



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2019

**HOSPITALITY STUDIES
MARKING GUIDELINE**

MARKS: 200

This marking guideline consists of 15 pages.

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

- | | | | | |
|-------|-----|--------|-----|------|
| 1.1.1 | D ✓ | 1.1.6 | B ✓ | |
| 1.1.2 | B ✓ | 1.1.7 | A ✓ | |
| 1.1.3 | C ✓ | 1.1.8 | B ✓ | |
| 1.1.4 | D ✓ | 1.1.9 | D ✓ | |
| 1.1.5 | A ✓ | 1.1.10 | A ✓ | (10) |

1.2 MATCHING ITEMS

- | | | | |
|-------|-----|---------|-----|
| 1.2.1 | F ✓ | | |
| 1.2.2 | C ✓ | | |
| 1.2.3 | E ✓ | | |
| 1.2.4 | A ✓ | | |
| 1.2.5 | B ✓ | (5 x 1) | (5) |

1.3 MATCHING ITEMS

- | | | | |
|-------|-----|---------|-----|
| 1.3.1 | B ✓ | | |
| 1.3.2 | E ✓ | | |
| 1.3.3 | F ✓ | | |
| 1.3.4 | A ✓ | | |
| 1.3.5 | C ✓ | | |
| 1.3.6 | D ✓ | (6 x 1) | (6) |

1.4 ONE-WORD ITEMS

- | | | | |
|--------|-----------------|----------|------|
| 1.4.1 | Haram ✓ | | |
| 1.4.2 | Umngqusho ✓ | | |
| 1.4.3 | Table d'hôte ✓ | | |
| 1.4.4 | Charcuterie ✓ | | |
| 1.4.5 | Blanching ✓ | | |
| 1.4.6 | Brown ✓ | | |
| 1.4.7 | Freeze burn ✓ | | |
| 1.4.8 | Fermentation ✓ | | |
| 1.4.9 | Rollmops ✓ | | |
| 1.4.10 | Bouquet garni ✓ | (10 x 1) | (10) |

1.5 SELECTION ITEMS

- | | | | |
|---|---|-------------|-------------|
| A | ✓ | | |
| C | ✓ | | |
| D | ✓ | | |
| F | ✓ | | |
| G | ✓ | (Any order) | (5 x 1) (5) |

1.6 CHOICE ITEMS

- 1.6.1 C ✓
- 1.6.2 E ✓
- 1.6.3 B ✓
- 1.6.4 A ✓

(4 x 1) (4)

TOTAL SECTION A: 40

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

QUESTION 2

2.1 FOOD SPOILAGE

- It occurs as a result of micro-organisms (yeasts, bacteria, moulds) that contaminate food. One does not always get sick from eating food that is spoiled. It affects the appearance and taste of the food – for example rotten/ bruised fruit and vegetables ✓
- Examples: Bread or cheese with mould/ canned fruit that shows gassiness/ fruit juices that turned sour/ meat or any other food beyond the sell by date with an unpleasant flavour ✓ (Any relevant answer)

FOOD POISONING

- People get sick from eating food that was contaminated by harmful micro-organisms/ pathogens. It happens when storing / preparation is unhygienic. ✓
- Examples: Food left for long hours in the temperature danger zone/ undercooked meat/unhygienic practices of food workers ✓ (Any relevant answer) (4)

- 2.2 2.2.1
- To prevent guests from getting sick/ to serve safe food to guests ✓
 - To protect the enterprise and food workers from being prosecuted in terms of the Occupational Health and Safety Act ✓
 - To protect and build the reputation of the enterprise ✓ (3)

- 2.2.2 (a)
- Follow the correct procedures for safe food handling ✓
 - Wear the correct uniform/ hair nets and chef hats ✓
 - Should not leave food where insects can contaminate it ✓ (3)
- (b)
- Label all poisonous chemicals and cleaning compounds carefully ✓
 - Store chemicals and cleaning compounds in a separate area from the food ✓
 - Never use galvanised containers to store acid foods such as tomatoes ✓
 - Wash all fresh fruits and vegetables thoroughly ✓ (Any THREE) (3)

