



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2023

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**

- 1.1 A
- 1.2 A
- 1.3 D
- 1.4 A
- 1.5 B
- 1.6 A
- 1.7 C
- 1.8 C
- 1.9 A
- 1.10 C

QUESTION 2

- 2.1 E; (ii); 1
- 2.2 C; (iii); 3

QUESTION 3

- 3.1
 - 3.1.1 Perlé – Perlé is a natural sparkling wine and Brut and Doux are levels of sweetness of sparkling wine
 - 3.1.2 Ascorbic acid – the other two are chemical preservatives and ascorbic acid is also known as vitamin C, not used in preserving of food.
- 3.2 A, B, C, E
- 3.3
 - 3.3.1 Glazing / Crystallising / bottling or canning
 - 3.3.2 Canape
 - 3.3.3 Food intolerance/Intolerance
 - 3.3.4 Pickling
 - 3.3.5 Oxidation
- 3.4
 - A – cheese platter containing locally sourced cheese
 - C – stuffed pork loin

SECTION B**QUESTION 4**

- 4.1
- The ability to identify business opportunities / take calculated risks to achieve success
 - Commitment and determination
 - Sense of responsibility
 - Love of achievement / motivated
 - Creativity
 - Self-reliance and adaptability
 - Future-orientated perspective / Visionary / innovative
 - Confidence in achieving success
 - Good organising and management skills / problem solvers
 - High levels of energy and a sense of humour
 - Passionate
 - Disciplined
 - Team player

4.2	<p>Strengths / Strong points</p> <ul style="list-style-type: none"> • Lee raised in hotel-environments. • Lee is familiar with hotel management. • Juliette is a self-trained chef. • There are no other guest houses in a 120 km radius and only 4 backpackers in their town. • The town is a popular halfway stop from Cape Town to Gqeberha for business travellers and holiday tourists. • Innovative meals 	<p>Weaknesses / Weak points</p> <ul style="list-style-type: none"> • The guesthouse is in a remote town, 200 km from the nearest large town. • Fresh produce is not easily available. • Juliette no formal training (self-taught) • Renovations take time • Only appeals to a certain audience
	<p>Opportunities</p> <ul style="list-style-type: none"> • Turn an old guesthouse into a unique, profitable guesthouse. • Attract visitors with special meals. / themed dinner / innovative (creative) meals • Employ local people. • Start a sustainable fruit and vegetable garden. • Successful marketing strategies (by word of mouth and social media) • Expand • Offer discounted packages 	<p>Threats</p> <ul style="list-style-type: none"> • Tourists might prefer to stay with the cheaper backpackers. • Bad reviews on social media • Poor roads – potholes • Loadshedding • Similar venture opening • Economic changes • Fresh produce is not easily available.

- 4.3
- Local artists can produce handmade articles / souvenirs for guests to buy.
 - Good cooks can provide the hotel with homemade food items, for example bread / cakes and dessert / sweet treats / biltong / jam
 - Local farmers can sell their fresh produce, for example meat / biltong / fruit and vegetables
 - Laundry service
 - Shuttle service / tour guide for local tourist attractions
 - Maintenance / garden services
 - Private security
- 4.4
- Front office / Reception
 - Finance / Accounting
 - Housekeeping
 - Maintenance
 - Security
 - Marketing
 - Laundry
 - Human Resources
- 4.5
- Attractive, clear, and appealing profile pictures.
 - Good, clear descriptions and directions on the page
 - Good quality pictures with personal touches added.
 - Regularly add photos / posts.
 - Respond as soon as possible on comments of guests.
 - Encourage guests to contribute to the page with likes, photos and reviews
 - Promotions
 - Contact details linked
 - Up to date
- 4.6
- (a)
- Staff neatly dressed in uniform
 - Well-groomed – clean
 - Good personal hygiene
- (b)
- Staff with friendly (polite) and helpful attitudes
 - Making customers feel welcome, greet them on arrival
 - Responding to guests in a timely manner
 - Articulate and courteous
 - Security guards
 - Electric fencing
- (c)
- Providing safe parking
 - Good internal security
 - Security cameras
 - Create a safe environment
 - Electric fencing
- 4.7
- Invest in rechargeable light bulbs at bedside tables.
 - Invest in inverters
 - generators
 - solar panels.

- Have gas or lamps / gas geysers / candles with matches / battery-operated lights available in the rooms.

