



# basic education

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

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2018**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages**

**SECTION A**  
**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	C✓
1.2.2	A✓
1.2.3	G✓
1.2.4	B✓

(4)

**1.3 ONE-WORD ITEMS**

1.3.1	Human Resources/HR✓
1.3.2	Overheads✓
1.3.3	Crepe Suzette✓
1.3.4	Collagen/white connective tissue✓
1.3.5	Elastin✓
1.3.6	Chakalaka✓
1.3.7	Phyllo✓
1.3.8	Glazing✓
1.3.9	Electronic✓
1.3.10	Eighteen/18✓

(10)

**1.4 SELECTION**

1.4.1	A✓C✓D✓F✓
1.4.2	A✓D✓E✓
1.4.3	A✓C✓
1.4.4	B✓C✓

(in any order)

(4)

(3)

(2)

(2)

**1.5. MATCHING ITEMS**

1.5.1	D✓
1.5.2	H✓
1.5.3	F✓
1.5.4	B/C✓
1.5.5	A✓

(5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

- 2.1 2.1.1 Constant coughing/longer than three weeks√  
Fever/Chills√  
Night sweats√  
Chest pains√  
Coughing blood√  
Loss of appetite√  
Weight loss√  
Constant tiredness/fatigue√  
Shortness of breath/ **Dyspnoea** √ (Any 3) (3)
- 2.1.2 No **/Worker must go on sick leave**√  
**TB is contagious/ To avoid it being spread** √  
It can be spread to other members of staff, food and guests.√ (3)
- 2.1.3 There will be a workflow disruption√  
Less workers will lead to low productivity√  
There will be a need for retraining and hiring of workers√  
It will increase indirect costs related to care and treatment of employees√  
There will be vacant posts/job opportunities for others√  
Less money will be available for investment√  
**The worker doesn't earn money/no money to spend or pay tax**√  
**Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect**√ (Any 3) (3)
- 2.1.4 People with HIV have a weakened immune system √ leaving the body more vulnerable to TB√  
A weakened immune system allows TB to infect other parts of the body other than the lungs√  
TB increases the formation of HIV viruses√ (Any 2) (2)
- 2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/**regular rounds/watching CCTV**√  
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor√  
By speaking to guests about the safety of their belongings(**must be related to keeping their belongings safe**)/sending alerts to their devices √.  
**Must be visible at entrance**√ (Any 2) (2)  
**Search staff when they enter the workplace or when they leave**√

2.2.2 **Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓**  
Good teamwork will increase productivity✓  
Good impression will lead to satisfied customers that are willing to pay✓  
Satisfied customers become loyal customers that return to the business✓  
Customers will come up with positive word of mouth that attract more customers✓  
More customers will increase the income and profits✓ (Any 3) (3)

2.3 Computers can assist chefs in the following ways:  
**Dish sales can be recorded✓**  
**Unpopular dishes can be removed from the menu✓**  
The chef can search dishes for the menu on the internet✓  
The menu and the ingredient costs can be calculated✓  
**Selling price can be calculated easily✓**  
**Profit can be calculated easily ✓**  
Developing and changing of recipes can be simplified✓  
Recipes and ingredients can be listed✓  
Order lists can be compiled easily and accurately✓  
Metric conversions can done automatically✓  
Serving sizes can be printed on a recipe✓  
Nutritional values can be determined✓  
**Online dictionary for translating menu/ingredient terms ✓** (Any 4) (4)

**TOTAL SECTION B: 20**

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

### QUESTION 3

3.1 3.1.1 Cold dessert ✓ (1)

	Crème Pâtissière	Crème Brûlée
Ingredients	Starch: corn flour/ cake flour ✓ No caramelised sugar ✓ Whole egg ✓ (Any 1)	No starch: no corn flour/ cake flour ✓ Caramelised sugar ✓ Only egg yolk ✓ (Any 1)
Preparation method	No baking ✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot ✓. No bain marie ✓ Not using blow-torch ✓ (Any 1)	Baking ✓ No boiling and stirring ✓ Inside bain-marie in oven ✓ Sugar caramelised using a blow-torch/under the grill in the oven ✓ (Any 1)

(4)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites ✓  
Crisp, paper-thin biscuits ✓  
Baked into different shapes ✓  
Twisted and curled after coming out of the oven, while still hot ✓  
(Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting. ✓  
Results in a smooth and shiny chocolate finish. ✓  
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads. ✓ (Any 2) (2)

