  
  
Negative:  
She hasn't been trained on the use of the POS system and might struggle✓  
She hasn't received training and might struggle with the service aspect and knowledge of the dishes served in the restaurant✓  
  
Positive:  
Amanda could have a good attitude and has displayed a good first impression resulting in her being hired without an interview✓  
She could have portrayed a professional appearance✓ (3)
- 2.3.2 For Amanda to show professional work ethics she needs to:  
Be honest✓  
Be reliable✓  
Be punctual✓  
Be patient/tolerant✓  
Keep confidential matters to herself✓  
Work well with others and respect them✓  
Get to know herself and others✓  
Be creative✓ (Any 3) (3)

- 2.4 A POS system:  
Reduces time spent on doing inventory✓  
Reduces time on sales on paper work✓  
Barcode scanners make checking out faster✓  
Makes ordering processes streamlined✓  
Service is more faster and accurate✓  
Assists the staff not to omit items in the bill✓/ charging incorrectly✓  
(Any 3) (3)
- 2.5 Use a credit card with small limits✓  
Use a secure connection✓  
Do business with reputable organisation✓  
Use the recommended website✓  
Do not click on any hyperlink contained within a 'spam' email✓  
Always use a secure web browser✓  
Look out for the closed padlock icon✓  
Read the terms and conditions of the suppliers website✓  
(Any 2) (2)
- TOTAL SECTION B: 20**

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

- 3.1 3.1.1 Cocktail✓  
Finger lunch✓ (Any 1) (1)
- 3.1.2 A large number of people can be entertained at one time✓  
A small space can be used✓  
Little cutlery and crockery is required✓// or none✓  
A diverse mix of guests can be accommodated✓  
Duration of the function is usually short✓  
Menus can be cheap✓  
A variety of snacks is served✓ (Any 4) (4)
- 3.1.3 Fruit kebabs are suitable✓  
Fruits need to be incorporated in the diet✓  
The filled eggs are unsuitable✓  
They need to avoid egg yolks✓ and avoid mayonnaise which has  
been incorporated in the egg yolk. ✓ (Any 4) (4)
- 3.1.4 The important elements of a balanced diet are included✓  
Fruit kebabs have vitamins and minerals✓ which will help improve  
the immune system of the HIV sufferer✓.  
The filled eggs have protein✓ which will repair and build body  
tissue✓ and help maintain muscle mass✓ (Any 4) (4)  
(Any other relevant answer)
- 3.2 3.2.1 Lacto-ovo vegetarian✓ (1)
- 3.2.2 Helps prevents diabetes, obesity and heart disease✓  
Lower cholesterol and blood pressure✓  
Less hormones in vegetables than meat✓  
Healthy living lifestyle✓ (Any 2) (2)
- 3.2.3 Sunflower✓  
Pumpkin✓  
Flax✓  
Lin✓  
Poppy✓  
Sesame✓ (Any 3) (3)
- 3.2.4 Protein✓  
B Vitamins✓  
Fat✓  
Minerals (magnesium, phosphorous, potassium)✓ (Any 3) (3)

- 3.3 3.3.1 Selling price = Food cost + Overhead cost + Labour costs + Profit  
 = R4 450 + R650 + R1600  
 = R6 700√ X 40/100√  
 = R2 680√  
 SP = R6 700 + R2 680√  
 = R9 380√ (5)
- 3.3.2 Cost per person = Selling price/ number of guests  
 = R9380√/ 40√  
 = R234.50√ (3)
- 3.4 3.4.1 Drying √ (1)
- 3.4.2 The following information is available on the label:  
 The name of the product√  
 The brand name of the product√  
 Picture/Image of the product√  
 Net weight of the product√  
 The following information is unavailable on the label:  
 Name and address of the manufacturer is not available√  
 Sell-by-date / expiry date√  
 Nutritional information√  
 Ingredient list√  
 Country of origin√ (Any 5) (5)
- 3.4.3 Growth of micro-organisms is retarded due to lack of moisture√  
 The shelf life of food is improved√  
 Drying makes food lighter to transport√  
 Food products are available of all year round√  
 Easy to store√  
 Saves time and labour√ (Any 4) (4)  
**[40]**