- 4.8
- Exercise courtesy under all circumstances
 - Being punctual
 - Keeping confidential matters to himself / herself
 - Being fair in all situations and keeping personal opinions private/ be objective / do not be biased.
 - Doing full share of work and not leaving it for others / everyone should pull their weight.
 - Being always alert
 - Dealing with sensitive issues in privacy and in accordance with organisational requirements
 - Listening to others / recognise others as individuals with different personalities / have some thought for your fellow workers and do not be selfish / talk to each other / be understanding.
 - Making allowances for other people's opinions and mistakes/ be tolerant / be willing and prepared to work with others.
 - Apologising sincerely for errors or misunderstandings
 - Speak clearly in a language that the listener can understand.
 - Practise working with others / everybody should work towards the same objective.
 - Ask for help when needed / cooperate with each other.
 - Share successes and failures / enjoy working with each other
 - Honesty / integrity

- 4.9
- Satisfied customers are willing to pay / when customers are satisfied with the service and goods; they are prepared to pay a fair price. Satisfied customers become loyal customers that return to the business. Positive word of mouth attracts more customers / customers talk favourably about their experiences. More customers increase the income and profits / satisfied customers enhance profitability

- 4.10
- Guests can book rooms by making use of online security to protect their privacy and financial information.
 - Prices and facilities offered by different hotels can be compared.
 - Pictures of hotels and rooms information on prices and special offers as well as the environment can be found online.
 - It is helpful in last-minute travel arrangements.
 - It is faster and more efficient.
 - If a specific guesthouse is full, the guests have access to other properties in the vicinity.
 - Guests can read reviews of other guests to make an informed choice of guesthouse.
 - A guest profile will be created which allows wireless check-ins to prevent long queues

- 4.11
- Should not be dismissed
 - There is no known risk of HIV transmission to co-workers, guests or customers.

- Sharing utensils such as knives and forks or using the same bathroom facilities is not a risk.
- Scientists and medical authorities agree that HIV does not survive outside the body because oxygen destroys the virus.
- A food worker with Aids should be treated as any other worker unless they have other infections or illnesses such as diarrhoea or hepatitis
- A business owner who fires a worker with Aids can be charged with unfair dismissal / discrimination.

QUESTION 5

- 5.1 5.1.1 Allow each jelly layer to set before adding the next layer.
- 5.1.2 Broth / Clarified meat, fish or poultry flavoured stock that sets when cooling down/Savoury jelly made of a strong stock in which the gelatine content is increased.
- 5.2 (a) Soak in cold water for at least 15 minutes until it is very soft.
- (b) Remove softened sheets from the water, do not squeeze water out Stir the softened gelatine sheets into the hot liquid until it is completely dissolved
- 5.3 • Allow the mixture to thicken to the consistency of thick egg white before adding the solid ingredients
- Chill the gelatine over an ice water bath until it becomes syrupy before solids are added
- Solid ingredients should be free of liquid.
- 5.4 • Adding crushed ice cubes as a substitute for water to the dispersed gelatine
- Placing the mould in a larger bowl with ice water
- Placing the mould in the freezer for a short time – but don't allow it to freeze as the ice crystals will damage the gel structure.
- Cooling the ingredients and the moulds before using it

QUESTION 6

6.1 A – Mille Feuille

B – Paris Brest

6.2 Puff Pastry / Pâte feuilletée

6.3 6.3.1 It contributes to the flavour / adds a rich flavour / gives a wonderful colour / creates many flaky layers

6.3.2 The acid in lemon juice softens the gluten in the flour and makes the dough more pliable and easier to roll out

6.4 (a) Whipped cream / confectioner's custard / mousse / chiffon filling / fresh fruit / fruit jam

(b) Ganache / glacé icing / chocolate sauce / chocolate shavings / dusted icing sugar / spun sugar / praline / nuts / fruit

- 6.5
- Hundreds of light, flaky layers
 - Light golden-brown colour
 - The surface is a bit uneven
 - A rich delicate taste

- 6.6
- Can be used for sweet and savoury dishes/multiple or variety of dishes for example cream puffs with custard /cream filling or tuna / cheese / biltong / cream cheese and chili filling

OR

- Is suitable for a variety of cooking methods for example baking (eclairs) / deep fat frying (aigrettes) or poaching (gnocchi).