3.2.3 Praline ✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓  
Swelling, tongue, lips or eyes /tightening of throat ✓  
Difficulty in breathing/choking ✓  
Vomiting ✓  
Diarrhoea ✓  
Abdominal cramps ✓  
Eczema/Hives: skin rashes/redness/itching ✓  
Tingling sensation in the mouth ✓  
Heart palpitations ✓  
Lowered blood pressure/feeling faint ✓ (Any 4) (4)

- 3.3 It is not suitable<sup>✓</sup> because the trifle has: (1)  
 too much sugar/sugar will increase blood glucose<sup>✓</sup>  
 fat in the cream/ custard/ fat in egg yolks<sup>✓</sup>  
 only refined starch<sup>✓</sup>  
 no high-fibre ingredients/no complex carbohydrates<sup>✓</sup> (Any 2) (3)
- 3.4 3.4.1 Hydrate/sponging/soak<sup>✓</sup> or blooming gelatine<sup>✓</sup>  
 Sprinkle powder over cold water/liquid<sup>✓</sup>  
 Leave to stand / soak for two minutes or longer<sup>✓</sup> / to absorb liquid  
 and swell<sup>✓</sup> (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed<sup>✓</sup> (1)
- 3.4.3 3,4-6g OR 10ml<sup>✓</sup> because:  
 1 sheet of gelatine is equivalent to 1,7g-3g/5ml <sup>✓</sup> therefore:  
 2 sheets are 1.7g x2 = 3.4g or 5mlx2= 10ml <sup>✓</sup>  
 (Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian<sup>✓</sup>  
 Pesco-vegetarian<sup>✓</sup>  
 Pollo-pescatarian/semi-vegetarian<sup>✓</sup>  
 Flexitarian<sup>✓</sup>  
 Lacto-ovo vegetarian<sup>✓</sup> (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy  
 products, eggs, and fruits <sup>✓</sup> (1) (4)

- 3.5.2 It is high in protein/essential amino acids e.g.lysine✓  
 Low in fat✓  
 Cholesterol free✓  
 Natural source of fibre✓  
 Gluten free✓  
 High in vitamin B ✓  
 High in minerals/ such as potassium/ iron / magnesium✓  
 Rich in anti-oxidants✓  
 Low GI✓  
 It adds variety to the diet✓  
 More affordable/relatively cheap✓  
 Longer shelf life✓  
 Readily/easily available✓

(Any 5)

(5)

3.6

	<b>Sterilising of bottles</b>	<b>Sealing the bottle</b>
Explanation of how the technique is applied	Wash bottles in hot, soapy water/give it an anti-bacterial wash✓ Boil 10 minutes or more✓ In a container with boiling water✓ Dry upside down in oven✓ Bottles can be microwaved until water boils✓ Sterilize the lids as above✓ (Any 3)	Immediately close bottle with lid/ while the mixture is still hot✓          (Any 1)
Reason for applying the technique	Destroys/kills bacteria/ micro-organisms ✓ Prolongs shelf life✓  (Any 1)	No air able to enter or exit/ reduce oxidation✓ Micro-organisms cannot multiply/no deterioration. ✓ Prolongs shelf life✓  (Any 1)

(6)  
[40]

**QUESTION 4**

4.1 4.1.1

Dish	Beef cut
A Tournedo	Fillet✓
B Grilled Sirloin	Loin✓

(2)

4.1.2

Stretches the portion✓  
 Gives more flavour✓  
 Improves appearance✓  
 Makes it more succulent and juicy/adds moisture/less dry✓  
 Creates more interesting dishes✓  
 Improves nutritive value ✓

(Any 4)

(4)

4.1.3

Use a clean grill ✓  
 Brush grill with lemon/rosemary/onion to add flavour✓  
 Use charcoal or non-poisonous wood✓  
 Grill ±10cm above moderate coals/**do not put directly on coals/ not too hot✓**  
 Grill should leave appetising crosshatch marks on the meat✓  
 Don't season/salt meat before grilling✓  
 Keep/ rest steak at room temperature before grilling ✓  
 Use meat tongs/don't poke with a fork✓  
 Brush grill with oil to prevent sticking✓  
 Grill on one side, leave to loosen by itself and turn on other side✓  
**Grill meat to rare or medium to ensure soft meat**/grill for equal amounts of time on both sides✓

(Any 3)

(3)

4.1.4

**Moist heat is for tough meat cuts/forequarter✓**  
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓  
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/**rubbery✓**  
 Meat juices will be lost in water/liquid resulting in less flavour✓