**QUESTION 4**

4.1 4.1.1

	<b>Milk tart</b>	<b>Cream puffs</b>	<b>Vol-au-vent</b>
Type of pastry	Shortcrust ✓ (1)	Choux✓ (1)	Puff✓ (1)
Technique in the shaping of pastry	Rolling✓ Cutting✓ Press by hand✓ (Any 1)	Piped or spooned✓ (1)	Rolling ✓ Cutting✓ (Any 1)

(6)

4.1.2 Milk Tarts✓  
Because you add a cooked filling to the pastry✓  
To keep the crust from blistering✓  
To ensure that the pastry case is cooked thoroughly✓  
To help the crust to become crisp✓ (Any 3) (3)

4.1.3 Light , flaky layers✓  
Uneven surface✓  
Good volume✓  
Shape is round✓  
Looks baked through✓ (Any 3) (3)

4.1.4 Croquembouche✓ (1)

4.1.5 Because the caramel will absorb moisture✓ and become soft✓ and not hold its shape✓ (Any 2) (2)

4.1.6 Melt sugar (water optional) until golden brown.✓ Flick caramel sugar✓ over dowels or wooden spoons✓ to create long, fine hairy thread of sugar✓ (Any 2) (2)

4.1.7 Made from hot egg custard✓ or fruit puree✓ to which hydrated gelatine is added✓.  
Whipped egg whites are folded in the base✓ (Any 3) (3)

4.2 4.2.1 (a) It was set in the freezer instead of the fridge✓ (1)

(b) Too little gelatine was used✓  
Too much sugar was used✓  
Large pieces of kiwi were used✓  
It was set at room temperature instead of the fridge✓  
Enzymes in the kiwi broke down the proteins in the gelatin ✓ thus destroyed the setting ability✓ (Any 3) (3)

4.2.2 Rinse moulds in cold water✓  
Lightly spray moulds with non-cook spray✓  
Lightly brush moulds with oil✓ (3)

4.2.3 Pureed ✓fruit sauces✓ cooked or uncooked✓ with or without sugar (Any 2) (2)

4.3	4.3.1	Loin✓/Sirloin✓		(1)
	4.3.2	There is a good distribution of marbling on the T-bone✓, it will add to the tenderness✓ and flavour to the meat✓ It is a soft meat cut with little connective tissue✓	(Any 3)	(3)
	4.3.3	Meat may have been cooked too long✓ The meat may have been obtained from an old carcass/ involved in a lot of muscle activity✓ The wrong cooking method may have been used✓ Animal may have been stressed during slaughtering✓ Carcass was not matured sufficiently✓	(Any 4)	(4)
	4.3.4	Bright red colour✓ Well-marbled✓ Pleasant smell✓ Creamy coloured fat✓ Cut surface must be smooth/satin/velvety ✓ Bones should be red and porous✓ Texture should be firm but not dry✓	(Any 3)	(3) <b>[40]</b>
<b>TOTAL SECTION C:</b>				<b>80</b>



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

- 5.1 5.1.1 Leaflets✓  
Brochures✓  
Flyers✓  
Adverts✓ (Any 3) (3)
- 5.1.2 School going children✓  
University students✓  
Families✓  
Teenagers✓ (Any 1)  
Reason: the reasonable price will make it affordable for people to buy✓ (1) (2)
- 5.1.3 It creates job opportunities.✓  
Economic growth is stimulated and local income will increase.✓  
It will contribute to the development✓ and improvement of the infrastructure✓  
Tourists will bring valuable currency.✓  
The esteem and standard of the community improves✓. (Any 4) (4)
- 5.1.4 Negative:  
Not easy to read✓  
Pictures do not relate to the product being advertised✓  
It is untidy and unattractive✓  
There is no slogan on the poster✓  
No contact details are provided✓  
Spelling mistakes on the name Burgers (Burghers) and Reasonable (Reasonabl) ✓  
Positive:  
Price is included✓  
Discount is included, (Cheap Cheap) ✓  
Information is not cluttered✓ (Any other relevant 5) (5)
- 5.2 5.2.1 Guest and function rooms✓  
Food and beverage✓  
Bars✓  
Laundry✓ (Any 3) (3)  
(Any other relevant answer)
- 5.2.2 Paying staff salaries✓  
Controlling banking procedures✓  
Overseeing the auditing of hotel funds✓  
Ensuring payments of VAT✓  
Keeping track of the money coming in and out of the business✓  
Safeguarding the business assets✓  
Preparing financial reports✓  
Drawing up budgets✓ (Any 4) (4)

