



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2017

**HOSPITALITY STUDIES
MARKING GUIDELINE**

MARKS: 200

This marking guideline consists of 12 pages.

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

1.1.1	C ✓	1.1.6	A ✓	
1.1.2	B ✓	1.1.7	C ✓	
1.1.3	B ✓	1.1.8	D ✓	
1.1.4	A ✓	1.1.9	B ✓	
1.1.5	D ✓	1.1.10	C ✓	(10 x 1) (10)

1.2 MATCHING ITEMS

1.2.1	C ✓	
1.2.2	D ✓	
1.2.3	E ✓	
1.2.4	B ✓	
1.2.5	A ✓	(5 x 1) (5)

1.3 MATCHING ITEMS

1.3.1	D ✓	
1.3.2	A ✓	
1.3.3	G ✓	
1.3.4	E ✓	
1.3.5	C ✓	
1.3.6	B ✓	(6 x 1) (6)

1.4 ONE-WORD ITEMS

1.4.1	Organogram ✓	
1.4.2	Direct contamination ✓	
1.4.3	Mirepoix ✓	
1.4.4	Croutons ✓	
1.4.5	University ✓	
1.4.6	Requisition form ✓	
1.4.7	Pathogens ✓	
1.4.8	Shredding/Chiffonade ✓	
1.4.9	Cutlery ✓	
1.4.10	A la carte ✓	(10)

1.5 SELECTION ITEMS

1.5.1	A ✓	
1.5.2	C ✓	
1.5.3	E ✓	
1.5.4	F ✓	
1.5.5	G ✓	(Any order) (5)

1.6 **CHOICE ITEMS** (continued)

1.6.1 B ✓
E ✓
Any order

1.6.2 A ✓
D ✓
Any order

(4)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 2.1.1 Cross contamination is the transfer of harmful bacteria or viruses from one food item to another. ✓ (1)
- 2.1.2
- Handle food properly in sterile clean conditions ✓
 - Always cover food ✓
 - Use separate chopping boards and knives for cooked and uncooked food ✓
 - Use different coloured boards for different foods such as meat, fish, poultry and vegetables ✓
 - Wash your hands frequently especially between handling raw and cooked food ✓
 - Wash all fruit and vegetables before use to remove soil and chemicals ✓
 - Prepare raw meat and raw vegetables in separate areas ✓
 - Clean as you go
 - Avoid coming to work when sick
 - Practice good personal hygiene (Any 3 x 1) (3)
- 2.1.3
- Metal shavings ✓
 - Pieces of glass ✓
 - Hair ✓
 - Dirt ✓
 - Insects ✓
 - Pieces of bone (Any 2 x 1) (2)
- 2.2 2.2.1 Food poisoning. ✓ (1)
- 2.2.2 Clostridium botulinum ✓ (1)
- 2.2.3
- Food: ✓ All micro-organisms need food to grow ✓
 - Temperature: ✓ They grow well at temperatures between 5 °C and 60 °C (room temperature) ✓
 - Moisture: ✓ Micro-organisms need moisture to grow ✓
 - Environment: ✓ Bacteria grow well in neutral conditions, while yeast prefers acidic conditions and mould grows in a wide range of pH balance ✓
 - Oxygen: ✓ All micro-organisms need oxygen to grow although some bacteria cannot survive in oxygen ✓
 - Time: ✓ All micro-organisms need time to grow and multiply ✓ (Any 3 x 2) (6)

- 2.2.4
- Double vision / blurred vision ✓
 - Giddiness ✓
 - Respiratory stress ✓
 - Fatigue ✓
 - Nausea ✓
 - Vomiting ✓
- (Any 3 x 1) (3)
- 2.3 2.3.1
- The staff should switch off all appliances and remove plugs from the sockets ✓
 - The establishment should use emergency generators ✓
 - They should treat all electrical points as active even though there is power failure ✓
 - They can also use gas stoves in the kitchen so as not to overload the generators ✓
 - They can use candles and lamps especially for the guests who were already dining ✓
 - They should keep the refrigerator and freezer doors closed as much as possible to maintain the cold temperature ✓
 - Release automatic door mechanism to allow access ✓
- (Any 4 x 1) (4)
- 2.3.2
- Receiving areas should be clean and free from litter ✓
 - Waste bins, empty return boxes, etc. should be kept safe and tidy ✓
 - Received stock should be hygienic and clean ✓
 - The packaging for the received stock should not be damaged ✓
 - Trolleys and stacking shelves should be suitable for heavy items ✓
 - Trolleys should not be overloaded ✓
 - Lifting of heavy items should be done in such a manner that it prevents injuries ✓
- (Any 3 x 1) (3)
- 2.4
- To control the use of stock (to know who is using what) ✓
 - To know when to re-order stock ✓
 - To know how much to re-order ✓
 - To ensure that the operation never runs out of stock ✓
- (Any 3 x 1) (3)
- 2.5
- The section/kitchen in need of the product ✓
 - Requisition number ✓
 - Amount and unit of the item needed ✓
 - Clear description of the item ✓
 - Unit price ✓
 - Name of the person who placed the order ✓
 - Date of the order ✓
- (Any 3 x 1) (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

