



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2011

**HOSPITALITY STUDIES**  
**MARKING GUIDELINES**

Time: 3 hours

200 marks

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**These marking guidelines were used as the basis for the official IEB marking session. They were prepared for use by examiners and sub-examiners, all of whom were required to attend a rigorous standardisation meeting to ensure that the guidelines were consistently and fairly interpreted and applied in the marking of candidates' scripts.**

**At standardisation meetings, decisions are taken regarding the allocation of marks in the interests of fairness to all candidates in the context of an entirely summative assessment.**

**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, and different interpretations of the application thereof. Hence, the specific mark allocations have been omitted.**

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	<p><b>THREATS</b></p> <ul style="list-style-type: none"> <li>• Outside competition – someone opening a similar business</li> <li>• Rising cost of living</li> <li>• 'Blackouts' – power failures</li> </ul>								
1.4	<p>Job creations. By sharing her talent and passion for cooking she uses up her extra time and her facility to help grow the community by training them in skills to assist them in earning a living. By doing this she is contributing to the growth of the local economy. Supporting local business</p>	3					3		
		<b>15</b>	<b>2</b>				<b>10</b>	<b>3</b>	
	<p><b>LEARNING OUTCOME 2 – HEALTH AND SAFETY (20 MARKS)</b></p>								
2.1	<p><b>Work ethics code for food service staff:</b></p> <ul style="list-style-type: none"> <li>• Personal Hygiene: wear clean uniform, bath daily, clean short fingernails, hair clean, neat and tied back, comfortable footwear, avoid excessive jewellery and strong smelling cologne</li> <li>• Positive attitude – be fit and healthy as you work long hours and it can be physically taxing, be serious about your work, work quickly, efficiently and neatly – clean as you go</li> <li>• Team work – tolerate others, be willing to help, honest, understanding, pull your weigh, co-operate, communicate</li> <li>• Respect for co-workers and guests – anticipate the customers needs, be alert and objective</li> <li>• Honesty and integrity – don't argue with customers but deal with them in a friendly, professional manner, be honest towards your employer</li> <li>• Alertness – ensure guests are safe and always</li> </ul>	8		8					

	react quickly to needs and requests Any 3 for personal hygiene – any of the other points to be awarded								
2.2.1	A recovery position semi-fowler B Heimlich manoeuvre	1 1	2						
2.2.2	A shock/fainting B choking	1 1	2						
2.2.3	<ul style="list-style-type: none"> <li>Hold the baby over your forearm with your hand over the ribcage</li> <li>Using the back of your other hand gently tap the baby on the back</li> </ul> (A drawing will also be acceptable for this answer)	2	2						
2.3.1	(Anaphylactic shock) allergic shock	1	1						
2.3.2	<ul style="list-style-type: none"> <li>Check all vital signs.</li> <li>Calm the patient.</li> <li>Transport to the hospital.</li> </ul> OR for more specialised treatment a small incision with a sharp object is made above the oesophagus and a straw can be inserted to enable the guest to breath as the throat swells and becomes constricted. Pipe of a ball point pen.	2			2				
2.4	The person applying first aid must ensure that they wear gloves when dealing with a bleeding wound because of the dangers involved with HIV. Possible transmission of virus. Apply treatment: <ul style="list-style-type: none"> <li>Put pressure on wound to stop bleeding.</li> <li>Cover with sterile dressing.</li> <li>Worker to put latex gloves on and continue working.</li> </ul>	3			3				
		<b>20</b>	7	8	5				
	<b>LEARNING OUTCOME 3 – FOOD PRODUCTION</b>								
	<b>(80 MARKS)</b>								
3.1	<b>Menu Planning</b>	5			5				

	<ul style="list-style-type: none"> <li>• Dishes sales can be recorded and an analysis done to help determine popular dishes</li> <li>• Menu and ingredients costs and productions costs, selling costs can be calculated</li> <li>• Developing and changing of recipes</li> <li>• Recipes and ingredients can be listed</li> <li>• Order lists can be completed</li> <li>• Metric conversion can be done (translation option)</li> <li>• Serving sizes can be controlled</li> <li>• Nutritional values can be determined</li> </ul> <p><b>Ordering and purchasing</b></p> <ul style="list-style-type: none"> <li>• Used to obtain information about new products</li> <li>• Obtain prices for ingredients</li> <li>• Compare prices from different suppliers</li> <li>• Convenient</li> <li>• Payment easier</li> </ul>	5			5				
4.1	Overhead: electricity, property/ rent/water Labour: sisters and friends/Zodwa's salary	3	3						
4.2	Costing				20				
5.1	A vegetarian is defined as a the practice of living on products of plant origin, with or without the use of eggs and dairy products, but entirely excluding the consumption of any part of the flesh of an animal as food	1	1						
5.2	Religion * more economical Health Taste Animal lovers/ cruelty	2		2					
5.3	<b>Advantages of TVP</b> <span style="float: right;"><b>Any 4</b></span> <ul style="list-style-type: none"> <li>• Cheaper than animal protein</li> <li>• Substitute for animal protein</li> <li>• Lactose intolerant – soya milk</li> <li>• Absence of cholesterol and saturated fat</li> <li>• Lower glycaemic index</li> </ul>	4				4			