(Any 2)

(2)

4.1.5

Truffles✓  
 Foie gras/duck liver✓  
 Crouté✓  
 Any:  
 sauce (e.g. madeira sauce)✓  
 vegetables (e.g. grilled vegetables)✓  
 starch (e.g. mashed potatoes)✓  
 salad (e.g. greek salad) ✓

(Any 2 relevant answers)

(2)

4.2 4.2.1

**Total cost=total cost per person x number of guests + overheads/**  
 200 x R200 = R40 000✓  
 (R40 000) ✓ + (R500 + R300)✓  
 =R40 800 ✓

(Any 3)

(3)

4.2.2

R40 800 x 50% (50/100)✓  
 =R20 400 ✓  
**OR**  
 R40 800 / 2✓= R20 400 ✓

(2)



- 4.2.3 A Aloe caterers ✓  
 B Witteklip Secondary School ✓  
 C 3½ hours/ 18:30-22:00 ✓  
 D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays ✓/ weddings ✓/ anniversaries ✓/ funerals ✓/  
 matric farewell/ tea party ✓  
 Social events/entertainment ✓  
 Prize giving functions / award ceremonies ✓  
 Marketing functions/product/media launches ✓  
 Business liaising/functions ✓/ fund raising events ✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized ✓, savoury snacks ✓  
 Attractively garnished ✓  
 Three parts: base, spread and garnish ✓  
 May be glazed with aspic to prevent drying out ✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad ✓  
 No colour variation: too many white and pink colours ✓  
 Not all bites are dainty/bite sized e.g. quiche ✓  
 Good ✓ - variety of shapes: round, long, etc. ✓  
 (Any 2 relevant answers)
- (b) Ingredients used: Good ✓  
 Applicable accompaniments ✓  
 Different food groups included ✓  
 Savoury and sweet snacks are included ✓  
 Bad ✓ - Too many fish dishes: salmon, tuna, sushi ✓  
 High in starch/carbohydrates ✓  
 Rich in fat: mayonnaise, cream, chocolate ✓  
 Not sufficient vegetarian options ✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucee ✓  
 B Puff pastry/rough puff/flaky pastry ✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓  
 B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare ✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly ✓  
 Too much egg will result in a runny pastry ✓  
 The pastry cannot be shaped or piped properly ✓  
 End products have a poor shape/no cavity/flat/dense texture ✓  
 (Any 2) (2)
- 4.5.2 Piping bag/plastic bag ✓  
 Piping nozzle ✓  
 Two spoons/teapoons ✓ (Any 2) (2)

[40]

TOTAL SECTION C: 80

## SECTION D: FOOD AND BEVERAGE SERVICE

### QUESTION 5

- 5.1 5.1 Visual/poster✓ (1)
- 5.2 Mamelodi school learners✓ and teachers✓ and non-teaching staff✓  
Municipal workers✓  
Mamelodi community members/people who want a quick  
meal/parents of the learners✓ (3)
- 5.3 Bright colours that will catch the eye✓  
Big letters/font easy to read✓  
Interesting pictures/photos✓  
A big space or a small advert on a clean blank page✓  
Neat and attractive✓  
Catch potential customers attention by using words such as  
FREE/indicate promotions✓  
All correct information is available/✓ no spelling mistakes or  
language errors ✓  
Not cluttered / not too much information✓  
Apply art elements and principles✓  
Include business information such as: name/contact details/  
address✓  
Include product information such as: price/slogan/description of  
product✓  
Use simple understandable language✓ (Any 5) (5)
- 5.4. Brochures, leaflets/ ✓  
Printed media✓ OR local newspaper✓  
Audio ✓ OR local radio station✓  
Audio-visual OR TV✓  
Electronic/e-mail/ online✓  
Social media: Facebook, Instagram, WhatsApp, Sms✓  
Product samples /promotional items✓  
Word of mouth✓  
Billboards✓ (Any 3) (3)
- 5.5 Name of Owner/business✓: Nomhle✓  
Business Address✓: No 63 Mamelodi Extension✓  
Form of business✓: Sole owner✓  
Type of business/Business description✓: lunch café or take-away✓  
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓  
Product/Service description✓: Bunny chows, vetkoek with mince,  
hotdogs and burgers✓  
Marketing plan✓: poster ✓ (Any 6) (6)
- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs  
and burgers from Nomhle✓  
She can supply vendors selling from the trolley and stalls✓  
Children's birthday parties to make hot dogs and burgers✓  
Delivery service of bunny chows, vetkoek, hot dogs and burgers  
(food) into people's homes✓  
Waiter✓, maintenance✓, security, ✓ (3)

