



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2022**

**HOSPITALITY STUDIES  
MARKING GUIDELINE  
(EXEMPLAR)**

**MARKS: 200**

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This marking guideline consists of 13 pages.

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

- |       |     |        |     |          |      |
|-------|-----|--------|-----|----------|------|
| 1.1.1 | B ✓ | 1.1.6  | A ✓ |          |      |
| 1.1.2 | B ✓ | 1.1.7  | D ✓ |          |      |
| 1.1.3 | D ✓ | 1.1.8  | B ✓ |          |      |
| 1.1.4 | A ✓ | 1.1.9  | B ✓ |          |      |
| 1.1.5 | C ✓ | 1.1.10 | C ✓ | (10 x 1) | (10) |

**1.2 MATCHING ITEMS**

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

**1.3 MATCHING ITEMS**

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

**1.4 ONE-WORD ITEMS**

- |        |                  |  |  |          |      |
|--------|------------------|--|--|----------|------|
| 1.4.1  | Kosher ✓         |  |  |          |      |
| 1.4.2  | Bobotie ✓        |  |  |          |      |
| 1.4.3  | À la carte ✓     |  |  |          |      |
| 1.4.4  | Julienne ✓       |  |  |          |      |
| 1.4.5  | Refreshing ✓     |  |  |          |      |
| 1.4.6  | Green ✓          |  |  |          |      |
| 1.4.7  | Maître d'hôtel ✓ |  |  |          |      |
| 1.4.8  | Basil ✓          |  |  |          |      |
| 1.4.9  | Deglazing ✓      |  |  |          |      |
| 1.4.10 | Roux ✓           |  |  | (10 x 1) | (10) |

**1.5 MATCHING ITEMS**

- |       |     |  |  |  |     |
|-------|-----|--|--|--|-----|
| 1.5.1 | B ✓ |  |  |  |     |
| 1.5.2 | A ✓ |  |  |  |     |
| 1.5.3 | C ✓ |  |  |  |     |
| 1.5.4 | E ✓ |  |  |  | (4) |

1.6 CHOICE ITEMS

- Custard ✓ A
- Cooked rice ✓ C
- Melon slices ✓ D
- Chicken mayonnaise sandwich ✓ F
- Seafood pasta ✓ G

(Any order) (5 x 1) (5)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1
- To prevent guests from getting sick/to serve safe food to guests/to prevent outbreak of food poisoning and even death ✓
  - Food spoilage and complaints of guests ✓
  - To protect the enterprise and food workers from being prosecuted in terms of the Occupational Health and Safety Act / legal actions of guests / legal costs and fines issued by authorities
  - Legal claims and costs can be expensive ✓
  - To protect and build the reputation of the enterprise / the business can lose clients ✓ (Any 4 x 1) (4)
- 2.1.2 (a)
- It minimises cross contamination ✓
  - It ensures that high risk and low risk food, for example raw meat and salads are kept separate ✓ (2)
- (b)
- Store apples at a low temperature to inhibit enzymatic action ✓
  - Do not cut apples in too small pieces/do not cut apples too long before serving time ✓
  - Coat apples with lemon juice/acid/vitamin C ✓ (3)
- 2.1.3 (a)
- Invest in generator(s) ✓
  - Use gas in the kitchen ✓
  - Be prepared to have easy-to-prepare dishes for such unforeseen occasions ✓
  - Keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperatures ✓ (Any 2 x 1) (2)
- (b)
- Have lamps and candles ready for emergency lighting ✓
  - Collaborate with kitchen regarding special menus to recommend to guests for such cases ✓ (2)
- 2.2 2.2.1
- Work surfaces must be cleaned and sanitised daily / use chemicals that kill bacteria to clean surfaces ✓
  - Work surfaces must be smooth and without cracks ✓
  - Cooked and uncooked food should not be worked with on the same surface / use different coloured boards for different foods ✓ (Any 2 x 1) (2)
- 2.2.2
- Garbage bins should not be near food preparation areas ✓
  - Keep lids on garbage bins ✓
  - Empty garbage bins regularly ✓ (Any 2 x 1) (2)

