



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2017

## **HOSPITALITY STUDIES**

### **MARKING GUIDELINES**

Time: 3 hours

200 marks

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These marking guidelines are prepared for use by examiners and sub-examiners, all of whom are required to attend a standardisation meeting to ensure that the guidelines are consistently interpreted and applied in the marking of candidates' scripts.

The IEB will not enter into any discussions or correspondence about any marking guidelines. It is acknowledged that there may be different views about some matters of emphasis or detail in the guidelines. It is also recognised that, without the benefit of attendance at a standardisation meeting, there may be different interpretations of the application of the marking guidelines.

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**SECTION A****QUESTION 1      MULTIPLE CHOICE**

- 1.1    D      Year  
 1.2    A      Amenities  
 1.3    C      Sustainable  
 1.4    B      Eczema  
 1.5    A      Gross  
 1.6    B      Quotation  
 1.7    B      Rumaki  
 1.8    A      Sarcoplasm  
 1.9    C      Collagen  
 1.10   C      Soy

**QUESTION 2      MATCH THE COLUMNS**

<b>Column A</b> <b>Example of food</b>		<b>Column B</b> <b>Wine</b>		<b>Column C</b> <b>Type of glass</b>
2.1	Trout in phyllo baskets	E	Chenin Blanc	iii / iv
2.2	Chocolate mousse	A	Muscadel	v
2.3	Oysters	F	Champagne	i
2.4	Leg of lamb	B	Merlot	iv / iii
2.5	Camembert and biscuits	C	Port	ii

**QUESTION 3**

Choose the correct answer and write only the letters.

- 3.1    B      It is cheaper than animal proteins.  
       C      It is rich in complex carbohydrates.  
       E      It has a very good shelf life.  
       G      It has a low glycaemic index.
- 3.2    3.2.1 **Agar-agar:** Seaweed – others are animal based.  
       3.2.2 **Deep-fat frying:** Dry cooking method; the other two are combination cooking methods; or Stir fry and Braising is a shallow frying method.  
       3.2.3 **Slide shows:** Audio visual marketing tool; others are electronic marketing tools; other two is part of social media/internet.

**SECTION B****QUESTION 4**

- 4.1    4.1.1    • Must be in paragraph form.  
                  • Explain that marketing manager organises all marketing activities such as promotions or special events.
- 4.1.2    • **Product** – Explain what the cruise can offer a client.  
                          • **Promotion** – Specials, like children under the age of 18 free.  
                          • **Price** – Say for example why the price is high, what does it include, Affordable.  
                          • **Place** – Where does the cruise go to and what island can you visit, etc.  
                          • **People** – Mention who ... If it is for a matric vacation, matriculates and their parents will be the target market.  
                          • **Presentation** – The way the advertisement is presented to the client.
- 4.2    • Contribute approximately 9.1% to the gross domestic product of the economy of South Africa.  
          • Create jobs for local people.  
          • Supply products to the manufacturers.  
          • Skills development programmes increase their contribution to the economy.  
          • Income-generated business contributes to development of the country's infrastructure.  
          • Tourists bring valuable foreign currency into the country.  
          • Outsourcing will also contribute to the economy.  
          • Esteem and living standard of the community improves.
- 4.3    4.3.1    • Oversees all staff affairs such as employment, training, leave, salaries and any problems experienced by staff.  
                  • Draws up employment contracts, codes of conducts, procedures, work schedules and rosters.  
                  • Takes care of disciplinary actions and the evaluation of performance in the workplace.
- 4.3.2    • Trains and/supervises new staff.  
                          • Develop staff where needed.
- 4.4    Competitions, give-aways, lucky draws or any two possible ideas.
- 4.5    Revenue generated service.

