



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2022

## **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**

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

**QUESTION 2**

- 2.1 C
- 2.2 A
- 2.3 E
- 2.4 H
- 2.5 G

**QUESTION 3**

- 3.1 3.1.1 Sirloin, not part of the beef fillet (not a cut from the beef fillet) **Or** is cut from the loin and not from the beef fillet.
- 3.1.2 Cabernet Sauvignon, the other two are white wine varieties. **Or** cabernet sauvignon is a red wine and the other two wine are white varieties.
- 3.2 B and D
- 3.3 3.3.1 Tempering
- 3.3.2 Pine nut
- 3.3.3 Puff pastry
- 3.3.4 Crudités
- 3.3.5 Meals-on-wheels
- 3.4 3.4.1 B – Dried peach compote  
F – Pears in red wine
- 3.4.2 D – Lemon sorbet  
H – Watermelon granita

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

4.1 4.1.1 A franchise is an enterprise with a well-established name that forms part of a chain in which every establishment/shop has its own owner.

- 4.1.2
- A – Chicken Licken
  - B – Nando's
- (any 2 × 1)

4.1.3 **Cash flow analysis**

How much money came into the business, where it came from and how it was used

**Income statements**

Profit/loss for a certain period

**Balance sheet**

The assets, liabilities and owner's equity/the money the owner has after the business repays its creditors or the money that is left at the end of a financial year.

**Break-even analysis**

How much of an item you need to sell before you have covered your fixed costs and start making a profit. OR  
Where income and expense balances meet

**Budget**

Planning how money will be utilised in the next financial year.

4.1.4 Establishments often offer packages that include accommodation and the function room at a special rate for delegates. OR discount

- 4.2
- Be tolerant
  - Do not be biased (objectivity)
  - Be willing and prepared to work with others
  - Be honest
  - Be an understanding team member
  - Have patience
  - Work together
  - Support and accept others
  - Ask for help when needed
  - Co-operate
  - Share successes and failures
  - Enjoy working with each other
  - Communication is key
  - Work towards a common goal
  - Compromise
  - Polite
- (any 5 × 1)

- 4.3
- Security staff should be well equipped (including cameras etc)
  - and trained to handle suspicious activities and unrest.
  - Keep guests informed about unsafe areas.
  - Security company on standby
  - Stricter entrance rules

Do not allow guests to travel outside the establishment if it is not safe.

Supply guests with maps of unsafe areas.

(any 4 × 1)

4.4 4.4.1 Cholera T

- 4.4.2
- All liquids need to be chemically treated, boiled, or pasteurised, or drink bottled water.
  - Foods need to be cleaned and cooked properly.
  - Thorough hand washing.
  - Vaccines are available.
  - Do not use uncooked fish/shellfish.
  - Cover food to protect it from flies.
  - Only use treated water to wash fruit and vegetables.

(any 5 × 1)

- 4.4.3
- Staff could be hospitalised and be absent from work for several days
  - Lower productivity
  - Vacant posts
  - Leads to loss of trade and income
  - Workers have less money available
  - Indirect expenses for recruitment

(any 3 × 1)

**QUESTION 5****5.1 5.1.1 Menu planning**

Compiling a menu from which customers choose what they want to eat **OR** deciding what you will include on a menu in category, e.g. soups, mains, desserts etc.

**5.1.2 Menu engineering**

Focus on the data about sales volumes, cost and profit of each dish on the menu. **OR** to create a more profitable menu by looking at the sales volumes of a menu item.

**5.1.3 Menu analysis**

Analysing the nutritional content of a menu  
Aspects like variety of foods, serving sizes, colour, texture and the use of seasonal foods are analysed.

**5.2 5.2.1 Served at beginning/start of the meal****5.2.2 Appetizer OR finger food**

5.3	5.3.1	Sun-dried tomato palmiers	i
	5.3.2	Vol-au-vents filled with prawn Marie Rose	iv
	5.3.3	Spicy chicken wings	ii
	5.3.4	Biltong, green fig and blue cheese quiche	iii

- 5.4**
- This menu is an à la carte menu
  - A table d'hôte menu is used for a banquet
  - Dishes should not be priced individually for a banquet as guests pay one price for the meal
  - A banquet menu contains pre-selected menu items
  - This menu has too many choices
  - Courses/dishes do not complement each other; repetition of chicken and beef
  - This menu will be time consuming to prepare (any 4 × 1)

