



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2017

**HOSPITALITY STUDIES
MARKING GUIDELINE**

MARKS: 200

This marking guideline consists of 13 pages.

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

1.1.1 B ✓

1.1.2 A ✓

1.1.3 A ✓

1.1.4 C ✓

1.1.5 B ✓

1.1.6 A ✓

1.1.7 D ✓

1.1.8 B ✓

1.1.9 D ✓

1.1.10 B ✓

(10 x 1) (10)

1.2 MATCHING ITEMS

1.2.1 C ✓

1.2.2 A ✓

1.2.3 F ✓

1.2.4 E ✓

1.2.5 D ✓

(5 x 1) (5)

1.3 MATCHING ITEMS

1.3.1 D ✓

1.3.2 E ✓

1.3.3 F ✓

1.3.4 B ✓

1.3.5 A ✓

(5 x 1) (5)

1.4 ONE-WORD ITEMS

- 1.4.1 Sorbet ✓
- 1.4.2 Branding ✓
- 1.4.3 Product ✓
- 1.4.4 Gastroenteritis ✓
- 1.4.5 Professionalism ✓
- 1.4.6 Allergy ✓
- 1.4.7 Crudités ✓
- 1.4.8 Hors d'oeuvres ✓
- 1.4.9 Marbling ✓
- 1.4.10 Champagne ✓ (10 x 1) (10)

1.5 CHOICE ITEMS

- A ✓
B ✓
D ✓
G ✓ (Any order) (4 x 1) (4)

1.6 CHOOSE FROM THE LIST

- 1.6.1 D ✓
F ✓
- 1.6.2 A ✓
G ✓
- 1.6.3 B ✓
E ✓ (Any order) (6 x 1) (6)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;
HYGIENE, SAFETY AND SECURITY****QUESTION 2****2.1 2.1.1 Alertness**

- Staff members should be alert at all times.
- They should be aware of customers' needs and react quickly to such needs.
- Staff members should immediately report unusual behaviour or incidents, or any suspicious person or object to the supervisor or security staff.

Co-operation

Staff members of the Ingwe Hotel should:

- Be willing and prepared to work with others.
- Work towards achieving the same objectives.
- Ensure that everyone pull their weight.
- Ask for help when needed.
- Share successes and failures.
- Enjoy working with each other.

(Any THREE acceptable answers) (3)

- 2.1.2
- Good service delivery will lead to satisfied customers who are willing to pay.
 - Satisfied clients become loyal customers that return to the business.
 - When the service is good customers will have positive word of mouth that will attract more customers.
 - Once there are more customers to the establishment, there will be an increase in the income and profit. (Any 3 x 1) (3)

2.1.3 Computers will help the chefs at the Ingwe Hotel to:

- Recording dish sales and to do dish analysis.
- Project the ingredient costs as well as the production costs and calculate the selling prices.
- Use an online dictionary to translate the names of ingredients from other languages to English.
- Developing and changing recipes is simplified.
- Storing and retrieving recipes and ingredients easily.
- Compiling order lists easily and accurately.
- Do metric conversions for the ingredients automatically.
- Printing serving sizes on a recipe, which makes planning for buffet functions easier.
- Determining the nutritional value of food. (Any 3 x 1) (3)

- 2.2
- Online reservations will help guests to compare the prices and facilities offered by different hotels.
 - Pictures of the hotels and rooms can be found online.
 - Information on prices and special deals, as well as information on the establishment and environment can be found online.
 - Online reservations are helpful in making last-minute travel arrangements. (Any 3 x 1) (3)
- 2.3 2.3.1 Cholera is transmitted through:
- Drinking water contaminated with the cholera bacteria (faeces in water).
 - Eating food which has been in contact with contaminated water, flies or soiled hands.
 - Eating vegetables fertilised with sewage.
 - Fish and shellfish obtained from contaminated water. (Any 2 x 1) (2)
- 2.3.2
- Watery diarrhoea ✓
 - Nausea ✓
 - Vomiting ✓
 - Rapid dehydration ✓
 - Muscle cramps ✓
 - Low blood pressure ✓ (Any 2 x 1) (2)
- 2.3.3
- All liquids need to be treated, boiled or milk must be pasteurised. ✓
 - Food should be cleaned and cooked properly especially in areas where cholera is present. ✓
 - Wash hands thoroughly with antiseptic soap. ✓
 - Cover food to protect it from flies. ✓
 - Do not use uncooked fish or shellfish. ✓
 - Only use treated water to wash fruits and vegetables. ✓ (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 Cocktail function ✓ (1)