- (c)
- Handle food in sterile, clean conditions ✓
 - Prevent food from coming into contact with disease-producing bacteria ✓
 - Always cover food ✓
 - Use separate boards for cooked and uncooked foods ✓
 - Use different coloured boards for different foods ✓
 - Wash hands frequently, especially between handling raw and cooked foods ✓
 - Cook food for at least 30 seconds at 77 °C or higher to kill bacteria ✓
 - Use chemicals that kill bacteria to clean surfaces and utensils ✓
- (Any THREE) (3)

- 2.3
- Safe and secure parking/safe access from the parking area to the restaurant ✓
 - Guests should be restricted to the guest areas ✓
 - Staff should be clearly identifiable by their uniforms ✓
 - An effective security system/a contract with a professional armed response service provider/key staff should have access to remote panic buttons ✓
 - A system of code-words will make staff aware of threats and possible incidents ✓
 - Staff should have regular emergency drills so that they know what procedures to follow in situations such as fire, power failure or an accident in the kitchen ✓
 - A clear system of managing cash registers will reduce risks involved in handling cash ✓
 - Access to a facility can be controlled by a security gate activated from within the restaurant ✓
- (Any FIVE) (5)

- 2.4 2.4.1
- Take the guest to a private area/emergency area to deal with it ✓
 - Immediately call a member of staff responsible for first aid/give as much information to the staff on duty in the emergency area ✓
 - If there is a wound that is bleeding it must be stopped ✓
 - Support the broken arm with a sling ✓
 - Call the doctor on call if the guest requests this ✓
 - Make arrangements to get the guest to a hospital immediately ✓
 - Complete the logbook with all the details of the incident ✓
- (Any THREE) (3)

- 2.4.2
- Get guests and colleagues who are outside into the building and lock doors ✓
 - Place security personnel at each door and make sure that they have keys to these doors ✓
 - Unless told otherwise, instruct security personnel at the gate to lock it and not allow anyone to enter or leave the premises ✓
 - If possible, request guests and other staff members to leave the area as inconspicuously as possible ✓
 - If it is not possible to remove people from the area, try to keep calm by talking to them calmly and quietly ✓
 - Keep people calm and quiet ✓
 - Once the danger has passed, assist guests and colleagues to get back to normal as quickly as possible ✓ (Any THREE) (3)
- 2.4.3
- Do exactly as you are told ✓
 - Keep eyes down and do not make eye contact with the attackers ✓
 - Keep your hands where the attackers can see them ✓
 - Tell guests to do the same ✓
 - Do not draw a firearm ✓
 - Move slowly and do exactly as you are told – do not be a hero ✓
 - Do not make any smart comments or sudden moves. Your safety and the safety of others are more valuable than money, hotel or guest's property ✓ (Any THREE) (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 (a) Snoek Pate with Pot Bread ✓ (1)
- (b) • Bobotie ✓
• Yellow Rice with Raisins ✓
• Morogo Puffs ✓
• Tomato and Piquant Pepper Sambal ✓ (4)
- (c) Malva Pudding with Rooibos Tea Custard Sauce (1)
- 3.1.2 Spinach/Swiss chard ✓ (1)
- 3.2 3.2.1 • Offer a wide variety of cereals ✓
• Store and present cereals in glass containers with lids that seal to maintain freshness ✓
• Offer hot and cold milk as well as plain and flavoured yoghurts ✓
• Porridge for the winter is very popular ✓ (Any TWO) (2)
- 3.2.2 • Fried ✓
• Scrambled ✓
• Boiled ✓
• Poached ✓
• Omelette ✓
• Frittata ✓
• Baked in muffin pan, lined with ham/bacon ✓
• Serve and prepare them according to the guest's request ✓ (Any TWO) (2)
- 3.2.3 • Omelette with vegetable filling ✓
• Frittata with vegetable filling ✓
• Pancakes/flapjacks/waffles with savoury topping ✓
• Stuffed, baked mushrooms ✓
• Potato cakes with sour cream and chive topping ✓ (Any TWO relevant answers) (2)
- 3.3 • It is true ✓
• Men and women have different energy needs: the rugby team probably have a larger need for energy rich food ✓
• The ladies of the book club may have more money to spend – the difference in budget will determine the dishes ✓
• The time of day of the two events differ – the ladies have a lunch and the rugby team has dinner ✓
• The type of event differs: the ladies will have a special get-together and the boys' dinner is part of their daily routine ✓
• The preferences between the two groups will differ – ladies who lunch together will probably expect more attention to detail while the boys will expect large volumes of energy-rich food ✓ (Any FOUR relevant answers) (4)