5.5

<p style="text-align: center;"><b>MENU</b></p> <p style="text-align: center;">FORMAL DINNER/DINNER</p> <p style="text-align: center;"><b>Hors d'oeuvres/Starter</b></p> <p style="text-align: center;">Sun-dried tomato palmiers</p> <p style="text-align: center;"><b>Soup</b></p> <p style="text-align: center;">Cannellini and kidney bean soup</p> <p style="text-align: center;"><b>OR</b></p> <p style="text-align: center;">Roasted tomato soup</p> <p style="text-align: center;"><b>Main course</b></p> <p style="text-align: center;">Linguini with cherry tomatoes and fresh basil</p> <p style="text-align: center;"><b>Dessert</b></p> <p style="text-align: center;">Fruit salad with berry coulis</p> <p style="text-align: center;">Coffee</p> <p><b>Date:</b> month written out in full can be at the top centred or bottom right-hand corner or centered</p> <p><b>Format correct:</b> Spacing headings centred (use of symbols S/H and C to mark) (any 3 × 1)</p> <p>The menu must include dishes in each course for a strict vegetarian/no meat dishes in the course will be accepted. No eggs or dairy in dessert.</p>
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5.6 5.6.1 Apple turnovers **OR** Fruit salad with berry coulis  
**Any other dessert chosen must be marked in conjunction with reason B**

5.6.2 **Reason A:** Jews may not consume any dairy products after eating meat; both these desserts do not contain dairy  
**Reason B: guest did not select a meat course**

5.7 The feta cheese in the filling is a dairy product.  
 A lactose intolerant guest cannot eat any dairy products/ cannot be digested.

**QUESTION 6**

6.1 6.1.1 Fillet/Tenderloin

- 6.1.2
- Prime rib
  - Loin/sirloin
  - Fillet/Tenderloin
  - Rump
  - Topside
- (any 1 × 1)

6.1.3 Wing rib/sirloin/loin

6.2 The tournedos and the Porterhouse steak will be grilled or shallow fried because tender meat cuts are used.  
The stroganoff will first be shallow fried and then stewed until tender.

- 6.3
- Do not soak or wash meat in water.
  - Do not salt the meat too long before cooking.
  - Thaw correctly.
  - Do not cook at too high temperatures or low temperatures for too long.
- (any 3 × 1)

- 6.4
- Truffles
  - Foie gras
  - Croute

6.5 6.5.1 Saratoga chops

6.5.2 The noisette is cut about 20 mm thick and the Saratoga chops about 25 mm. OR  
Noisettes are not skewered but tied with string or held with a toothpick  
(any 1 × 1)

6.6 6.6.1 Drying (air drying accepted NOT sun drying)

6.6.2 Salt

- 6.7 6.7.1
- It is readily available
  - It can save time
  - Save effort/labour
  - Ready made – little to no cooking required
  - Label offers serving suggestions
  - The label offers nutritional information
  - Longer shelf life (do not accept LASTS LONGER)
  - Easy to store
- (any 2 × 1)

6.7.2 Botulism

**QUESTION 7**

- 7.1 Beans are legumes and they are:
- High in lean protein
  - Low in fat
  - Cholesterol free
  - Good source of fibre
  - Rich in antioxidants
  - Low GI
- 7.2 A white, cheese-like curd made from soybeans
- 7.3 The traditional food pyramid has milk and milk products, and the vegan food pyramid has non-dairy items like almond milk, plant-based cheese, etc. The traditional food pyramid has meat and meat alternatives, and in the vegan food pyramid these are replaced with legumes and seeds.

**QUESTION 8**

- 8.1 8.1.1 Sweet short crust pastry OR short crust pastry OR Pâte sucrée
- 8.1.2
- Rich
  - Not flaky
  - Light, golden colour
  - Crisp
  - Soft, short crumbles
  - Texture not tough
- (any 3 × 1)
- 8.1.3 (a) Bake blind
- Line the tart pan with pastry and dock it.  
Line the case with foil or greaseproof paper.  
Weigh the lining and pastry down with dried beans or rice.  
Bake the pastry in the oven at 180 °C, for 10–15 minutes.  
Remove the beans and lining and bake for a further 5–10 minutes until the pastry is dry and light brown in colour.  
(any 3 × 1)  
(no need to be specific about times)
- (b) 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 filling is used, it is already cooked  
(any 2 × 1)
- 8.2 8.2.1 French meringue
- 8.2.2 Whites will not foam due to fat content or not able to foam



8.2.3 Whipped whilst adding a cooked sugar syrup OR safer to eat (not raw)

8.3 8.3.1 Croquembouche

8.3.2 Steam

8.3.3 (a) To prevent evaporation that will result in too little steam  
Changes the ratio of the ingredients  
The product will have a small volume  
It prevents rising  
Results in an oily product  
(any 2)

(b) Too little egg will result in a puff which has a small volume and a small cavity.  
Too much egg will result in a runny pastry that cannot be shaped properly.