- Purchasing vegetables from a farmer ✓  
**Cleaner** ✓ (Any other relevant 3)
- 5.7 Pays staff salaries ✓  
 Controls banking procedures ✓  
 Oversees the auditing of funds ✓  
 Ensures payment of VAT ✓  
 Safeguarding of business assets ✓  
 Pay debtors/monthly expenses/accounts ✓  
 Keeping track of money coming in and out of business ✓  
 Prepare financial reports ✓  
 Drawing up budgets ✓  
 Handle income tax/SARS ✓  
 Take care of account enquiries ✓ (Any 3) (3)
- 5.8 Laundry ✓: for washing of table cloths ✓  
 Marketing ✓: advertisement using poster ✓  
 Front office ✓: sales lady to make contact with the customers ✓  
 Maintenance ✓: to ensure stoves are in working order and plumbing is also in working condition ✓  
 Security ✓: to guard the premises ✓  
**Human Resource** ✓: hiring and firing the staff ✓ (Any 3 × 2) (6)  
**[30]**

## QUESTION 6

- 6.1 6.1.1 (a) Maître d'hôtel should investigate the problem√  
Control your emotions; stay calm√  
Show willingness to assist guests/ pay attention to customers√  
Apologise sincerely√  
He must not argue with the customer√  
Acknowledge the complaint and thank the guest for bringing the matter to your attention√  
Never place the blame on yourself or on somebody else√  
He must not promise something he cannot provide√  
Keep guests updated/ inform the guest on the progress of the food/√  
Offer alternative dishes that won't take that long √  
Bring guests a complimentary/free drink/bread rolls with the approval of the manager √ (Any 4) (4)
- 6.1.1 (b) Keep waiters / guests calm√  
Control your emotions and keep charge of the situation√  
Ask the customer politely but firmly to leave/lower voices√  
No more alcoholic beverage should be offered√  
Non-alcoholic drinks/coffee can be offered to the guests√  
Keep the incident as quiet as possible√  
Move the guests to a different table√  
Call maître d/ security to handle the problem√  
Apologise to the other guests for the noise √ (Any 5) (5)
- 6.1.2 Serve them a complimentary/free beverage√  
Check the guest after a while that all is well√  
Call the guest within the week to check that he/she is satisfied with how the problem was solved√  
Build and maintain a good relationship√ (Any 1) (1)
- 6.1.3 Wash in clean, hot, soapy water√  
Rinse in clean, hot water ( $\pm 60^{\circ}\text{C}$ ) √  
Air dry√  
Polish with a clean cloth√  
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth√  
OR  
Ensure that clean cutlery is used√  
Study menu and lay cutlery accordingly√  
Ensure cutlery is straight/in line with the opposite cover√  
Lay cutlery 1-2 cm from the edge of a table√  
Use a dinner/entrée plate to determine the space between main course knives and forks√  
Ensure that all covers look the same√ (Any 3) (3)
- 6.2 6.2.1 Pink/light red/ blush√  
Motivation: It is a rosé/skins were removed/ blend of white and red wine√ (2)

6.2.2 6/7/8°C✓ (1)

6.2.3 Brut: Very dry✓ (1)

6.2.4

	<b>Wine A</b>	<b>Wine B</b>
<b>Manufacturing Method</b>	Charmat (second fermentation in the tank)✓ Cap Classique✓ Tank method✓ Carbonation✓ Transfer method✓ (Any 1)	Champagne (second fermentation the bottle)✓
<b>Origin</b>	Roederer Estate, Anderson Valley, California, USA✓	France✓

(4)

6.2.5 Caviar✓  
Oysters✓ (Any 1) (1)

6.3 On-consumption/on premises✓  
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓  
Off-consumption/off premises✓  
For liquor stores who sell liquor that is consumed elsewhere ✓  
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓  
(2 x 2) (4)

6.4 Informing the guests about promotions,/ dish of the day ✓  
The waiter will ask the guests if they are ready to order✓  
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓  
Take the order for starters and main courses✓  
Note any dietary requirements✓  
Repeat the order to make sure that the order is correct✓  
Transfer the order to the kitchen docket including special requirements✓  
Place the order with the kitchen✓  
Record the sale for billing purposes✓ (Any 4) (4)

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