- 2.2.3
- Cover all food in the fridge ✓
  - Store raw food at the bottom of the fridge or cold room / store cooked food above raw food to prevent dripping of raw food on cooked food ✓
  - Meat, fish, chicken, raw fruit and vegetables must be stored in separate areas in the cold room or fridge to prevent cross contamination ✓
  - Store raw and cooked items separately ✓
  - Store strong smelling food away from other foods ✓
  - Keep refrigerator doors shut ✓ (Any 2 x 1) (2)
- 2.3
- Label all poisonous chemicals and cleaning compounds carefully ✓
  - Store chemicals and cleaning compounds in a separate area from food ✓
  - Never use galvanised containers to store acid foods such as tomatoes ✓
  - Wash all fresh fruits and vegetables thoroughly ✓ (Any 3 x 1) (3)
- 2.4
- 2.4.1
- Use fire extinguisher or sand if the fire is small ✓
  - Activate fire alarm if it is a large fire ✓
  - Phone the fire brigade ✓
  - Close windows and doors and switch off electricity ✓
  - Vacate building or the restaurant area/ direct guests out of the building ✓
  - Staff must keep guests calm ✓ (Any 4 x 1) (4)
- 2.4.2
- Do not panic; remain calm ✓
  - Speak slowly and in calm tones / be polite but assertive ✓
  - Call security personnel to the scene immediately ✓
  - Try to resolve the conflict quickly to minimise the disruption of other guests ✓
  - Write up the incident in the appropriate log book so that the information is available if further action is needed or notifying the police is required ✓ (Any 4 x 1) (4)

**TOTAL SECTION B: 30**

## SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

### QUESTION 3

- 3.1 3.1.1 Margarine:  $(60 \div 500) \times R29,49$   
= R3,54 ✓✓
- Sugar:  $(0,08 \div 2,5) \times R48,50$   
= R1,56 ✓✓
- Egg:  $(1 \div 12) \times R38,25$   
= R3,19 ✓✓
- Self-raising flour:  $(0,12 \div 2,5) \times R25,99$   
= R1,25 ✓✓
- Milk:  $(60 \div 500) \times R11,00$   
= R1,32 ✓✓
- TOTAL:  $(R3,54 + R1,56 + R3,19 + R1,25 + R1,32)$  ✓  
= R10,86 ✓ (12)
- 3.1.2
- R10,86 ÷ 6 ✓
  - = R1,81 per portion ✓ (2)
- 3.2 3.2.1 (a) Biltong soup with pot bread ✓ (1)
- (b) Denningvleis ✓ (1)
- (c) Yellow rice with raisins ✓ (1)
- (d) Creamed marogo ✓ (1)
- (e) Cucumber, tomato and piquant pepper sambal ✓ (1)
- (f) Malva pudding with custard sauce ✓ (1)
- 3.3 3.3.1
- People eat with their eyes first so make sure that food items is served and garnished elegantly and attractively ✓
  - Choose the colours carefully; it will add to the glamour of the tea table ✓
  - Make sure that at least one dish on the menu is colourful ✓
  - Use different textures ✓ (Any 2 x 1) (2)
- 3.3.2
- Use a balance between sweet and savoury dishes ✓
  - Use texture and garnishes to provide variety ✓
  - Serve an equal choice of rich and healthy options ✓
  - Use different cooking methods ✓
  - Vary flavours and ingredients ✓
  - Consider the time of the day ✓ (Any 2 x 1) (2)

- 3.3.3 • Keep cultural and religious preferences in mind, for example Jewish guests do not eat bacon ✓
- Keep medical conditions in mind, for example nut allergies ✓ (2)

- 3.3.4 • Serve a variety of teas ✓
  - Cold drinks can also be served for example ice tea / fruit juices ✓
  - Other hot drinks for example hot chocolate can be served ✓
- (Any 2 x 1) (2)

3.4 3.4.1 It is suitable / rice does not contain gluten / gluten free ✓ (1)

3.4.2 675 ml to 750 ml ✓ (1)

