



# basic education

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

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2017**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages.**

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

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

(10)

**1.2 MATCHING ITEMS**

1.2.1	D✓
1.2.2	C✓
1.2.3	G✓
1.2.4	F✓
1.2.5	B✓

(5)

**1.3 MATCHING ITEMS**

1.3.1	B✓
1.3.2	F✓
1.3.3	A✓
1.3.4	E✓
1.3.5	C✓

(5)

**1.4 ONE-WORD ITEMS**

1.4.1	Elastin✓
1.4.2	Meals on wheels/ Mobile meals✓
1.4.3	Agar/Agar-Agar✓
1.4.4	Crudités✓
1.4.5	Apple✓
1.4.6	Hepatitis A/ Infective jaundice✓
1.4.7	Cholesterol✓
1.4.8	Fruitarian✓
1.4.9	Suzette/Crepe Suzette✓
1.4.10	Sterilisation/UHT✓

(10)

**1.5 SELECTION**

1.5.1	B/Eggs✓	D/Sugar ✓	E/Limes✓	H/Butter✓
1.5.2	B/Egg yolk✓	D/sunflower oil✓		

(4)

(2)

(any order/words accepted)

**1.6 ONE-WORD ITEMS**

1.6.1	Silver✓
1.6.2	Gueridon✓
1.6.3	Buffet✓
1.6.4	Plated✓

(4)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Watery stools/diarrhoea/runny stomach✓  
Nausea✓  
Vomiting✓  
Rapid dehydration/dehydration/severe water loss✓  
Rapid/fast heart rate✓  
Dry mucous membranes/dry mouth✓  
Muscle cramps✓  
Stomach/abdominal cramps✓  
Low blood pressure✓ (Any 3) (3)
- 2.1.2 Lack of water and sewage treatment✓  
Poor sanitation at informal stalls✓  
People drink contaminated water/unsafe water supplies✓  
People eat vegetables fertilized with sewage✓  
People eat food/fish which has been in contact/washed with contaminated water✓  
Food infected by flies sitting on food✓  
Food infected by persons with soiled hands✓  
Poor nutrition/AIDS: low immunity✓  
No money for vaccines✓  
People living with people who are already infected✓ (Any 2) (2)
- 2.1.3 Select food that has not been contaminated✓  
Use properly cooked food/not raw✓  
Use water that is not contaminated/bottled water/boiled water/  
Chemically treated (chlorine) ✓  
Wash hands/with antiseptic soap/soap✓  
Cover/pre-pack food to protect from flies✓  
Use treated water/clean water to wash fruits and vegetables✓  
Sanitize/ clean stall, counter, apparatus or cloths✓ (Any 3) (3)
- 2.1.4 Untreated people die within hours due to excessive loss of fluid  
or  
loss of 10- 20 litres per day(blue death)✓/ dehydration✓ and  
electrolyte imbalance✓ (Any 2) (2)
- 2.2 2.2.1 Honesty/loyalty/trustworthy/reliable/dependability/self-  
control/dedicated and integrity✓ - towards customer by not taking  
the handbag and umbrella, but reporting it✓  
Alertness/ punctuality✓ - immediately reporting the suspicious  
handbag in the foyer✓  
Self-respect and respect for other/work well with others – respect  
other people's belongings/handbag and umbrella✓  
Responsibility – reporting the incident to ensure that guest  
belongings are secure and safe✓  
Professionalism – calmly handling the issue.  
(2 marks for aspects and 2 for motivation) (4)

- 2.2.2
- If guests have already checked in via the PMS using the internet or smart phone their details will be electronically transferred onto the system.
  - Front office clerk will enter guest's name into computer/check personal details of guest✓
  - Proceed to the booking that was made/confirm booking/computer retrieve reservation✓
  - Make a printout of registration card and let guest sign✓
  - Once reservation is displayed on the screen, a room is allocated/check availability of the room/check room number✓
  - To check the date of departure✓
  - To check out the front office clerk will enter the guest's name to retrieve the invoice of guest✓, the guest must pay the total due on their account and sign✓
  - When guests check out the computer system notifies housekeeping/ other departments✓
- (Any 3) (3)

- 2.3
- The management could have decided that the level of service that they would like in their hotel should be of a high standard✓
  - Staff attitude/behaviour could have been different: staff friendly, helpful/willingness and competent✓
  - Well-trained staff/efficient/quick/ productive: therefore clients are willing to pay for good service ✓
  - Quality of food and beverages and the service of it: The price of dishes/services could have been linked to quality/professional execution✓
  - Individuals/employees differ: the hotel could have hired passionate/positive staff/motivated workers✓
  - Good / teamwork ✓
  - The good service can give a lasting impression/good word of mouth✓
  - Experienced staff✓
- (Any 3) (3)