**QUESTION 5**

- 5.1 5.1.1 **Select** the **TWO** dishes that need to **change** on the menu to accommodate the guest:  
Prawn tempura/Pumpkin fritters/Deep-fried potato/Spinach and Cream/Chocolate mousse (Any two)
- 5.1.2 Give alternative dishes to replace them.  
Prawn tempura → Prawn cocktail without the dough  
Pumpkin fritters → Steamed pumpkin – no oil  
Deep-fried potato → Mash potatoes – no oil  
Spinach and Cream → Spinach without the cream  
Chocolate mousse → Diabetes-friendly chocolate mousse  
(Any two examples)
- 5.1.3 **Explain** why.  
Avoid or restrict refined starch.  
Limit sugar intake.  
Decrease total fat, especially saturated fat and dietary cholesterol.  
Avoid or restrict the intake of processed meats.  
Control portion size.  
(Any two examples)
- 5.2
- Each noun needs to start with a capital letter.
  - Order of main course.
  - Not dated.
  - Nescafé coffee – not allowed to use brand names.
  - Type of meal is not indicated.
  - Amuse-bouche not needed on menu.
- 5.3 5.3.1 The inability of the body to fully digest or process certain foods. This inability may be a result of the absence of enzymes or chemicals that are necessary for digestion. It is genetic and is carried over to children. The symptoms get worse with aging and appear later in life.
- 5.3.2 Spinach and cream or Chocolate mousse or  
Cream, Pumpkin fritters with caramel sauce or Greek salad.
- 5.4 A small **bite-sized hors d'œuvre**(appetiser) that is served as a gift from the chef; offered free of charge to all present at the table. Its purpose is to stimulate the appetite and showcase the chef's skills.
- 5.5
- Prawn tempura – No shellfish
  - Smoked pork fillet – No pork
  - Spinach and cream – Dairy products not consumed with meat
  - Chocolate mousse – Dairy products not consumed with meat
  - Cream
  - Caramel sauce
  - Greek salad - Cheese
- 5.6 A menu where you can choose what you want to eat from a selection of food.

**QUESTION 6****6.1 Gastroenteritis**

If people touch food and did not wash their hands properly after using the toilet or touch their nose and did not wash hands properly.

If the food stands for a long time at the wrong temperatures.

If a food handler contracted gastroenteritis and worked with the food.

**6.2 6.2.1 Cholera**

- 6.2.2
- All liquids need to be chemically treated.
  - Foods need to be cleaned and cooked properly – avoid raw and undercooked foods.
  - Thorough hand washing with antiseptic soap is important.
  - Do not use uncooked fish or shellfish.
  - Cover food to protect it from flies.
  - Food handler who is infected with the illness must report to manager and rather stay away from work.
  - Only use food from reliable sources.
  - Using treated water for ice.
  - Only use treated water to wash fruit and vegetables.

6.3 Absenteeism due to cholera adversely affects industrial output and leads to a loss of trade and income.

- 6.4
- Complaints should always be handled positively and professionally.
  - Control your emotions; be calm, polite and helpful.
  - Maintain eye contact and positive body language.
  - Show understanding and willingness to resolve the matter.
  - Never argue with the customer.
  - Listen and pay attention.
  - Acknowledge.
  - Apologise sincerely.
  - Call the manager or get help from someone with more experience.
  - Never offer something that you cannot provide.
  - Never place the blame on yourself or somebody else.
- (Any five)

**QUESTION 7**

- 7.1 7.1.1
- Feeding – good feeding guarantees good quality meat.
  - Marbling – good feeding will result in marbling of muscles.
  - Age – the meat of younger animals is tenderer and has less fat, while meat of older animals is tastier and more flavoursome.
  - Muscle activity – muscles that are not used often result in meat that is more tender than muscles involved in lots of movement.
  - Treatment – the animal should be kept as calm as possible as stress prior to slaughtering can result in less tender meat.

7.1.2 After death, rigor mortis sets in as a result of the biochemical changes taking place within the muscle fibre.

7.1.3 Greyish light red or greyish pink.

7.2 7.2.1 Aitchbone/Silverside/Top side/Bolo

7.2.2 Thick rib/Leg shank

- 7.3
- Mechanical – meat mallet or tenderising by the butcher.
  - Chemical– meat tenderisers, acid, pineapple or pawpaw.(mark for any explanation either mechanical or chemical)

7.4 7.4.1 America

7.4.2 Germany

7.4.3 Italy

7.5	<b>Searing</b>	<b>Sealing</b>
	A technique used when meat is exposed to <b>high temperatures</b> so that a caramelised colour is formed.	<ul style="list-style-type: none"> <li>• To begin: cook meat by sautéing it over a <b>moderate heat</b> until firm but not brown.</li> </ul>

## QUESTION 8

- 8.1
- Should have a balanced intake of beans and grains to get the full complement of essential amino acids.
  - Some essential amino acids are missing from plant proteins and the body is unable to make proper muscle and other tissue – this can result in a loss of muscle and a gain in fat.
  - Vegetarian food tends to be bulky and vegetables are high in water and fibre content.
  - To avoid deficiencies in the diet, vegetarians should follow diets rich in Calcium, iron, zinc, Vit B12, Vit C, Vit D, Vit E.
  - Vegetarians and vegans may need supplements to ensure that they are getting all the essential nutrients.
  - Vegetarian diet must include food from legumes, whole grains, vegetables and fruit.
  - Meat and meat alternatives and dairy products are excluded from the diet, therefore vegetarian diet must be carefully planned to ensure that all food groups are included.
  - Depending on the type of vegetarian, the food pyramid will differ.