6.7		<u>Bring to the boil</u> Heat the water with the shortening. Take care not to allow the water to boil for too long before all the shortening is melted.
		<u>Stir</u> When the water starts to boil, add the flour and salt immediately and stir over the heat until the mixture comes loose from the sides and forms a ball.
		<u>Cool and beat in the eggs</u> Allow the flour mixture to cool. Add the eggs bit by bit until the pastry reaches the correct consistency.
		<u>Shape</u> Puffs are shaped onto a greased baking tray. A piping bag or two nozzles may be used.
		Bake at an initially high temperature (200°C) for a short time. Temperature is reduced to 180 °C after a few minutes to complete the baking time. (mark allocated for temperature reduced regardless whether the amount is given or not)

QUESTION 7

- 7.1
- Baked Alaska
 - Pavlova

7.2

	Type of meringue	Preparation technique
(a)	French meringue / Common meringue	Beat egg whites into a soft peak and gradually add sugar
(b)	Swiss meringue	Beat egg whites and sugar over a bain-marie until sugar is dissolved
(c)	Italian meringue	A hot syrup is poured onto egg whites while it is being whipped

- 7.3
- All equipment should be free of fat or grease.
 - Egg whites should have no trace of egg yolk.
 - Mixing bowls should be made of a material that does not retain grease, such as glass, porcelain or stainless steel.
 - Egg whites at room temperature foam best
 - Acids such as cream of tartar or lemon juice help to stabilise the foam

QUESTION 8

- 8.1 8.1.1 Total cost = food cost + labour cost + overheads
 = R13 500 + R3 150 + R2 300
 = R18 950
- Selling price = total costs + profit
 = R18 950 + R20 400
 = R39 350
- 8.1.2 Gross profit = selling price – food cost
 = R39 350 – R13500
 = R25 850
- 8.1.3 Selling price = Total cost / No. of guests.
 39 350 / 120 (mark awarded for divide by 120)
 = R327,92
- 8.2
 - Do comparative buying / purchase food from more than one supplier.
 - Take precautions against theft.
 - Control staff access to food as much as possible
 - Train employees thoroughly – this will help to minimise the cost of ingredients / breakages of containers, burning of food and other accidents all reduce profit
 - Measure portions accurately
 - Avoid overproduction of food
 - Apply 'zero wastage' in kitchen (nose to tail)
 - Good menu planning
 - Use water and electricity efficiently
- 8.3 Not suitable
Reason: Sweet treats are not served when it will be followed by a meal
- 8.4 8.4.1 Not suitable
 Bobotie spring rolls and Biltong and Cream Cheese Bouchée contain meat and milk / Jewish people do not mix meat and milk products during a meal.
- AND/OR**
- Angels on Horseback contain bacon and shellfish. Both items are not allowed in kosher cooking
- 8.4.2 Not suitable
 Angels on Horseback contains bacon / Muslim people are not allowed to eat bacon / pork / Muslim people do not consume alcohol.
- OR**
- Suitable
 Apart from the Angels on Horseback all other dishes are allowed in Muslim diets / Muslims should just refrain from eating Angels on Horseback
- 8.4.3 Not suitable
 Hindus are strict vegetarians / All the savoury dishes contain meat
- 8.5 Replace the bobotie with any vegetable filling. E.g., Spinach and feta

QUESTION 9

- 9.1 A – Shin/Shank
B – Wing Rib
C – Fillet

- 9.2 9.2.1 B / Wing Rib

Motivation:

It is a large meat cut to make it worthwhile and easy to debone, stuff and roll / It has enough marbling for the long, slow cooking process of pot roasting

- 9.2.2 A / Shin / Shank

Motivation:

It contains bone to add flavour / it is a tough meat cut and suitable for the long, slow cooking process of making stock, soup and Osso Bucco

- 9.2.3 C / Fillet

Motivation:

It is the softest meat cut and suitable for the short cooking time of frying, e.g. Steak Diane

- 9.3 It stretches the number of serving portions from a cut
Enhances the appearance of the prepared dish / keeps its shape
Enhances the flavour of the meat
Keeps its shape

- 9.4 B ORC
These cuts are low in fat

- 9.5
- larding
 - barding
 - marinating
 - use dairy products such as buttermilk and yogurt or oil to marinate rather than wine
 - moist heat methods such as stewing, braising will add juiciness and flavour
 - unsuitable cooking methods/ dry heat such as roasting, grilling will dry out the meat
 - Continuous basting / spooning juices over during cooking
 - Stuffing the meat

- 9.6 9.6.1

		Number of cut	Name of cut
(a)	Loin chops	4	Loin
(b)	Cushion	2 or 9	Thick rib / RIB or shoulder

9.6.2 Oven roasting/roasting

- 9.6.3
- Meat can be fashioned/attractively made into a regular shape
 - It will cook evenly
 - Easy to carve
 - Bones reserved for stock
 - Interesting dishes can be prepared
 - Deboned meat can be additionally stuffed to stretch the meat and yield more portions.