- 3.4 3.4.1
- The herbs and spices added to the stock should flavour it ✓
 - If you plan to reduce it to make soups or sauces, the salt concentration can easily become too high if you add it at the beginning ✓
 - Salt is not added to stock because stock might be too salty
- (Any ONE) (1)
- 3.4.2
- During the cooking process, impurities rise to the surface and it should be removed as they may make the stock cloudy ✓
 - A well skimmed stock will be clear and have a good flavour.
- (Any ONE) (1)
- 3.4.3
- It ensures that the liquid remains clear and not cloudy ✓
 - Simmering allows more flavour to be released ✓
- (Any ONE) (1)
- 3.5 Cauliflower ✓
- Motivation: It gives a bitter taste ✓
- Potatoes ✓
- Motivation: Gives a cloudy appearance/ turns sour easily ✓
- (4)
- 3.6 3.6.1
- A mixture of coarsely chopped onions, carrots and celery ✓
 - It is added to stock to enhance the flavour and aroma ✓
- (2)
- 3.6.2
- A liquid similar to fish stock but with a stronger flavour ✓
 - It contains lemon juice or white wine ✓
- (2)
- 3.6.3
- Deglazing is a cooking technique for removing and dissolving browned food residue that sticks to the bottom of a pan to flavour sauces, soups and gravies ✓
 - It is done by adding stock or other liquid and scraping it until it dissolves ✓
- (2)
- 3.7
- Hot soup must be piping hot/ chilled soup must be cold and not lukewarm ✓
 - No fat should float on the surface ✓
 - It should be well-flavoured and tasty ✓
 - It should have the correct consistency ✓
 - It should have a good colour ✓
 - It should look attractive without too much garnish ✓
- (Any FOUR) (4)

3.8 3.8.1 Eggs: $(8 \div 12) \times R18,00$
 $= R11,99/R12,00 \checkmark$

Mushrooms: $(750 \div 1000) \times R80,00$
 $= R60,00 \checkmark$

Total cost of ingredients = $R12,00 + R60,00 \checkmark = R72,00 \checkmark$

OR

$= R11,99 + R60,00 \checkmark = R71,99 \checkmark$ (4)

3.8.2 • = $R72,00 \div 4 \checkmark$
• = $R18,00$ per portion \checkmark

OR

• = $R71,99 \div 4 \checkmark$
• = $R17,99$ per portion \checkmark

(2)
[40]

QUESTION 4

4.1

		A	B
4.1.1	Name of dish	Grilled Snoek ✓	Paella ✓
4.1.2	Country of origin	South Africa ✓	Spain ✓
4.1.3	Traditional starch side dish	Baked sweet potato/ Home made bread ✓	Rice ✓
4.1.4	Cooking method	Grilling ✓	Frying ✓

(8)

4.2

- 4.2.1
- Chicken breast/fillet ✓
 - It is the only cut that is large enough to fill and roll ✓

(2)

- 4.2.2
- Cook at moderate to low heat ✓
 - Cook until just done/ Do not cook for too long ✓
 - Coat outer side with bacon to keep it moist ✓
 - First poach the portions and then quickly fry before serving ✓
- (Any TWO) (2)