**TOTAL SECTION B: 20**

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

- 3.1 3.1.1 Small, savoury, bite-sized finger food✓ served at a cocktail party✓  
or as a starter✓ to stimulate the diner's appetite✓  
/appetisers/beginning or start of the meal✓ (2)
- 3.1.2 Kidney beans/(Mexican bean pot)✓  
Lentils/(lentil soup)✓ (2)
- 3.1.3 Not suitable✓  
The menu is an a la Carte menu;/ a table d'hôte menu is used for a banquet✓  
A banquet requires a pre-selected menu/dishes by the host/this menu was not determined in advance✓  
This menu has too many choices of dishes for guests✓  
Banquet menu should have smaller dishes/dishes too filling – can't have 'dish of the day' and 'from the grill' as two follow-up courses for a banquet✓  
Courses/dishes do not complement each other; repetition of chicken and beef✓  
Dishes should not be priced individually for a banquet as host pays one price for the meal✓  
Food should be served quickly at a banquet – this menu will take time to serve✓  
Dishes should be prepared beforehand to be ready at a certain time/these dishes will take time to prepare and guests will have to wait which is not suitable for a banquet✓ (Any 4) (4)

3.2

<p style="text-align: center;">MENU✓ FORMAL DINNER/DINNER✓</p> <p style="text-align: center;"><b>Hors d'oeuvre</b> Vegetable Spring Rolls with Sweet and Sour Sauce✓</p> <p style="text-align: center;"><b>Soup</b> Lentil Soup✓</p> <p style="text-align: center;"><b>Plat du jour/Dish of the Day/Main Course</b> Mexican Bean Pot✓ Basmati Rice✓ (Mexican Bean Pot✓ with Basmati in one line✓) Green Salad✓</p> <p style="text-align: center;"><b>Dessert</b> Poached Pear in Red Grape Juice✓ Coffee</p> <p style="text-align: center;">Date (month written out in full and can be at the top/bottom right hand corner)✓</p> <p>(✓ format correct: Spacing/headings/block/frame/centred/capital letters) (the menu must include dishes in each course for a strict vegetarian/no meat dishes in the course will be accepted, Basmati rice and the green salad will be accepted if present)</p>
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(10)

- 3.3 Baklava/poached pears in red grape juice✓  
Jews cannot consume any dairy products after eating meat; both these desserts do not contain dairy✓ (Any 2) (2)

3.4

3.4.1

NAME OF STEAK	NAME OF CUT ON CARCASS	COOKING METHOD
Porterhouse Steak✓	Sirloin/Loin✓	Grill, shallow fry✓
Tournedos✓	Fillet/Tenderloin✓	Grill, shallow fry✓
Beef stroganoff✓	Fillet/Tenderloin✓	Shallow fry/ stewing/simmering✓

(6)

(The correct steak must be selected for marks to allocated in column 2 and 3)

- 3.4.2 - Natural enzymes break down muscle fibres during maturing✓  
- Meat is tender✓  
- More flavour✓  
- Meat is more succulent✓ (Any 2) (2)
- 3.5 3.5.1 Tropical fruit bombe✓ (1)
- 3.5.2 Saratoga chops✓ (1)
- 3.6 3.6.1 Food cost/Ingredients✓  
Overheads/ (or the example: electricity, water, rent, telephone)✓  
Labour✓  
Profit✓ (Any 3) (3)
- 3.6.2 R85✓ – R20✓  
= R65✓ (3)
- 3.7 3.7.1 Drying✓ (1)
- 3.7.2 Salt/vinegar ✓ (1)
- 3.7.3 Makes water unavailable for microbial growth/prevents growth of microbes✓  
Inhibits enzyme action✓  
Bacteria✓ cannot thrive in a salty✓ or acidic environment✓  
(Any 2) (2)

**[40]**


**QUESTION 4**

- 4.1 4.1.1 Short crust/pâte sucrée✓ (1)
- 4.1.2 Rich✓  
Not flaky✓  
Light/golden brown colour✓  
Crisp✓  
Soft/fine crumbs✓  
Texture not gummy or tough✓ (Any 4) (4)
- 4.1.3 To keep the crust from blistering✓  
To ensure that pastry cases cook thoroughly/to prevent a soggy bottom✓  
To help the crust to become crisp✓  
When the crème pâtissier/filling used, is already cooked✓ (Any 3) (3)
- 4.1.4 It will be runny/custard won't hold shape✓  
The starch won't gelatinize properly✓  
Egg protein didn't coagulate✓  
There may be a raw starchy taste ✓ (Any 2) (2)
- 4.1.5 Turnovers/croissants✓ (1)
- 4.1.6 Jam✓  
Cooked fruit e.g. apple/pears/canned (tinned)/compote/glazed✓  
Pastry cream/Custard✓  
Frangipane✓  
Sweetened Cream cheese✓  
Caramel✓  
Nutella/almond spread✓  
Chocolate✓ (Any relevant 2) (2)
- 4.2 4.2.1 Éclairs/Chocolate éclairs✓ (1)
- 4.2.2 Steam✓ (1)
- 4.2.3 Crisp✓  
Hollow/well puffed✓  
Dry inside✓  
Light in weight✓  
Light/golden brown in colour✓  
Evenly sized/similar size✓ (Any 3) (3)
- 4.2.4 (a) To prevent evaporation that will result in too little steam/change the ratio of the ingredients/ will have a small volume/prevents rising/oily product✓✓ (2)
- (b) Allow for enough steam in order to allow the dough to rise/form a hollow✓✓ (2)
- (c) To ensure that the pastry dries out completely/ well-cooked/ to keep shape ✓✓ OR to prevent burning✓✓ (2)