- 5.2.3 An entrepreneur must possess the following characteristics:  
 Have an ability to identify business opportunities and take calculated risks to achieve success✓  
 Be committed and determined✓  
 Have a sense of responsibility and a love of achievement✓  
 Be creative, self-reliant and adaptable✓  
 Have a perspective that is future orientated✓  
 Be confident to achieve success✓  
 Possess good organising and management skills✓  
 Have high levels of energy and a sense of humour✓ (Any 4) (4)
- 5.2.4 Business address✓  
 Form of business✓  
 Branding✓  
 Short , medium and long term goals✓  
 Street map showing location of business✓  
 Site plan showing layout of the business✓ (Any 5) (5)  
**[30]**

**QUESTION 6**

- 6.1 6.1.1 The second fermentation occurs in the bottle✓  
 Similar to the Traditional Champagne Method ✓ (Any 1) (1)
- 6.1.2 Carbonation Method✓  
 Tank Method/ Charmat Method✓  
 Transfer Method✓ (Any 2) (2)
- 6.1.3 Champagne is only bottled in France✓ in the Champagne district✓  
 (Any 1) (1)
- 6.1.4 Caviar✓  
 Oysters✓ (Any relevant hors d' oeuvres) (1)
- 6.1.5 Grape juice is fermented ✓ then the alcohol is removed✓ before bottling✓  
 (Any 2) (2)
- 6.1.6 Glass B✓  
 7-12°C✓ (2)
- 6.1.7 Use sugar or salt to coat the rim of the glass✓  
 Place in the refrigerator/freezer to become frosted✓  
 Dip glasses in beaten egg white✓ or lemon juice✓ and then dip them in granulated sugar or powders✓ (Any 2) (2)
- 6.1.8 Liquor can only be served with a meal✓  
 Liquor cannot be sold to anyone under the age of 18✓  
 Liquor cannot be sold to guests who are already intoxicated✓  
 Adequate toilet facilities must be provided✓  
 Any liquor bought on the premises must be consumed on the premises✓ (Any other relevant answer) (3)

6.1.9 Mary must be polite without being familiar✓  
 She must be attentive , but not respond to the flirting✓  
 She must serve the meal as soon as possible✓  
 If the situation gets out of hand, Mary should report the guest to the  
 Maître d’ hotel or manager✓  
 Mary can ask if another waiter of a different gender can take over  
 the service of the table✓ (Any 4) (4)

6.2 Always present the bill to the host✓/from the left✓  
 Place the bill folded in the billfold or side plate✓  
 Allow enough time for the customer to place the correct amount of  
 money in the folder✓  
 Bring the card machine if the guest requests it✓  
 Collect the folder with the money and the bill, and take it to the  
 cashiers✓ (Any 4) (4)

6.3 6.3.1 The tables are close together✓, It will make moving around the  
 tables very difficult✓ for both the guests and the waiters✓. The  
 tables look cluttered✓ however the space per cover seems  
 sufficient for the guest to eat comfortably. ✓  
 Tables and chairs aren’t aligned properly. ✓ (Any 4) (4)

6.3.2

	<b>Formal Dinner</b>	<b>Cocktail Function</b>
Food serving procedure	Plated✓	Buffet✓ Waiters with trays✓
Clearing procedure	When the guest is finished eating the plates are removed from the table by the waiter✓	The waiter removes empty platters and glasses from the buffet table✓

(4)

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