8.2	8.2.1	<b>Include</b>	<b>Exclude</b>
		<b>Fish and other seafood</b> Milk and dairy products Eggs Vegetables and fruit as for vegan	Red meat Poultry

8.2.2	<b>Include</b>	<b>Exclude</b>
	<b>Eggs</b> Vegetables and fruits	Meat and meat products, fish or seafood and milk and dairy products

8.2.3	<b>Include</b>	<b>Exclude</b>
	People who claim to have eating habits that focus on vegetarian foods but who <b>occasionally</b> eat meat in small quantities	Red meat is <b>sometimes</b> excluded/reduced as they are transitioning into a semi-vegetarian lifestyle

- 8.3
- Smoking
  - Natural preservatives (salt)
  - Treating with additives; Chemicals (Benzoic acid)
  - Drying
  - Processing
  - Canning
  - Freezing
  - Vacuum
  - Pickling
- (Any two)
- 8.4
- Salt
  - Sugar
  - Acid
- (Any two)
- 8.5
- Oven will remove all the moisture and give a crispy texture and better for chips; the sun will also remove the moisture but will leave a soft-end product. or with sun drying, discolouration will take place if not treated. Oven dry is also a quicker process.

## QUESTION 9

- 9.1
- **Preparation**
    - Bite-sized.
    - Attractive and colourful.
    - Tasty and well-seasoned.
    - Include a variety of flavours.
    - Ingredients should be easily recognised.
    - Properly prepared and made of high quality ingredients.
    - Use fruit and vegetables that are in season.
    - Use fresh ingredients.
    - Time consuming.
    - High form of hygiene.
  - (Any two)
  - **Presentation**
    - Do not put too much food onto platters.
    - Place diagonally in neat evenly spread rows.
    - Consider mixture of colours, tastes and textures.
    - Provide enough space around tables.
    - Pack out plates in logical order.
    - Provide practicalities such as a place to discard toothpicks.

- **Serving**

- Make sure all trays are clean.
- Start with a selection of cold hors d'oeuvres and serve warm during the evening.
- One or two sweet treats may be served towards the end of the evening.
- Can be served plated, on a tray, trolley or table or according to silver service.

9.2

	<b>Sausage Rolls</b>	<b>Quiche</b>
9.2.1 Description	Laminated layers take longer to make. Or Puff pastry	Non-laminated: Fat is cut into the flour mixture. Quick and easy to make. Or Short crust pastry
9.2.2 Proportion flour to fat	1 : 1	1 : ½ or 2 : 1
9.2.3 Proportion flour to liquid	1 : ½ or 2 : 1	1 : ¼ or 4 : 1

9.3 9.3.1 Flour gelatinises when cooked with the water and butter. If more flour is added, the ungelatinised starch will cause the puffs to collapse and no cavity will form.  
Or if you change the consistency there will be no cavity.

9.3.2 The pastry dries out completely so that the cavity is encased in a delicate crispy shell, while burning is prevented.  
Puffs that are not completely cooked and still light in colour when removed from the oven will collapse due to their high moisture content.

9.4 The process that takes place when moist heat is applied to starch. The starch granules soften and swell, thicken and become translucent. A cooked taste develops and the starch becomes more digestible.  
(Any two)

**QUESTION 10**

10.1 10.1.1 The dish was inspired by the Tour de France cycle tour.  
**Choux pasteis** piped in a **circle** to symbolise a bicycle wheel. Almond flakes are sprinkled on top and the baked ring is filled with crème pâtissière.

10.1.2 Crêpes in an **orange sauce** that is flamed with brandy, i.e. **flambé**. or thin flat pancakes.

10.1.3 **Choux pastry-based** fritters. Almost always **dusted with sugar** or castor sugar. Or Deep fried choux pastry.