- 4.3      4.3.1      Cocktail function or finger lunch✓ (1)
- 4.3.2      Finger foods should be bite sized/ small/easy to handle/eaten by hand✓  
They must be visually attractive and colourful/presentable/well garnished✓  
They must be tasty and well-seasoned✓  
They must include a variety of flavours/ don't repeat same food/ sweet and savoury✓  
Ingredients should be easily recognised ✓  
Food should be properly prepared/cooked thoroughly✓  
Made of high quality ingredients✓  
Variety of textures✓  
Personal and kitchen hygiene is essential✓  
Variation of temperature e.g. hot and cold✓  
Enough or sufficient quantity of food✓  
(Any 4) (4)
- 4.3.3      Stuffed eggs✓  
Cheese rissoles✓  
Crumbed mushrooms✓  
Fish goujonette✓  
Grilled pork brochette✓  
Aubergine fritters ✓  
Bacon wrapped chicken livers✓  
Fruit kebabs✓  
(Any 2) (2)
- 4.4      4.4.1      Cold dessert✓ (1)
- 4.4.2
- (a)      Too much sugar will weaken the gel/not holding shape/not set properly✓ and retard the setting process or cause the gel to take longer to set✓ (2)
- (b)      Too much acid will weaken the gel/softer jelly✓/melt more easily/not set properly✓ (2)
- (c)      Raw pineapple contains an enzyme bromelin✓ will prevent the setting of the jelly/enzymes break down gelatin✓ (2)
- 4.5      Sherbet: is prepared using dairy product and/or egg/a flavoured sweet effervescent powder made off icing sugar and citric acid ✓  
Sorbet: is prepared without dairy product and/or egg yolk/prepared with fruit juice and sugar stock✓ (2)
- [40]

**TOTAL SECTION C: 80**

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

- 5.1      5.1.1
- (a)      Security guard/parking attendant✓ (1)
- (b)      IT person/Computer person/Marketing manager✓ (1)
- (c)      Night auditor✓ (1)
- 5.1.2      Laundry✓  
Laundry service e.g. washing and ironing may be offered to guests  
and guests pay per item – generating income✓  
Washing and cleaning of establishment's linen such as bed linen  
doesn't generate income✓ (3)
- 5.1.3      Front office/24 hour reception/reception✓  
Free DSTV and Wi-Fi✓  
Swimming pool✓  
Air-conditioning✓ (Any relevant 2) (2)
- 5.2.      5.2.1      Gross Domestic Product✓ (1)
- 5.2.2      They bring in revenue/money by delivering goods/food✓ and  
services✓ (2)
- 5.3      Name of the Hotel/Mayfair Hotel✓  
Address/28 Smith street, Cape Town✓  
Contact details/ 021 488 2888  
Goal/ Striving to service excellence, Proudly South African✓  
Logo/ ✓  
Form of business/Private owner✓ (Any 4) (4)
- 5.4      Good✓  
Name of hotel is indicated/Mayfair hotel✓  
Big lettering/easy to read✓  
Short description of product/services✓  
Logo/slogan indicated✓  
Contact details are provided/ telephone number/e-mail address✓  
Simple language is used/easy to understand✓  
Free of spelling mistakes✓  
Bad✓ - because no prices provided✓ (Any relevant 4) (4)

- 5.5      5.5.1      Website/internet✓  
E-mail✓  
Telephonic/tele-sales✓  
  
(Any 1)      (1)
- 5.5.2      Target market can be reached immediately✓  
Advertiser can approach customers individually by telephone or e-mail✓  
Can reach a very wide and varied audience✓  
Internet/website: Information could be updated regularly✓  
Internet/website: People can get a lot of information and read reviews✓  
Telephone: people can be very convincing✓  
Saving costs e.g. paper and ink/green environment✓  
  