- 3.1 3.1.1 Clear soup ✓ (1)
- 3.1.2
- Leeks ✓
 - Carrots ✓
 - Celery ✓
 - Cabbage ✓
 - Turnips ✓
- (Any 2 x 1) (2)
- 3.1.3 Not suitable ✓
Because Jews do not consume meat products with dairy products in the same meal. ✓ In the menu there is a chicken (meat product) and creamed spinach and ice cream (dairy products) ✓ (3)
- 3.1.4 Chicken breast replaced with bobotie/sosatie/pickled fish ✓
Risotto replaced with Biryani ✓ (2)
- 3.1.5
- Ostrich ✓
 - Guinea fowl ✓
 - Geese ✓
 - Duck ✓
 - Quail ✓
 - Pigeon ✓
- (Any 2 x 1) (2)
- 3.1.6 Potatoes – Tubers ✓
Spinach – Leaves ✓
Beetroot – Roots ✓
Carrot – Roots ✓ (4)
- 3.1.7
- Use a traditional risotto and cook using stock on top of the stove. ✓
 - Add stock in stages and simmer throughout the cooking period ✓
 - Stir until all stock is absorbed ✓
 - Cook until it has a creamy consistency ✓
 - Other cooked ingredients such as vegetables may be added just before serving ✓
 - Use a slightly oiled mould if it is to be moulded ✓
- (Any FOUR relevant answers) (4)
- 3.2
- Vary the ingredients - never repeat basic ingredients or use vegetables of the same family ✓
 - Vary textures, colours, flavours, shapes, temperature and cooking methods ✓
 - Consider the type of customers the menu is planned for such as age, religion, gender, preference, career and nutritional needs ✓

- Consider the amount of time, equipment and staff needed to prepare meals ✓
 - Use seasonal food which is cheaper, easier to obtain and of better quality ✓
 - Consider special dietary needs such as vegetarians, diabetic needs as well as energy requirements ✓
 - Keep within the given budget ✓
 - Select foods that guests are familiar with and like ✓
 - Consider nutritional value in order to provide nutritious food and balanced menu ✓
- (Any 4 x 1) (4)

- 3.3
- Decide on an appropriate venue ✓
 - Select a suitable linen table cloth ✓
 - Use cloth napkins if possible and fold them elegantly ✓
 - Set a table with a centrepiece and fine decorations ✓
 - Make sure that there are side plates, cake forks, tea cups, saucers and teaspoons for each guest ✓
 - Make sure there is freshly brewed tea throughout the tea party ✓
- (Any 4 x 1) (4)

3.4 3.4.1

$$\text{Sugar} - \frac{75g}{1000g} \times R25,50 \checkmark \\ = R1,91 \checkmark$$

$$\text{Margarine} - \frac{50g}{500g} \times R24,99 \checkmark \\ = R2,50 \checkmark$$

$$\text{Eggs} - \frac{2}{12} \times R14,45 \checkmark \\ = R2,41 \checkmark$$

$$\text{Flour} - \frac{250g}{5000g} \times R32,00 \checkmark \\ = R1,60 \checkmark$$

$$\text{Vanilla essence} - \frac{2ml}{50ml} \times R12,50 \checkmark \\ = R0,50 \checkmark$$

$$\text{Total cost of ingredients} = R8,92 \checkmark \checkmark \quad (12)$$

3.4.2 Cost per portion = $R8,92 \div 6 \checkmark$
 $= R1,49 \checkmark$ (2)

[40]

