



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2021

HOSPITALITY STUDIES

MARKING GUIDELINES

Time: 3 hours

200 marks

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.

SECTION A**QUESTION 1 MULTIPLE CHOICE**

- 1.1 D – menu sales can be used to order the correct stock
- 1.2 D – HIV/ AIDS
- 1.3 A – larding
- 1.4 D – Gastroenteritis
- 1.5 B – function rooms, guest rooms and bars
- 1.6 B – feta cheese
- 1.7 A – cloche
- 1.8 C – Crêpe Suzette
- 1.9 D – temperature was too high
- 1.10 B – Sparkling drinks should not be shaken

QUESTION 2

- 2.1 B, C and H
- 2.2 A
- 2.3 D and E
- 2.4 I

QUESTION 3

- 3.1 3.1.1 Radio – auditory marketing tool, the others are examples of audio-visual marketing tools.
- 3.1.2 Price – one of the 6 Ps, the others are examples of promotional techniques.
- 3.1.3 IT-technician – not part of the finance/accounting department, even though they might do work in that department.

3.2

Cold composite appetisers	Canapes	Hot single appetisers
B – Palmier E – Stuffed eggs G – Sushi rolls A – Bouchees A can only be marked in one column	A – Bouchées D – Cucumber cups	C – Buffalo wings F – Brochettes

SECTION B**QUESTION 4**

- 4.1 • GDP is the final value of the goods / services (money or income) produced within the geographic boundaries of a country during a specified period, normally a year.
- 4.2 • It creates jobs for local people, direct and indirect.
• Economic growth is stimulated/boosts OR influences or contributes the GDP
• Infrastructure can be improved by building new roads and facilities.
• Natural resources can be maintained and preserved.
• Tourists bring foreign currency into the country. OR boosts tourism
• Living standards of the community improve through employment and investment.
- 4.3 4.3.1 • Number of people using online shopping has increased.
• Increase in first time users
• Number of on-line providers has increased.
Any 2 analysing of data
- There are many more products available that you can buy on-line. OR comparative buying OR can buy whatever they want to buy
• There is a lot more advertising/marketing related to on-line purchasing.
• Quick and efficient process
• Safer – avoidance of spread of COVID – deliveries
• Shopping anytime – 24 hour access
Any 2 benefits expanded
- 4.3.2 • Shop with reputable retailers.
• Beware of amazing deals.
• Don't browse on public Wi-Fi.
• Use a VPN. (https)
• Use a secure web browser NOT search engine
• Pick strong passwords.
• Check site security before you buy.
• Look for a lock icon in the browser bar of a site to verify that they use SSL (secure sockets layer) encryption.
• Don't fall for email scams.
• Guard your personal information.
• Pay with credit, not debit card.
• Add extra security with a virtual credit card.
• Keep an eye out for fraud.
• Mind the details. After you make the purchase, keep the details in a safe place.

- Track your stuff. After you make an online purchase, keep tabs on it to make sure it's headed your way.
 - Report scammers.
 - Privacy filter front view
- 4.4 4.4.1 • Tuberculosis (TB)
- 4.4.2 • These food handlers can spread/transmit/contagious the disease by coughing and sneezing, laughing or talking onto food.
- 4.4.3 • Workers will be off work for a certain period of time./ absenteeism / lowered productivity
- This means a possible loss of income for the employer. (profit loss)
 - Increases cost of replacing staff and training – cost to the company
 - Loss of jobs – retrenchment/unemployment
 - TB prevalent in lower socio-economic groups so poverty will increase.
 - It puts more pressure on the rest of the staff to perform their own duties and those of the staff that are absent.
 - If workers are not honest about TB OR Covid-19 other staff can become ill, which could lead to the closure of a business.
- 4.5 • It is only the customers' expectations that count.
- Make sure they get what is expected. (expectations are met)
 - The customer is always right.
 - Do not assume that you are delivering excellent service
 - As your perceptions might differ from those of the client.
 - Deliver on your promise to the customer.
 - Give the customer the best service you have to offer.
 - Be accommodating.

QUESTION 5

- 5.1 5.1.1 **Ingredients**
- Repetition of basic ingredients – too many starchy foods /carbohydrates and very rich.
 - Most ingredients are soft – no variety of textures.
 - No contrast in colour.
- 5.1.2 **Suitability for Muslim customer**
- Unsuitable for Muslim guests
 - There is bacon in the soup or Muslim customers do not eat pork.
 - Or beef may not be halaal certified
- 5.1.3 **Layout**
- Positive aspects that can be mentioned
 - Border around
 - Dishes in order of serving
 - Centred
 - Negative aspects that can be mentioned
 - Date included even though incorrectly placed on the menu. Can be at the top or bottom
 - 'Menu' not in capital letters
 - Type of meal not stated
 - First letter of each dish/word not in capital letters
 - Month not written in full
 - No spaces or headings to indicate courses.
 - The main course and the accompaniments are not placed together
 - Should say coffee/tea (coffee only is also correct)
- 5.2 5.2.1 Picture 1
- 5.2.2
 - Adds texture
 - Adds taste/flavour
- 5.2.3 A food allergy causes an immediate immune reaction severe to death/anaphylaxis
while a food intolerance does not cause immune reaction – the body cannot fully digest or process certain foods
- Food allergies affect numerous organs and can cause a range of symptoms
- Food intolerance is often limited to digestive problems.
Food allergies are less common than food intolerances.
- 5.2.4 Picture 2