- 3.1.2
- Cocktail functions can be cheaper if well planned. ✓
 - No cutlery is needed to eat because a menu consists of finger food / little cutlery and crockery is required. ✓
 - Less space is needed for cocktail parties. ✓
 - Guests are allowed to mingle around and can interact in a more relaxed, informal way. ✓
 - A wide variety of styles and flavours can be served. ✓
 - Finger foods allow more creativity than a formal meal. ✓
 - Fewer serving staff is needed. ✓
 - A table plan is not necessary. ✓
 - The duration of the function is usually quite short, as they only last for about two hours. ✓ (Any 4 x 1) (4)

3.1.3 Not suitable, ✓ because the menu consists of cupcakes with butter icing and chocolate cake slices ✓ which are too sweet ✓ and rich for a diabetic person. ✓ (Any TWO motivations) (Any 3 x 1) (3)

3.1.4 (a) Total price = food cost + labour costs + overhead costs + profit
= R5,750 + R1,800 + R1,200 + R3,500 ✓
= R12,500 ✓✓ (3)

(b) Gross profit = selling price – food cost
= R12, 500 ✓ – R5,750 ✓
= R6,500 ✓ (3)

(c) Cost per person = selling price ÷ number of guests
= R12,500 ÷ 150 ✓
= R81,67 ✓ (2)

3.1.5

DISHES IN THE MENU	TYPES OF PASTRY
<ul style="list-style-type: none"> • Samosa ✓ • Quiche Lorraine ✓ • Beef Wellington ✓ 	<ul style="list-style-type: none"> - Purr, Phyllo / Strudel pastry ✓ - Short crust pastry ✓ - Puff pastry ✓
(3)	(3)

(6)

- 3.2
- Measure ingredients accurately. ✓
 - Use minimum flour when rolling out the dough. ✓
 - Incorporate as much air as possible by folding the dough correctly. ✓
 - Roll out lightly and always in the same direction. ✓
 - Do not stretch the pastry. ✓
 - Rest and chill the pastry after each stage of making and assembling. ✓
 - Bake at the correct temperatures and position in the oven. ✓
- (Any 4 x 1) (4)

- 3.3 3.3.1 Kebabs/Sosaties ✓ (1)
- 3.3.2
- Thick rib ✓
 - Leg ✓
 - Shank ✓ (Any 2 x 1) (2)
- 3.3.3 Grilling ✓ (1)
- 3.3.4 Mint sauce ✓ (1)
- 3.4
- Meat should never be immersed in water or washed, because most of the nutrients and flavoursome components are easily dissolved in water. ✓
 - Meat must not be salted beforehand because salt extract the meat juices from the meat. ✓
 - Thaw meat correctly to limit losses caused by dripping during the thawing process. ✓
 - Do not cook meat at very high or low temperatures for too long. ✓ (Any 3 x 1) (3)
- 3.5 3.5.1 Trimming – is the process of neatening ✓ the meat, by removing excess fat and sinew. ✓ (2)
- 3.5.2 Barding – is covering a piece of meat ✓ with thin slices of fat or bacon ✓ to prevent it from drying. ✓ (2)
- 3.5.3 Sealing – is to begin cooking meat by sautéing it over low heat ✓ until firm but not brown. ✓ (2)
- [40]**