10.2 (Chef) Pâtissier/Pastry chef/Dessert chef



10.3	<b>Italian</b>	<b>Swiss</b>
	Beat egg whites till soft peaks form	Combine egg whites and sugar and heat mixture over Bain Marie
	Slowly add hot sugar syrup while beating	Heat until sugar dissolves
	Whip until cool and stiff peaks form	Remove and whip until stiff peaks form

- 10.4.1
- Chop or break chocolate into smaller pieces to melt.
  - Melt indirectly with steam or microwave.
  - If chocolate becomes too hot, it will become grainy and scorch.
  - Contact with water will cause chocolate to harden or "seize" into a stiff grainy paste that won't melt.
  - If chocolate becomes grainy ... add more warm liquid and try to dissolve the paste.
  - If you need to add water, cream or alcohol, you must add it before melting, because the chocolate may seize if it is added afterwards.
  - Don't allow water to boil.
  - Moderate heat/low heat.
- (Any five)

10.4.2 **Heat and cool** chocolate to **specific temperatures**, making it more resistant to melting and resulting in a **smooth**, hard, shiny finish. **Mixing constantly.**

- 10.4.3
- Dark (bittersweet and semisweet) chocolate
  - Milk chocolate
  - White chocolate

## QUESTION 11

- 11.1 11.1.1
- After the main course and before serving dessert.
  - Hold plate on the flat of your left hand.
  - Fold a service cloth and hold it in your right hand or between a spoon and fork.
  - Stand between two guests.
  - Brush down halfway between both guests onto the plate.
  - Pull down the handle of the piece of dessert cutlery facing you in position.
  - Clearing table of all glasses
- 11.1.2
- Give to the host from the left-hand side.
  - Bill should be folded and placed on a side plate or in a billfold so that the amount to be paid cannot be seen by the other guests.
  - If there is no host, place the bill in the centre of the table.
  - Allow enough time for the customer to place the correct amount of money in the folder.
  - Collect the folder with the money and the bill and take it to the cashier.

- 11.2
- Formal food service
  - Serve from the left hand side
  - Serving equipment is a spoon and a fork
  - Serve directly on the guest plate.
  - Correct placement of food on the plate.

**SECTION C****QUESTION 12**

The article must:

- have an applicable heading and introduction.
- contain about 500 words and appropriate paragraphs.
- note a word count.
- come to a clear **conclusion and opinion**.

Marks will be allocated according to the rubric.

	1 mark	2 marks	3 marks	4 marks	Mark Allocated
<b>Content: Thoroughness</b>	Does not understand what the question is all about.	Discusses computers and technology but does not mention advantage and disadvantage.	Discusses the technology or computers but not both.	Learner discusses both technology and computers and mentions possible advantage and disadvantage.	4
<b>Content: Relevance</b>	Essay is not about computers and technology in the hospitality industry.  × 2	Discusses technology and computers but not relevant to the industry.  × 2	Mentions a few examples but does not come to a clear conclusion about the importance of humans in the industry.  × 2	Argument relevant and as many opinions as possible are mentioned.  × 2	8
<b>Supporting: Humans are important/ Technology can replace the humans</b>	Writing consistent with facts, with little linkage or reasoning. Reasoning incorrect.  × 2	Reasoning correct but hard to follow. Ordinary.  × 2	Supports the position. Reasoning is clear. Minor errors in flow. Solid links sometimes missed.  × 2	Strongly supports a clear position. Reasoning is very clear and succinct. Flow is logical, showing evidence of clear understanding.  × 2	8
<b>Fairness, i.e. Argument against</b>	One counter opinion given.	Two counter opinions given.	Three counter opinions given.		3
<b>Position</b>	Clear decision made.				1
<b>Presentation</b>	Writing is almost unintelligible. Tone, language and terminology unscientific and exceptionally weak. Introduction and/or conclusion not present.	Tone, language and terminology is weak. Attempts at correct paragraphing. Introduction and conclusion present, no matter how weak.	Tone is consistent and suited to scientific argument. Good and appropriate language and terminology. Mostly appropriate paragraphing. Introduction and conclusion have merit.	Tone mature and suited and appropriate professional and scientific argument. Excellent and appropriate use of language and terminology. Correct paragraphing with good transitions. Interesting introduction, satisfying conclusion.	4
<b>28 marks reworked to:</b>					<b>20</b>

**Total: 200 marks**