- 4.2.3 (a)
- Mushroom and cheese ✓
 - Bread and onion ✓
 - Spinach and feta ✓
 - Sundried tomato and feta ✓ (Any TWO relevant answers) (2)

- (b)
- Cooked rice/couscous/samp/mealie rice ✓
 - Potato dishes (boiled/mashed/fried/baked) ✓
 - Pasta dishes ✓
 - Any cooked vegetable dish for example grilled vegetables/ steamed broccoli or beans/glazed carrots ✓
 - Salads, for example Greek salad/Green salad ✓
- (Any TWO) (2)

- 4.3
- Work on clean surfaces and use clean equipment ✓
 - Use chicken that is completely thawed ✓
 - Keep chicken separate from other food items ✓
 - Chicken must be cooked well done ✓
 - If it is not going to be served immediately, it must be cooled quickly ✓
 - For dishes like chicken pie, the meat must be removed from the bones as quickly as possible ✓
- (Any THREE relevant answers) (3)

- 4.4
- Buckwheat flour ✓
 - Rice flour ✓
 - Coconut flour ✓
 - Almond flour ✓
 - Pecan nut flour ✓
 - Tapioca flour ✓
- (Any THREE) (3)

- 4.5
- 4.5.1
- It adds sweetness and flavour ✓
 - To weaken the gluten structure, thereby making the product tender and finely textured ✓
 - To give colour to the crust/caramelisation ✓
 - To increase the keeping qualities by retaining moisture ✓
 - To act as a raising agent with fats ✓
- (Any THREE) (3)

- 4.5.2
- It enriches cakes ✓
 - It acts as raising agent and makes the cake light ✓
 - Eggs add colour and nutritional value to the cake ✓
 - Eggs help to set the cake once it has risen during baking ✓
- (Any THREE) (3)

- 4.6
- Cream puffs ✓
 - Pastry dough ✓
- (2)

4.7

		MISTAKE	TWO REASONS
4.7.1	Cake A	<ul style="list-style-type: none"> • Fell flat/sunk in the middle ✓ 	<ul style="list-style-type: none"> • Too much raising agent ✓ • Oven temperature too low ✓ • Oven door was opened before 2/3 of the cooking time has passed ✓ <p style="text-align: right;">(Any TWO)</p>
4.7.2	Cake B	<ul style="list-style-type: none"> • Cracked on top ✓ 	<ul style="list-style-type: none"> • Batter was too stiff ✓ • Oven temperature was too high ✓ • The cake tin was too small for the amount of batter ✓ <p style="text-align: right;">(Any TWO)</p>

(6)

- 4.8
- 4.8.1 Too little salt would result in a dough that rises too fast and a bread that lacks structure, flavour with a pale crust. ✓ (1)
- 4.8.2 Too much salt in dough can slow down or even inhibit (stop) yeast activity. ✓ (1)
- 4.8.3 Too little liquid will prevent the gluten from stretching and will produce smaller breads that will age easily/crumby texture ✓ (1)
- 4.8.4 Blisters on the crust ✓ (1)

[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE**

QUESTION 5

- 5.1 5.1.1 Compensation for Occupational Injuries and Diseases Act ✓
- 5.1.2 Employment Equity Act ✓
- 5.1.3 Unemployment Insurance Act ✓
- 5.1.4 General Safety Regulations 1031 ✓
- 5.1.5 Aliens Control Act ✓ (5)
- 5.2
- Expert in cooking knowledge ✓
 - Multi-skilled, organised and creative ✓
 - Good communication skills ✓
 - Ability to handle budgets ✓
 - Ability to organise efficient work schedules ✓
 - Ability to select and train staff ✓
- (Any FOUR) (4)
- 5.3 5.3.1 Chef Potager ✓
- 5.3.2 Chef Rôtisseur/ Chef Grillardin/ Chef Friteur ✓
- 5.3.3 Chef Entremetier/Chef Legumier ✓
- 5.3.4 Chef Pâtissier ✓ (4)
- 5.4 Poor hygiene practices can lead to:
- Food poisoning and sometimes death ✓
 - Food waste caused by food spoilage ✓
 - Legal action taken by guests affected by food poisoning ✓
 - Contamination and customer complaints ✓
 - Pest infestation ✓
 - High cost of/time spend on decontamination cleaning ✓
 - Loss of customers ✓
 - Food wastage due to food spoilage ✓
 - Legal costs and fines by the health authorities if the business is prosecuted for breaking the laws ✓
- (Any FOUR) (4)