5.4	Hindu religion believes food is a gift from God and must be treated with respect – have compassion on all living beings, hence some do not eat meat as pain has been inflicted on the animals and this pain may return to them. Cattle are worshipped – cannot eat something sacred.		2		2				
6.	Confit of Salmon Trout Leek and Potato Soup Berry Pavlova <b>providing no cream in soup or pavlova</b> Tandoori Chicken supreme		4				4		
7.1	Greece		1	1					
7.2	France		1	1					
7.3	India		1	1					
7.4	France		1	1					
7.5	England		1	1					
8.1.1	3 – Shin or 5 chuck 2 – Neck or 4 bolo 6 - Flat rib Cut taken from forequarter and is tougher suitable for moist methods of cooking		1		2				
8.1.2	13 – fillet		1	1					
8.1.3	C – tournedo		1	1					
8.2	<b>Beef</b>	<b>Lamb</b>	3				3		
	Bright red to cherry red	Bright pink colour							
	Smooth texture	Smooth texture, firm							
	Fat evenly distributed	Fat evenly distributed							
	Solid bones	Porous bones, with red marks on ribs							
8.3.1	Larding: Strips of fat or bacon inserted into large meat cuts		1		1				
8.3.2	Ripening: Natural maturing		1		1				

8.3.3	Searing – keep juices in colour by browning the surface of meat at a high temperature	1		1					
9.1.1	Malva pudding – Hot Sponge based	1	1						
9.1.2	Bread pudding – Hot Egg based	1	1						
9.2	<b>Crème Brulée</b> Rich egg custard baked in a bain marie topped with a crust of caramelised sugar <b>Crème Anglaise</b> An egg custard cooked over a low heat until it coats the back of the spoon	1 1			2				
9.3	Parfait – iced dessert made with a flavoured custard cream or a flavoured syrup, mixed with egg yolks blended with fresh cream Bombe – Two or more flavours of ice-cream or sherbet and a Bombe mixture are shaped and frozen in a spherical mould. Each flavour is a separate layer that forms the shell for the next flavour.	2				2			
9.4.1	<ul style="list-style-type: none"> <li>Hydration and swelling</li> <li>Dispersion</li> <li>Setting</li> </ul>	3	3						
9.4.2	<ul style="list-style-type: none"> <li>Weaken jelly</li> <li>Retards setting</li> <li>Add more gelatine</li> </ul>	1	1						
9.4.3	<ul style="list-style-type: none"> <li>Use a warm cloth</li> <li>Gently pull away from sides with fingertips</li> <li>Grease mould/ tapping</li> </ul>	2	2						
10.1.1	Puff / short crust	1	1						
10.1.2	Puff	1	1						
10.2	The baked crust will shrink and loose its original shape.	2				2			
10.3.1	Baking blind: <ul style="list-style-type: none"> <li>When using a cooked filling</li> <li>Keeps crust from blistering</li> <li>Ensure pastry cooks evenly</li> </ul>	2	2						

	<ul style="list-style-type: none"> <li>Helps crust become crisp</li> </ul>										
10.3.2	<b>Docking:</b> Allow air which is trapped between the dough and the dish to escape and so that pastry stays down.				1	1					
					<b>80</b>	24	9	32	11	4	
	<b>LEARNING OUTCOME 4 –                  FOOD SERVICE (35 MARKS)</b>										
11.1			<b>Nederburg</b>	<b>Meerlust</b>	<b>2</b>	2					2
	A	Match a dish from the food lists on ADDENDUM B	Main – red meat	Starter Entree Main – white meat							
	B	Temperature at which wine is served	Room temp 15 – 20 °C	7 – 10 °C							
	C	Cultivar used	Cabernet Sauvignon	Chardonnay							
	D	Area of origin	Paarl	Stellenbosch							
11.2	A sommelier is a specialised occupation. They help to select the correct wines that complement dishes on a menu. A wine steward – is responsible for serving all drinks to the guests.				2	2					
11.3.1	The Sommelier is asking which harvest year would the guest like. Cultivars that are harvested one year may not produce the same quality wine as the next.				2				2		
11.3.2	Red wine should be allowed to stand after opening for the flavour to develop to its peak.				2				2		
12.1	25 – 35 ml				1	1					
12.2.1	Snifter/brandy balloon/Goblet/brandy glass				1	1					
12.2.2	The narrow neck traps the flavour and the rounded bottom rests in the palm of your hand warming the brandy thus releasing the flavour.				1	1					