QUESTION 10

10. 10.1.1 Chenin Blanc

10.1.2 Fairview

10.1.3 Paarl

10.2 7–10 °C

- 10.3
- Stand on the right-hand side of the guest
 - Hold the wine selected on a service cloth
 - Label must face the guest
 - Present the wine to the host whilst saying the name and vintage of the wine to confirm that it is the correct one
 - Open the bottle once the host is satisfied
 - Permit the guest to feel the temperature of the wine if they wish to do so.
- 10.4
- If a cocktail contains cream, fruit juice or eggs, it should be shaken
 - Never shake effervescent drinks
 - Serve in a chilled glass/appropriate glass for the cocktail.
 - Ice should be clear and clean
 - Follow the recipe carefully
 - Use good quality products
 - Use accurate measurements/ tot measure
 - Don't make glasses too full
 - Add garnishes last
 - Glasses are often decorated using plastic straws and umbrellas
 - Place ice in the glass or mixer, followed by the nonalcoholic drink and then the alcohol.
 - Ensure clean equipment.
 - Shaken/stirred/blended/built
 - Liquor/wine can be stirred

SECTION C**QUESTION 11**

The difference between a vegetarian/vegan diet and that of the traditional food pyramid.

- The vegetarian/vegan food diet does not include any animal products. They exclude red meat, poultry, fish, and dairy products.
- These are replaced with soya products, tofu, seeds, and legumes.
- Other supplements may be added to ensure sufficient nutritional intake.

Health benefits of both diets.

Vegetarian

- Lower cholesterol due to the fact that they exclude all animal fats and dairy products
- Lower blood pressure and therefore better cardiovascular health
- This diet is rich in essential nutrients and antioxidants.
- Lower inflammation
- Lower risk of cancer
- This diet is environmentally friendly.
- You avoid consuming harmful hormones and antibiotics.

Traditional food pyramid diet

- Balanced intake of all food groups
- Keeps skin, teeth, and eyes healthy.
- Supports muscles.
- Boosts immunity.
- Strengthens bones.
- Lowers risk of heart disease, type 2 diabetes, and some cancers.
- Supports healthy pregnancies and breastfeeding.
- Helps the digestive system function.

Affordability

The vegetarian/vegan diet could be more affordable because it excludes expensive meat, poultry fish and dairy.

Reasons for becoming a vegetarian:

- Moral grounds
- Health reasons
- Religious beliefs
- Meat industry has a negative impact on the environment
- Some people don't like the taste of meat
- Meat is more expensive than plant-based products

Types of vegetarians:

Fruitarian

Vegan

Lacto-vegetarian

Ovo-vegetarian

Lacto-Ovo vegetarian

Pesco-vegetarian

Pollo-vegetarian

Pollopescatarian

Learners can discuss plant-based protein.

TVP – high in fibre, high in protein meat substitute made from soy flour

Including legumes

Seeds and nuts

Advantages and disadvantages of the above.

There are good vegetarian and vegan sources of protein (nuts, beans, peas, lentils, soya beans and products such as soy flour, soy milk, miso, tofu and tempeh). Most of them don't have all the essential amino acids, in the correct amounts and should be used in combination or as a mixture of legumes, seeds, nuts, wholegrains and vegetables.

Legumes are:

- High in protein
- Low in fat
- Cholesterol free
- A natural source of fibre
- Gluten free
- High in Vit B9, potassium, iron and magnesium
- Rich in antioxidants
- Low GI

Legumes are beneficial for people with diabetes, pre-diabetes or heart disease.

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.	References made to one source.	References 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 is missing AND facts not closely related to the topic are included.	Some vital information is missing OR many irrelevant facts are not included.	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/ not long-winded nor rambling.	4

Total: 200 marks