5.5 The employer is responsible for:

- Compiling workplace policies and guidelines for health and safety ✓
 - Ensuring that all potential hazards are eliminated ✓
 - Maintaining a workplace that is free of risks ✓
 - Setting up a health and safety committee ✓
 - Electing safety representatives and hold regular meetings of workplace safety committee ✓
 - Ensuring that all systems and machinery are safe ✓
 - Ensuring proper training and supervision of staff ✓
- (Any FOUR) (4)

5.6 By:

- Sharing the workload amongst each other ✓
 - Working towards a common goal to produce food of a high standard ✓
 - Showing team effort where everyone pulls their weight during preparation and service ✓
 - Being responsible; arrive to work on time ✓
- (4)
[25]

QUESTION 6

- 6.1 6.1.1 A. Buffet ✓
 B. French ✓
 C. Guéridon ✓
 D. Plated ✓
 E. Family ✓
 F. Silver ✓ (6)
- 6.1.2
- Good portion control ✓
 - Service can be fast and efficient ✓
 - Waiters should be well trained, but do not need such a high level of skill ✓
 - Chefs are given the opportunity to exercise their creativity with regard to presentation ✓
 - Less food waste ✓ (Any THREE) (3)
- 6.1.3
- It is a specialised service that requires great skill between Chef de rang en Commis de rang/It uses more expensive equipment ✓✓ (2)
- 6.1.4
- The buffet can become untidy. ✓
 - Guests receive less personal attention. ✓
 - This style is not readily accessible for everybody, for example the physically disabled. ✓
 - Since each table will have to wait their turn to head to the buffet, it may take a while for all guests to receive their food; queues may also form. ✓
 - Guests may have to serve themselves and carry their own plates, which is not particularly elegant. ✓
 - Buffets also require larger quantities of food since people tend to eat more when they serve themselves, which will add to food costs. ✓ (Any TWO) (2)
- 6.2
- Greet customers in a warm and friendly manner when they arrive. This will make the customer anticipate a pleasurable experience. ✓
 - Check the reservation after greeting the guests. ✓
 - Help guests with special needs, for example a guest in a wheel chair. ✓
 - Assist guests with their coats and bags. ✓
 - Show the guests to their table. Make sure they are seated comfortably. ✓
 - Introduce yourself to guests. ✓
 - Establish if there is a host. ✓
 - Unfold serviettes if it is an in-house procedure. ✓
 - Hand menus to guests from the left-hand side and take the drinks order. ✓
 - Allow guests to study the menus, but explain the menu choices and specials. ✓
 - Approach the table when guests appear to be ready to order. ✓ (Any SIX) (6)

- 6.3
 - The interior design and décor should blend with the theme of the restaurant. ✓
 - The furniture should emphasise the character of the restaurant and should be comfortable and durable. ✓
 - The colour scheme should create a warm and welcoming atmosphere ✓
 - Use different types of lighting such as candles, low lighting or even natural lighting. ✓
 - Choose music that enhances the restaurant theme and the type of food on offer. ✓
 - Music should not be overwhelming; customers should be able to hear one another. ✓
 - Room temperature should be comfortable. ✓
 - Ensure that the room is well ventilated. ✓ (Any THREE) (3)

- 6.4
 - To remove the crumbs from each place setting and prepare the table for dessert by removing extra cutlery, cruets and any other unnecessary items ✓
 - It is done after the main course/Before dessert is served ✓
 - Waiters can use a napkin and side plate to crumb down ✓ (3)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200