3.4.3 45 g to 50 g uncooked rice per person ✓ (1)

- 3.4.4 • Soaking softens the grains ✓
- Soaking shortens the cooking time ✓ (Any 1 x 1) (1)

Preparation		Motivation
3.5.1	<ul style="list-style-type: none"> <li>• Blanch, remove skin ✓</li> <li>• Remove seeds ✓</li> </ul> <p style="text-align: right;">(2)</p>	<ul style="list-style-type: none"> <li>• Unpleasant tough texture of skin/ seeds can give bitter taste ✓</li> </ul> <p style="text-align: right;">(1)</p>
3.5.2	<ul style="list-style-type: none"> <li>• Cut in slices. Sprinkle with salt. Stand for 30 minutes ✓</li> <li>• Remove liquid ✓ (2)</li> </ul>	<ul style="list-style-type: none"> <li>• Remove excess liquid and bitterness ✓</li> </ul> <p style="text-align: right;">(1)</p>

3.6 3.6.1 Loosely packed in plastic bags or airtight containers in fridge ✓ (1)

3.6.2 Dark paper bag/ cool, dry place/ not in refrigerator ✓ (1)

**[40]**

**QUESTION 4**

- 4.1 4.1.1 (a) Too dark / low volume ✓ (1)
- (b) Dense / heavy texture ✓ (1)
- 4.1.2
- Poor quality flour ✓
  - Too much flour forced into the dough ✓
  - Too little / much salt ✓
  - Too little yeast ✓
  - Improper fermentation or proofing / not risen enough ✓
  - Oven too hot / not baked enough ✓
  - Dough too stiff or too soft ✓ (Any 3 x 1) (3)
- 4.2 4.2.1
- Fish should have a slight sea smell or no odour at all ✓
  - Eyes must be clear and full, not sunken ✓
  - Gills should be intact and bright red ✓
  - Flesh should be firm and elastic/resilient. It should spring back when pressed with the finger ✓
  - Fins and scales should be moist and full without excessive drying on the outer edges ✓
  - Skin should be moist and glistening with no bruises or dark spots ✓ (Any 4 x 1) (4)
- 4.2.2
- Potatoes: fried, potato chips, cooked, mashed, baked ✓
  - Rice ✓
  - Cous cous ✓
  - Pasta ✓
  - Cooked wheat ✓ (Any 2 x 1) (2)
- 4.3 4.3.1 Fish stock with lemon juice or white wine ✓✓ (2)
- 4.3.2 Process of thickening a liquid/sauce/soup by evaporation to produce a more intense flavour ✓✓ (2)
- 4.3.3 A mixture of roughly chopped carrots, onion and celery to flavour stocks and sauces ✓✓ (2)
- 4.3.4 A bundle of herbs and spices tied together and added to stock for flavour ✓✓ (2)



- 4.4 4.4.1 Hollandaise ✓ (1)
- 4.4.2 Mornay ✓ (1)
- 4.4.3 Apple Sauce / Espagnole ✓ (1)
- 4.4.4 Tomato sauce ✓ (1)

- 4.5
- It must be served piping hot ✓
  - There should be no fat floating on the surface ✓
  - It should have a distinctive broccoli flavour ✓
  - It should have the correct consistency ✓
  - It should have a good green colour ✓
  - It should look attractive without too much garnish ✓ (Any 3 x 1) (3)

	Name of soup	Hot or cold	TWO main ingredients
4.6.1	Vischyssoise	cold ✓ (1)	<ul style="list-style-type: none"> <li>• Potatoes ✓</li> <li>• Leeks ✓ (2)</li> </ul>
4.6.2	Minestrone	hot ✓ (1)	<ul style="list-style-type: none"> <li>• Pasta ✓</li> <li>• Beans ✓</li> <li>• Vegetables/carrots/tomatoes ✓ (Any 2)</li> </ul>

- 4.7 4.7.1 Chocolate butter cake: creaming method ✓  
Swiss roll sponge cake: sponge method ✓ (2)