(c) To ensure that the pastry dries out completely  
Set or hard shell  
To ensure the pastry is well-cooked  
To keep shape OR to prevent burning  
(any 2)

8.3.4 • It will be runny if not fully cooked, custard won't hold shape  
• The starch won't gelatinise properly  
• Egg protein will not coagulate  
• There may be a raw starchy taste✓  
(any 3 × 1)

**QUESTION 9**

9.1 Hot, baked sponge-based dessert

9.2 The crème anglaise should be prepared in a double boiler and stirred constantly. It should be cooked just until it coats the back of the spoon and not for too long. The milk must not be boiling when added to the egg-yolk mixture. The temperature of the stove must not be too high.

9.3

<b>Bavarois</b>	<b>Parfait</b>
Set dessert.	Frozen dessert.
Mixture poured into a mould and chilled until set.	This custard mixture is frozen in a cylindrical mould and cut into slices for service.
Made from hot egg custard to which gelatine and whipped cream is added.	Made with a flavoured custard cream, or flavoured syrup mixed with egg yolks blended with fresh cream
Unmould for service.	Ice-cream base alternated with toppings, fruit or sauce and served in a tall glass.
(any 2 × 1)	(any 2 × 1)

9.4 9.4.1 **Hydration**

Powdered gelatine should be sprinkled over cold liquid and left to stand for two minutes or longer so that it can absorb liquid and swell.

**Dispersion**

Melting the gelatine to become a liquid.

**Gelation**

The gelatine mixture is refrigerated to set or form a solid gel.

9.4.2 The raw kiwi contains proteolytic enzymes that breaks down proteins in the gelatine and prevent gel formation.

The kiwi should have been cooked before being used in the jelly. Y

- 9.4.3
- Do not insert a knife.
  - Pull it away from the sides with your fingertips.
  - Use a blowtorch briefly around the sides of the mould.
  - Put a warm cloth around the mould to facilitate unmoulding.
  - Dip the mould into hot water for 1–2 seconds.
- (any 4 × 1)

**QUESTION 10**

## 10.1 10.1.1 Second fermentation in the bottle

10.1.2 Second fermentation in the tank OR Charmat method  
Carbonated

## 10.1.3 Champagne is only bottled in the Champagne district in France.

## 10.2 De-alcoholised wines are made from the same grapes as other wines and are aged and fermented in barrels.

The alcohol is filtered out just before the wine is bottled.

Less than 0.05% alcohol

any

- 10.3
- Liquor may only be served with a meal
  - Liquor may not be sold to anyone under the age of 18
  - Liquor may not be sold to guests who are already intoxicated
  - Adequate toilet facilities must be provided
  - Any liquor bought on the premises must be consumed on the premises
  - Must have valid liquor licence
  - 16 years of age and training in an establishment
- (any 3 × 1)
- 10.4
- The staff member must be polite without being familiar
  - He/she must be attentive, but not respond to the flirting
  - He/she must serve the meal as soon as possible
  - If the situation gets out of hand, the staff member should report the guest to the Maître d' hotel or manager
  - He/she can ask if another waiter of a different gender can take over the service of the table
- (any 3 × 1)
- 10.5
- Management may offer a free drink or meal.
  - Decide on a solution promptly.
  - Always follow up on complaints or questions to make sure they are resolved.
  - When you cannot resolve the problem immediately, a written response will be necessary.
  - Establish a timeframe to provide feedback and stick to it.
- (any 3 × 1)

**SECTION C****QUESTION 11****Marking Section C****What should be expected in the essay**

Learners must be able to identify that marketing is important but can go very wrong if done incorrectly.

**Explain what marketing is:** Marketing can be defined as creating a need for value-satisfying products and services that customers want to buy. Marketing entails informing a target market about products and services that are on offer. Marketing is done according to a marketing plan.

**Refer to and discuss the 6 P's of Marketing (this must be done in the context of the essay)**

- Product
- Place
- People
- Packaging
- Price
- Promotion

Learners can include the **pros and cons of different marketing tools** – this can make up most of the essay to explain HOW marketing can be effective or a total waste of money

Learners must refer to the sources to support their argument.

The conclusion will vary from learner to learner depending on how they approached the essay. It must be very clear that marketing is important even if it is as basic as word-of-mouth marketing.

**RUBRIC TO MARK SECTION C QUESTION 11**

	<b>0 marks</b>	<b>1 mark</b>	<b>2 marks</b>	<b>3 marks</b>	<b>4 marks</b>	<b>Possible mark (20)</b>
<b>Use of sources</b>	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.	<b>4</b>
<b>Quality of content X 2</b>	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.	<b>8</b>
<b>Use of own knowledge/ experience</b>	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.	<b>4</b>
<b>Quality of argument</b>	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 longwinded nor rambling.	<b>4</b>

**Total: 200 marks**