QUESTION 6

6.1

Ingredient	Amount used	Purchase unit	Purchase price	Cost of ingredients used
Butter	20 g	500 g	R63,99	R2,56
Potatoes	1 kg	2,5 kg	R35,99	R14,40
Bacon	200 g	250 g	R39,99	R31,99
Milk	500 ml	2 litres	R25,99	R6,50
Thyme	2 g	10 g	R11,99	R2,40

6.2

	Ingredient	Amount used	Calculation	Cost of ingredients used
	Butter	50 g	–	R6,40
	Flour	25 g	–	R0,30
	Mushrooms	250 g	–	R26,99
	Cream	250 ml	–	R29,99
6.2.1	TOTAL FOOD COST		–	R63,68
6.2.2	OVERHEAD COST		$63,68 \times 40\%$	R25,47
6.2.3	LABOUR		$\frac{25}{60} \times 150$	R62,50

6.3

Malva Pudding		
Total Cost	R38,08	–
Yield	12	–
COST PER PORTION	38,08/12	R3,17

6.4

- Checking when receiving stock
- Storing and issuing stock correctly
- Accurately measuring, processing and cooking
- Using standard portions and good portion control
- Avoiding excess trimming to prevent loss, shrinkage and waste

QUESTION 7

- 7.1
- 2 – Neck
 - 4 – Bolo
 - 5 - Chuck
 - 14 – Top side
 - 15 – Silverside
 - 9 – Thin flank
- *Number and name of cut must be correct
- 7.2 Grill / Bake no frying in oil or fat
The fat comes off, no extra calories
- 7.3
- 7.3.1
- Saves time
 - Easy to prepare
 - Easy to store
 - Liked by many people
 - Low in calories when you buy lean
 - Nutritional
 - Can be cooked in a variety of ways
- 7.3.2
- A protein used as a substitute for meat obtained from soya beans or other vegetables that have been spun into fibres and flavoured
- 7.3.3
- It is an excellent source of nutrients
 - Convenient to use
 - Cheaper than animal protein
 - Low in kilojoules
 - Rich in complex carbohydrates and fibre/ low-GI
 - Easy to store
 - It has a long shelf life
 - Meat substitute
 - "Stretches" a dish
 - Takes on the flavour of whatever it is cooked in
- 7.4 $120 \text{ g} \times 10 = 1200 \text{ g}$ or 1,2 kg
- 7.5
- 7.5.1 6 – Flat rib
- 7.5.2
- Use a combination heat method or (Braising)
 - Brown it and cook in liquid
 - It is a tough cut – needs long, slow cooking
- 7.5.3
- Good feeding guarantees good quality meat
 - Animals are not fed in a feedlot so that should result in marbling and not subcutaneous fat.
 - Animals are calmer and meat will be tender.
 - Animals are not treated with hormones and anti-biotics, making it healthier for human consumption.

- 7.6
- Yellow rice or rice or naan or roti
 - Sambal Yogurt / Raita / banana
 - Achar
- 7.7
- Lentils do not need soaking or other pulses are soaked
 - Cooking time is much shorter, some as short as 10 minutes
 - Some lentils disintegrate during cooking
- 7.8
- Moral grounds
 - Health reasons
 - Religious beliefs
 - Negative impact on the environment
 - Don't like the taste of meat
 - Financial reasons
 - Trend

QUESTION 8

- 8.1
- 8.1.1 Short crust pastry
- 8.1.2 Puff pastry
- 8.1.3 Purr pastry
- 8.1.4 Phyllo pastry
- 8.2
- Baking a pie crust before adding filling is called **blind baking**.
 - Roll the pastry into the shape required / the correct thickness.
 - Line the tart plate and finish the edges neatly.
 - Pierce small holes This is referred to as **docking**.
 - Cover base with paper and fill with beans. Bake the pastry case for 10–15 minutes.
 - Remove the beans and the paper and bake a further few minutes
 - **Sealing** before adding an egg filling: brush the base and sides with beaten egg and return to the oven for 3–4 minutes. OR sealing with melted chocolate