4.7.2 **Creaming method:**

- Cream shortening and sugar until light and fluffy ✓
- Add egg one by one. Mix well ✓
- Alternate adding dry ingredients and liquids ✓

**Sponge method:**

- Whisk egg yolks. Add sugar little by little until ribbon stage ✓
- Fold dry ingredients into egg yolk mixture ✓
- Whisk egg white until stiff point stage and fold into mixture ✓

(6)  
[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 Aliens Control Act ✓ (4)
- 5.2
- Is charged guilty of a criminal offence ✓
  - If an injured person dies the offence could become culpable homicide ✓
  - If an employer is found guilty, he or she could be fined as much as R100 000 to two years of imprisonment ✓
  - Court will order the employer to obey the rules of the Act within a set period of time ✓ (Any 3 x 1) (3)
- 5.3 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 committees ✓
  - Ensuring that all systems and machinery are safe ✓
  - Ensuring proper training and supervision of staff ✓ (Any 5 x 1) (5)
- 5.4 5.4.1 Banquet manager ✓ (1)
- 5.4.2
- Date of event ✓
  - Time events starts ✓
  - Number of guests ✓
  - Menu ✓
  - Table plans ✓
  - Décor ✓
  - Music ✓
  - Costs / payments ✓ (Any 5 x 1) (5)

- 5.5
- Effective team work / sharing the workload ✓
  - Each team member must have a clear idea of what needs to be done and the goals that have to be achieved ✓
  - Mise-en-place must be completed in time / start all preparation in advance/ mise-en-place must be completed before guests arrive ✓
  - Tasks must be broken into smaller tasks in a specific sequence to help the team to be efficient ✓
  - Team members should help one another ✓
  - Team members need to be alert / be willing to walk the extra mile ✓
  - Being responsible; arriving to work on time ✓ (Any 4 x 1) (4)
- 5.6
- Multi-tasking ✓
  - Expert cooking knowledge ✓
  - Multi-skilled, organised and creative ✓
  - Good communication skills ✓
  - Ability to handle budgets ✓
  - Ability to organise efficient work schedules ✓
  - Ability to select, dismiss and train staff ✓ (Any 3 x 1) (3)
- [25]**