QUESTION 4

- 4.1 4.1.1 Swiss roll ✓ (1)
- 4.1.2
- Chemical raising agent/baking powder ✓
 - Physical raising agent/air ✓
- (2)
- 4.1.3 Sponge method (1)
- 4.1.4
- Cake is light with a good volume ✓
 - The texture is even and true to the nature of the type of cake ✓
 - The crust is smooth, rounded and without sugary spots ✓
 - They are evenly shaped and not sunken or risen to a peak.
 - Have no cracks on top ✓
 - The colour is attractive and brown on the outside/has a good colour that is not pale and not too brown ✓
 - The cake has a delicate flavour, true to the flavouring used. ✓
 - Should have no tunnels as a result of over-mixing ✓
 - Should not be soggy and heavy ✓ (Any 3 x 1) (3)
- 4.2 4.2.1 Stuffing ✓ (1)
- 4.2.2
- To improve flavour ✓
 - To add moisture ✓
 - To stretch the meat ✓
 - To provide a more interesting dish ✓ (Any 3 x 1) (3)
- 4.2.3 Roasting (1)
- 4.2.4 Basting is spooning melted fat or any other liquid over meat or chicken ✓ whilst in the oven to prevent drying out ✓ (2)
- 4.3
- Make sure that the packaging is neat, clean and not damaged ✓
 - There should be no liquid in the packaging ✓
 - Check the sell-by date ✓
 - Check that it does not smell bad ✓
 - Check that the flesh is firm ✓
 - The end of the breastbone should be soft and flexible ✓
 - The skin should be white, unbroken and have a faint bluish tint ✓
 - There should be no bruises or dark spots or patches ✓
 - Check that all feathers have been removed ✓ (Any 4 x 1) (4)
- 4.4 4.4.1 White sauce/Béchamel ✓ (1)
- 4.4.2 Parsley ✓ (1)

- 4.4.3
- Loosely wrap herbs in a damp cloth or paper towel to keep them fresh ✓
 - Store them in the refrigerator at temperatures of 2° C - 7° C ✓
 - Store dried herbs in an airtight container in a cool, dark, dry place ✓ (Any 2 x 1) (2)
- 4.4.4
- Take into account the kind of rice that is needed for the dish ✓
 - Keep in mind that rice is usually bought in kilogram packets or more ✓
 - Buy the best quality rice for the good end product ✓
 - It should not be broken and there should be no stones of rice between the grains ✓
 - Buy only the quantity needed for a month as it may develop weevils ✓
 - Always check the expiry date ✓
 - There are instant rice packets in different flavours for people with limited time ✓ (Any 4 x 1) (4)
- 4.4.5
- Where possible eat vegetables raw ✓
 - Use a sharp knife when cutting vegetables and do not slice vegetables too fine ✓
 - Prepare vegetables immediately prior to use / as close to the serving time as possible ✓
 - Vegetables should not be soaked in water ✓
 - Cut vegetables in even sizes or shred ✓
 - Peel vegetables only when absolutely necessary ✓ (Any 4 x 1) (4)
- 4.5 4.5.1 Steaks/La darne ✓ (1)
- 4.5.2 Oily round fish ✓ (1)
- 4.5.3
- Poaching ✓
 - Steaming ✓ (2)
- 4.5.4
- Lemon wedges ✓
 - Lemon butter ✓
 - Tartar sauce ✓
 - Butter sauces ✓
 - Any type of rice, pasta or potato ✓
 - Vegetable coulis ✓ (Any 2 x 1) (2)
- 4.6
- Store on crushed ice and maintain temperatures between -1° C and 1° C. ✓
 - Keep the fish moist ✓
 - All portions should be wrapped in moisture-proof packaging before storing ✓
 - Whole fish should be drawn before storing because entrails deteriorate quickly ✓
 - Store fish for 1 to 2 days ✓ (Any 4 x 1) (4)