QUESTION 4

- 4.1 4.1.1 Lacto-ovo vegetarian ✓ (1)
- 4.1.2
- Proteins ✓
 - Fibre ✓ (2)
- 4.1.3
- People can become vegetarians on moral grounds based on the objection to the killing of animals. ✓
 - Health reasons. ✓
 - Religious beliefs may prohibit the eating of meat. ✓
 - The meat industry is said to have a negative effect on the environment. ✓
 - Some people do not like the taste of meat. ✓
 - Meat is more expensive than plant products. ✓ (Any 3 x 1) (3)
- 4.1.4 (a) To remove debris. ✓ (1)
- (b) To allow them to expand with two thirds of their original size. ✓ (1)
- (c) To reduce flatulence. ✓ (1)
- 4.2 Textured vegetable protein is beneficial to health, because it does not contain saturated fat or cholesterol. ✓ It is low in kilojoules and may help to decrease the risk of cardiovascular problems. ✓ (2)
- 4.3 4.3.1 Choux pastry ✓ (1)
- 4.3.2 Churros are piped long strips of choux pastry, that are deep fried ✓ and sprinkled with cinnamon and sugar. ✓ (2)
- 4.3.3
- They should be crisp. ✓
 - Should be hollow inside. ✓
 - They should be light in weight. ✓
 - Light brown in colour. ✓ (Any 3 x 1) (3)
- 4.3.4 (a) To develop steam and to enhance the formation of cavities. ✓ (1)
- (b) To complete the baking process and to dry out the cavities. ✓ (1)
- (c) Trapped steam can cause the softening of the puffs. ✓ (1)
- 4.4 4.4.1 Smoking ✓ (1)
- 4.4.2 Smoking is the method of preservation where food is treated with salt or brine, ✓ and then exposed to wood smoke. ✓ (2)

- 4.4.3
- Wood smoke contains phenols and phenolic compounds that inhibit the growth of microbes. ✓
 - It slows down the rancidity of animal fat. ✓
 - Smoking preserve partly by drying and when moisture is removed, the growth of micro-organisms is retarded. ✓
 - Food is treated with salt during smoking, which slows down the growth of micro-organisms. ✓
 - Sulphur dioxide used for smoking fruit slows down the growth of micro-organisms. ✓
 - Smoking accelerates the drying process. ✓
 - It prevents enzymatic browning and lengthens the shelf life of food. ✓
- (Any 3 x 1) (3)

- 4.4.4
- Name of the product. ✓
 - Net weight in grams. ✓
 - Name of the manufacturer. ✓
 - Bar code ✓
- (Any 3 x 1) (3)

- 4.5
- Haddock ✓
 - Sausage ✓
 - Cheese ✓
 - Pork chops ✓
 - Chicken ✓
 - Ham ✓
 - Snoek ✓
 - Trout ✓ and salmon ✓
- (Any TWO acceptable answers) (2)

- 4.6 4.6.1 Mousse is a light, fluffy mixture which may be sweet or savoury, hot or cold where a little or no gelatine is used and is served in a glass or coupe. ✓✓
- (2)

- 4.6.2
- Hydration ✓ – gelatine is firstly soaked in cold water in order to absorb liquid. ✓
 - Dispersion ✓ – soaked gelatine is melted over steam, hot water or microwave for few seconds. ✓
 - Gelation ✓ – gelatine mixture is refrigerated to set or form a solid gel. ✓
- (6)

- 4.6.3 Strawberry pieces, ✓ mint, whipped cream ✓ or edible flowers.
- (Any 1 x 1) (1)
- [40]**