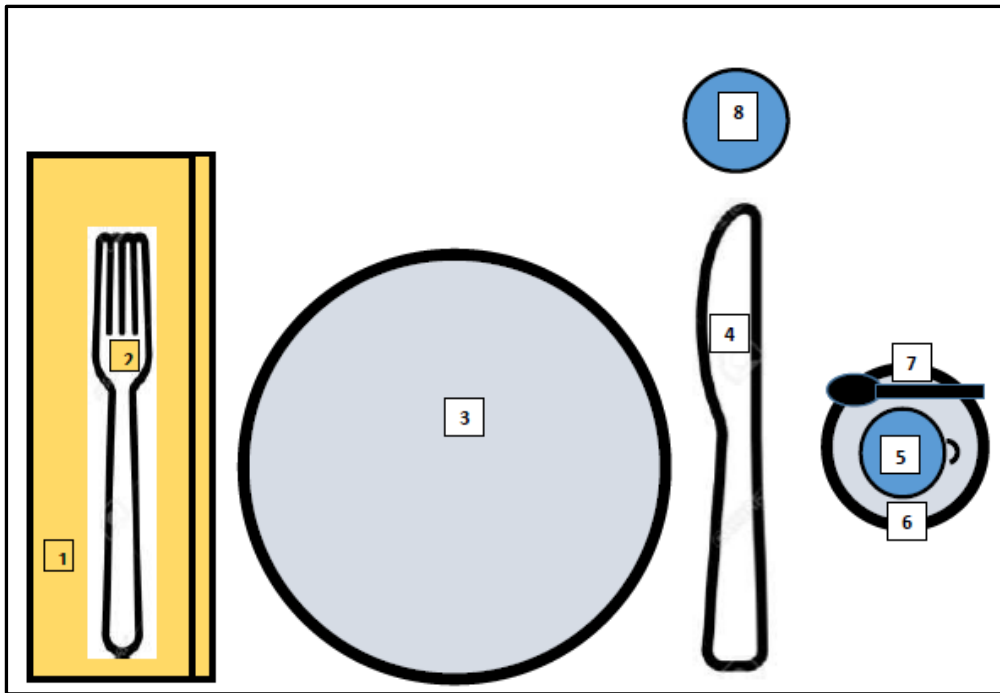
**QUESTION 6**

- 6.1 6.1.1 Guéridon service ✓ (1)
- 6.1.2
- Food is carved / filleted / flambéed or prepared on a moveable trolley ✓
  - The trolley is positioned next to the guests' table ✓
  - The food is prepared in front of the guests ✓ (Any 2 x 1) (2)
- 6.1.3
- Crêpes Suzette ✓
  - Sole a la Meunierre ✓
  - Steak Diane ✓ (3)
- 6.2
- 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 3 x 1) (3)
- 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 4 x 1) (4)
- 6.4 **Meeting and greeting the guest:**
- Greet customers in a warm and friendly manner when they arrive. This will make the customer anticipate a pleasurable experience ✓
  - Acknowledge guests within 30 seconds of arrival ✓
  - Check the reservation after greeting the guests ✓
  - Help guests with special needs, for example a guest in a wheelchair ✓
  - Assist guests with their coats and bags ✓
- Seating the guest:**
- 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 6 x 1) (6)

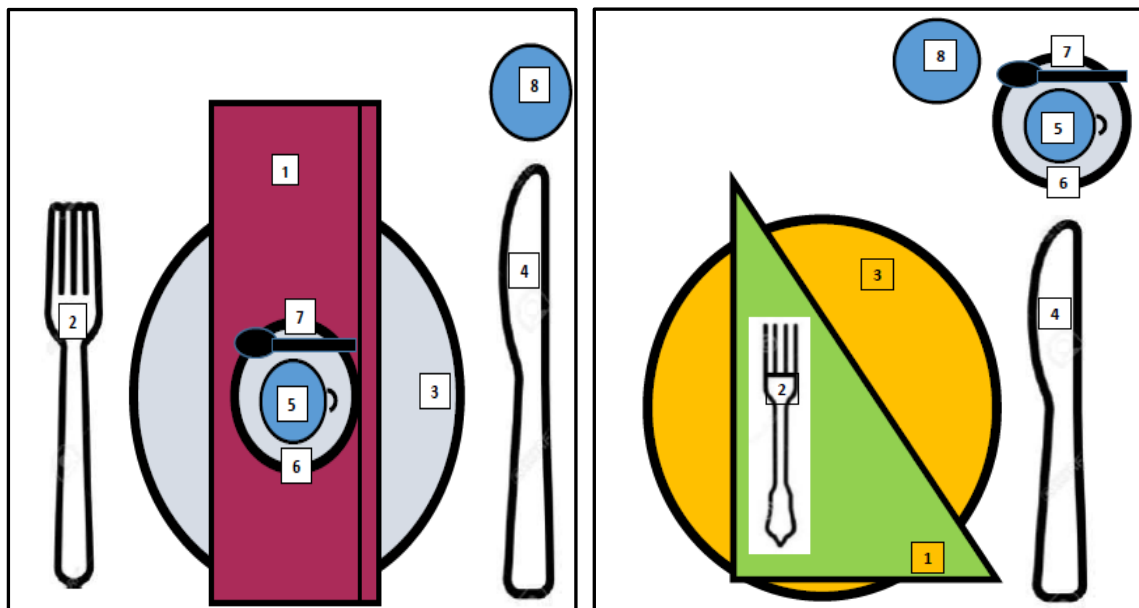
- 6.5 1 – napkin ✓
- 2 – cake fork ✓
- 3 – side plate ✓

- 4 – butter knife ✓
- 5 – cup ✓
- 6 – saucer ✓

- 7 – teaspoon
- 8 – cool drink-/water glass



OR



(Any 6 x 1) (6)  
[25]

TOTAL SECTION D: 50  
GRAND TOTAL: 200