[40]**TOTAL SECTION C: 80**

**SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE**

QUESTION 5

- 5.1 5.1.1
- Station waiter is in control of 20 to 36 covers ✓
 - Prepares the station ✓
 - Greets the guests ✓
 - Takes guest's orders ✓
 - Serves guests and clear the tables ✓
 - Presents bills and receives money ✓
 - Cleaning the station ✓
- (Any 4 x 1) (4)
- 5.1.2 Occupational Health and Safety Act ✓ (1)
- 5.1.3 The burner on the gueridon trolley was poorly maintained ✓ and posed a risk ✓ (2)
- 5.1.4
- The employer will be guilty of criminal offence ✓
 - Employer will be fined as much as R100 000 or sentenced to two years' imprisonment ✓
 - The court will order the employer to obey the rules of the Act within a set period of time ✓
 - The establishment could be closed down
- (Any 3 x 1) (3)
- 5.1.5 Basic Conditions of Employment Act ✓
It regulates working hours, remuneration and leave ✓ and in the scenario
It is mentioned that she works eight hours, is paid R12 000 and is on leave ✓ (3)
- 5.2
- General Safety Regulation 1031 stipulates personal safety equipment such as protective clothing, safety signs and protection for certain types of work ✓
 - It prohibits any intoxication by alcohol or medication in the work place ✓
 - It provides rules on the display of notices and signs ✓
 - Regulates the admittance of persons to the premises ✓
 - Regulates the First Aid and emergency equipment and procedures ✓
 - Regulates the use and storage of flammable liquids ✓
- (Any 3 x 1) (3)
- 5.3
- Food poisoning outbreaks and sometimes death ✓
 - Food contamination and customer complaints ✓
 - Pest infestation ✓
 - Food waste caused by spoilage ✓
 - Legal actions taken by people affected by food poisoning ✓
 - Loss of production and food that has to be destroyed ✓
 - Damage of the reputation of the establishment ✓

- Loss of income ✓
 - Loss of jobs for employees ✓
 - Closure of the establishment ✓
 - Medical treatment or hospitalisation of guests and medical claims ✓
- (Any 4 x 1) (4)

5.4	FET COLLEGES	UNIVERSITY OF TECHNOLOGY	
	<ul style="list-style-type: none"> • Offer up to NQF 4 which is equivalent of grade 12 ✓ • Offer certificates, diplomas and degrees in technology ✓ • Offer vocational and occupational education and training ✓ • Provide both theory and practical part of the course ✓ <p style="text-align: right;">(Any 1 x 1)</p>	<ul style="list-style-type: none"> • Offers qualifications beyond grade 12 ✓ • Offers certificates and diplomas, no degrees ✓ • Offer academic and career orientated studies ✓ • Provide theory and practical ✓ <p style="text-align: right;">(Any 1 x 1)</p>	(4)

5.5 Tourism, Hospitality and Sport Education Training Authority (1)
[25]

QUESTION 6

- 6.1 6.1.1 Table d' hôte menu ✓ (1)
- 6.1.2 A – Serviette ✓
 L – Butter knife ✓
 M – Dessert spoon ✓
 J – Soup spoon ✓ (4)
- 6.1.3 Plate service ✓ (1)
- 6.1.4
 - There is better portion control during plate service ✓
 - There is less wastage of food ✓
 - More creativity from the chef who plates the food ✓
 - specialised training of serving food from the platter not required ✓

(Any 3 x 1) (3)
- 6.1.5
 - Wash cutlery in clean, hot, soapy water ✓
 - Rinse in clean warm water ✓
 - Air dry or wipe dry ✓
 - Polish with a clean dry cloth ✓
 - If water stains remain after washing, dip cutlery in very hot water with a drop of vinegar for a few minutes and then polish with a clean dry cloth ✓
 - Prevent finger prints after polishing by using a service cloth to handle cutlery ✓

(Any 4 x 1) (4)

- 6.2
- Greet the guests in a warm and friendly manner when they arrive at the restaurant ✓
 - Check the reservation after greeting the guests, and then help the guests with special needs ✓
 - Assist the guests with their coats and bags ✓
 - Show the guests to their table and make sure that they are seated comfortably ✓
 - Introduce yourself to the guests ✓
 - Establish if there is a host ✓
 - Present the menu and the beverage list from the left hand side ✓
 - Take the beverage orders ✓ (Any 4 x 1) (4)
- 6.3
- The interior design and décor should blend with the theme of the restaurant ✓
 - The furniture should emphasise the character of the restaurant and should be comfortable and durable ✓
 - The colour scheme should create a warm and welcoming atmosphere. ✓
 - Use different types of lighting such as candles, low lighting or even natural lighting ✓
 - Choose music that enhances the restaurant theme and the type of food on offer ✓
 - Music should not be overwhelming; customers should be able to hear one another ✓
 - Room temperature should be comfortable ✓
 - Ensure that the room is well ventilated ✓ (Any 4 x 1) (4)
- 6.4
- Place the side plate on the table with the cake fork on the right hand side of it ✓
 - Place the cup on the saucer with the ear to the right, above the small plate or to the right ✓
 - Place the teaspoon behind the cup, in line with the ear of the cup, with the handle to the right ✓
 - Place the butter bowl, sugar bowls and sweeteners in the middle of the table ✓
 - Place the serviette either on the small plate or through the ear of the cup ✓ (Any 4 x 1) (4)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200