TOTAL SECTION C: 80

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

- 5.1 5.1.1 Target market will be the learners, ✓ teachers ✓ and post office employees. ✓ (3)
- 5.1.2
- The café is near the post office and Mica secondary school which will help her with the business description. ✓
 - Angela intends to employ three people and that will help her with the staffing / personnel plan. ✓
 - Already applied for a bank loan, which means that she knows where she will get the money to run the café – financial plan. ✓
 - She has planned how the money will be utilised – financial plan. ✓
 - She is very good at budgeting to ensure that the expenditure does not exceed the income – financial plan. ✓
 - Has created posters which she will use to market her business – marketing plan. ✓ (Any 5 x 1) (5)
- 5.1.3
- She could use competitions. ✓
 - Give aways ✓
 - Specials on special days ✓
 - Buy one get one free. ✓
 - Lucky draws. ✓ (Any 3 x 1) (3)
- 5.1.4 Visual marketing tool ✓ (1)
- 5.1.5
- Baking ✓
 - Function catering ✓
 - Children's birthday parties ✓
 - Meals on wheels ✓
 - Vendors ✓
 - Home industry ✓ (Any 3 x 1) (3)
- 5.1.6
- Use of bright colours to catch the eye of the potential customers. ✓
 - Message should be kept short, direct and centred to one product. ✓
 - Do not clutter the tool with too much information. ✓
 - Font size and letter type should be easily readable. ✓
 - Pictures and illustrations should be used to give visual image of the product. ✓
 - Lay-out should be kept simple so that the message can be seen and understood easily. ✓
 - Words like SAVE, FREE, BARGAIN, EXCLUSIVE should be used to catch the attention of potential customers. ✓
 - Good use of art elements and principles so that the product is appealing to the eye. ✓ (Any FIVE acceptable answers) (5)

- 5.1.7
- Angela's business will increase the local income and economic growth will be stimulated. ✓
 - The income generated will contribute to the development and improvement of infrastructure within the community. ✓
 - Tourists will bring valuable currency into the community. ✓
 - The esteem and living standards of the community will improve. ✓
 - The business will enhance job creation. ✓
- (Any 3 x 1) (3)

- 5.2
- Food and beverages/restaurants ✓
 - Bar ✓
 - Guest rooms ✓
 - Function rooms ✓
 - Laundry ✓
- (Any 3 x 1) (3)

- 5.3
- An accountant pays staff salaries. ✓
 - Controls banking procedures. ✓
 - Oversees the auditing of hotel funds. ✓
 - Ensures payment of tax and VAT. ✓
 - Taking care of collections which means making sure that money owed to the business, is paid. ✓
 - Drawing up budgets. ✓
 - Preparing financial reports. ✓
- (Any FOUR acceptable answers) (4)
- [30]**

QUESTION 6

- 6.1 6.1.1 Glass A – Cocktail ✓
Glass B – 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 wish to. ✓
 - Open the bottle once the host is satisfied. ✓ (4)
- 6.1.4
- Name of the wine ✓ – Reisling ✓
 - Producer ✓ – Barnard vineyards ✓
 - Vintage ✓ – 2011 ✓ (3 x 2) (6)
- 6.1.5 Not suitable, ✓
because Reisling is a white wine ✓ and beef is a red meat that goes well with red wine. ✓ (3)
- 6.2
- The ingredients are mixed in the glass in which it will be served. ✓
 - The ingredients are floated on top of each other and should form layers in the glass. ✓
 - Swizzle sticks can be placed in the glass to allow the ingredients to mix. ✓ (3)
- 6.3 6.3.1
- Clean and care for equipment before placing them on the table. ✓
 - Clean the crockery and polish cutlery and glasses before placing them on the table. ✓
 - Clean and refill condiment containers. ✓
 - Fold and place serviettes and table numbers on the table. ✓
 - Arrange table decorations. ✓ (Any THREE acceptable answers) (3)
- 6.3.2
- When clearing the bar one should first conduct a stock take of consumables. ✓
 - Clear the bar top and pack away all equipment. ✓
 - Wash and polish used glasses. ✓
 - Remove all empty bottles. ✓
 - Empty the liqueur trolley and return stock to the bar cupboard. ✓
 - Restock the bar from the cellar. ✓
- (Any FOUR acceptable answers) (4)

- 6.3.3
- Do 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. ✓
 - The staff can remove him/her if necessary. ✓
 - Keep the incident as quiet as possible. ✓
- (Any 4 x 1) (4)
- [30]**

TOTAL SECTION D: 60
GRAND TOTAL: 200