(one mark for each of the terms used and 5 marks for the process)

- 8.3
- 8.3.1
- Fat too soft
 - Dough too soft
 - Edges not sealed
 - Uneven folding and rolling
 - Oven too cold
 - Incorrect ratio of fat to flour
- 8.3.2
- Overhandled
 - Insufficient resting between rollings
 - Over-stretched
- 8.4
- 8.4.1 Eclairs
- 8.4.2 Paris Brest
- 8.4.3 Churros

QUESTION 9

- 9.1 9.1.1 Substitute the cream for a non-dairy cream replacement.
- 9.1.2 Substitute the chocolate with something like strawberry or carob.
- 9.1.3 Use a low-fat cream replacement
 Use a sugar replacement (non-nutritive sweetener)
- 9.2 • Charlotte Russe is a set in a Charlotte mould, lined with sponge finger biscuits while a
 • Charlotte Royale is set in a Charlotte mould, lined with slices of Swiss roll
- 9.3 9.3.1 It holds its shape well or (no cooking required)
- 9.3.2 • Swiss meringue – combine egg whites and sugar and heat mixture over bain-marie until sugar is dissolved. Remove from heat and whip mixture until stiff peaks form.
 • Italian meringue – beat egg whites until soft peaks form. Slowly add hot sugar syrup. Whip until cool and stiff peaks form.
- 9.4 9.4.1 • Rinse the mould with cold water.
 • Lightly spray with non-stick spray.
 • Lightly brush with oil.
- 9.4.2 (a) The fruit should be added when the dessert is slightly set.
 (b) Too much gelatine was added.
- 9.4.3 • The gelatine dessert won't set.
 • This will happen due to the enzymes present (bromelin) in the pineapple that break down the proteins in the gelatine.
- 9.5 • Peel the pineapple and remove the core
 • Cut into desired shapes.
 • Prepare a sugar syrup.
 • Boil the pineapple pieces in the syrup until just soft.
 • Carefully place the fruit in a sterilised jar and fill with syrup.
 • Seal thoroughly.
- 9.6 • Warning statements – for allergens and declaration of certain ingredients and substances
 • Nutritional information – legal requirements to help consumers make informed choices
 • Barcode – product inventory and pricing
 • Batch number – for quality control and recalling if necessary
 • Use by, best before, baked on date – indicates shelf life
 • Food additives – for checking for potential harm to humans
 • Expiration date or Date of manufacturing
 • Serving suggestions
 • Storage instructions – the best storage method

QUESTION 10

10.1 Any acceptable difference for example:

- Draught beers are stored in kegs or barrels while bottled and canned beers are stored in bottles/cans
- Draught beers are served through tap openings whereas bottled or canned beers are poured and drunk directly.
- Draught beer less sterile due to the tap
- Draught more flavour and canned loses aroma due to sunlight

10.2 10.2.1 Blackcurrant

10.2.2 Pomegranate

10.2.3 Raspberry

- 10.3
- Ideally stored at a temperature between 10 and 12 °C.
 - Stored in the dark
 - Bottles stored lying down at a slight angle, with the corks at the top.
 - Rotated regularly.

- 10.4
- **On-consumption** licence allows the liquor to be consumed where it is bought. for example: hotels, restaurants, clubs while
 - **Off-consumption** licences govern outlets that sell liquor that is consumed elsewhere. For example: liquor stores, wholesale liquor outlets

- 10.5
- A person who has, in the preceding 10 years, been sentenced to imprisonment for any offence, without the option of a fine.
 - A person who is unrehabilitated insolvent.
 - A person who is a minor on the date of consideration of the application.
 - The husband or wife of any of the above persons.

SECTION C**QUESTION 11****RUBRIC TO MARK SECTION C QUESTION 11**

	0 mark	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Use of sources	No reference to sources.	Reference made to only part of a source.	Reference made to one source.	Reference made to two sources.	Source detail used very close to full potential.	4
Quality of content X 2	Little or no content relevance.	Significant important information missing AND facts not closely related to the topic.	Some vital information missing OR many irrelevant facts.	Sufficient facts provided. Most information is relevant, appropriate and accurate.	Many facts provided. All information is relevant, appropriate and accurate.	8
Use of own knowledge/ experience	No own knowledge provided.	A few facts and little information provided from own knowledge/ experience.	Includes some facts and information from own knowledge/ experience.	Includes facts and information from own knowledge/ experience.	Includes many facts and much information from own knowledge/ experience.	4
Quality of argument	Question not answered. Missed the point.	Flawed in all respects.	Flawed in two respects.	Flawed in one respect.	Decision clearly stated and supported by essay. Reasoning/logic very clear. Argument is not repetitive. Argument is succinct/neither longwinded nor rambling.	4

Total: 200 marks