(Any 2)      (2)
- 5.6      5.6.1      Threats:  
Street parking✓/cars can get stolen during the day and night/  
hijacking ✓  
Swimming pool✓/ people can drown✓  
CBD✓/ Noisy/subject to robberies/bomb threats/fire✓  
24 hour reception✓/ dangerous at night✓  
Competition✓/ other hotels in the area✓  
  
(Any 3)      (3)
- 5.6.2      Opportunity:  
- K Naidoo can expand the business – more hotels/ build more rooms✓  
- Can host matric farewells/weddings/entertainment✓  
- Day care for children- parents attend spa✓  
- Gift shop✓  
- Beverage stands✓  
  
(Any 3 relevant answers)      (3)
- 5.7      To see to maintenance/repairs any time of day or night e.g. TV, plumbing, electricity, air-conditioning ✓  
Routine maintenance e.g. gardening, painting, washing carpets✓  
Waste management and recycling also forms part of maintenance✓  
Maintenance and cleaning of swimming pool ✓  
  
(Any 2 relevant answers)      (2)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 Natural✓, still✓, red✓ (Any 2) (2)
- 6.1.2 Wine and spirit board authenticity seal✓  
It means that the wine is certified✓  
May provide information such as cultivar✓  
An official guarantee that what is stated on the bottle in terms of origin, cultivars and vintage is factually correct/not fake✓ (Any 2) (2)
- 6.1.3 15 – 20°C/ European room temperature/room temperature✓ (1)
- 6.1.4 Correct✓  
Red wine glass should be half filled✓ (2)
- 6.1.5 Any suitable **dish** made from the following:  
Beef✓  
Lamb✓  
Game✓  
Red meat✓  
Cheese dishes✓  
Soya dishes/Bean/legume dishes✓  
Pasta with protein/Lasagne✓ (Any 2) (2)
- 6.2 People who has in the preceding 10 years been sentenced to imprisonment for any offence/criminal record, without the option of a fine✓  
People who are un-rehabilitated insolvent✓  
Minors on the date of consideration (under 18)✓  
Husband or wife of any of above persons✓  
School boards/school restaurants✓ (Any 3) (3)
- 6.3
- |                  | <b>SHAKING</b>  | <b>STIRRING</b>  |
|------------------|---|--|
| <b>EQUIPMENT</b> | Use cocktail shaker/use two glasses that fit into each other✓ | Use <b>mixing</b> glass/ swizzle stick/long spoon (parfait spoon)✓ |
| <b>METHOD</b>    | Shake for 10 seconds/until well mixed✓                        | Stir mixture with ice/stir liquids to mix well✓                    |
- (4)
- 6.4 After the main course; before the dessert✓  
Remove all items not required from the table✓  
Use a side plate and a service cloth/serviette/special dust pan and a brush/electronic brush✓  
Hold a side plate on the flat of your left hand ✓  
Hold a folded service cloth in right hand/between a spoon and fork✓  
Start on right of host✓  
Stand between two guests and brush halfway from both guests✓  
Brush down on side plate using service cloth✓  
Brush down from the left side of the guest✓  
Pull down dessert cutlery✓  
Continue anti-clockwise✓(clock-wise)  
Ending with host/hostess✓ (Any 4) (4)

6.5	6.5.1	Chafing dish✓		(1)
	6.5.2	To keep food warm during serving✓ Serving warm food on a buffet table✓	(Any 1)	(1)
6.6	6.6.1	Yes or no✓ The type of flowers match the formal function✓ Flower arrangement doesn't hamper the vision of the guests✓ Flower arrangement blends with the rest of the décor✓ Enough space between tables and chairs to move around✓ Napkins are folded plain but neat/not too much handling✓ Napkins create 'colour'/contrast and height✓ Table decorations are neat/tidy and attractive✓ Chair covers are suitable and harmonize with the table cloths ✓ No table numbers visible/tables not numbered✓ No name cards for guests visible✓ No cruet set/salt and pepper on the table✓ No menus on the table✓	(Any 4)	(4)
	6.6.2	Apologise to the guest for the inconvenience✓ Take the plate back to the kitchen✓ Serve the correct steak on a clean plate/waiters tell the chef to make another steak✓ Don't argue with the guest✓ Control your emotions: don't get angry/be calm, polite, helpful✓ Listen and pay attention to the guest✓ Maintain eye contact and positive body language✓ Show understanding and willingness to resolve the matter✓ Never place blame on yourself or chef in the kitchen✓ Don't promise something you can't provide/offer a complimentary drink with permission✓ If you can't handle the situation, call the maître d' or manager✓ Handle the guest in a positive and professional manner✓ Ask the guest to select another steak/dish from the menu. ✓	(Any 4)	(4)
				<b>[30]</b>
<b>TOTAL SECTION D:</b>				<b>60</b>
<b>GRAND TOTAL:</b>				<b>200</b>