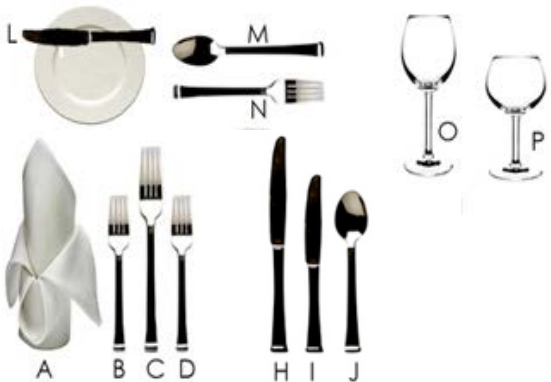


13.1	Corkage: A cover fee paid when you take your own bottle of wine into a restaurant.	1	1						
13.2	Adulteration: An illegal practice whereby water is added to a bottle of liquor and sold to make more profit.	1	1						
13.3	Closed days: Sundays, Good Friday and Christmas Day when liquor may not be sold	1	1						
14.1.1	Hops: bitter flavour	1	1						
14.1.2	Sugar: speeds up fermentation process	1	1						
14.2	A B E	3		3					
15.1	D	1		1					
15.2	F	1		1					
15.3	B	1		1					
15.4	A	1		1					
16.1	Glasses are steamed and buffed during mise en place to ensure clean and mark free.	2		2					
16.2	Gueridon service – food prepared and served in front of guest from a trolley	2		2					
16.3 Any 2	Crumbing down – crumbs are removed and dessert cutlery is brought down before dessert after the main	2		2					
		<b>35</b>	12	17		4		2	

	<b>SECTION B</b>								
1	Commentary	10						10	
2	Menu	10					10		
3	Cover	10				10			
4	Timeline	10				10			
5	Serving Styles	10				10			
		<b>50</b>				30	10	10	

Final breakdown:	45	34	37	55	17	12
	58%			42%		

TASK	Criteria	Level 1 0	Level 2 1 – 3	Level 3 4	Level 4 5	Level 5 6	Level 6 7	Level 7 8-10	Level Achieved
1	<p>Past and present formal dinner menu:</p> <ul style="list-style-type: none"> <li>• Hors d'oeuvres      Starter</li> <li>• Soup                      Soup</li> <li>• Egg</li> <li>• Rice and past</li> <li>• Fish                      Fish (Entree)</li> <li>• Entree</li> <li>• Sorbet                    Sorbet</li> <li>• Releve</li> <li>• Roast                    Main (meat)</li> <li>• Vegetables</li> <li>• Salads</li> <li>• Cold buffet</li> <li>• Sweet                    Dessert</li> <li>• Savoury</li> <li>• Cheese                   Cheese</li> <li>• Fresh fruit</li> </ul> <p>A full course formal dinner, the courses are spread out over a long evening of about 5 hours. It consists of multiple courses and dishes. A table d'hôte is used as most of the preparation is done beforehand. Limiting choices. Dietary requirements taken into account More healthy options are offered Experimental/technology makes it easier.</p>								

<p>2</p>	<p><b>MENU:</b></p> <ul style="list-style-type: none"> <li>• Five courses C</li> <li>• Correct sequence of courses</li> <li>• Suitable South African choices C</li> <li>• Winter choices C</li> <li>• Course indicated F</li> <li>• Date F</li> <li>• Centred F</li> <li>• Spaces indicating courses F</li> <li>• Aesthetic value C</li> <li>• Use of capitals F</li> </ul> <p><b>Format:</b></p> <p>Menu Type Date Centred Framed Capitals Spaces Sequence Neatness Presentation Coffee</p> <p><b>Content:</b> <b>Ingredients – no repetition</b> South African Seasonality</p> <ul style="list-style-type: none"> <li>• Textures, colours, shapes</li> <li>• Cooking methods</li> <li>• Nutritionally balanced</li> <li>• 5 Suitable courses</li> <li>• Vegetarian options?</li> <li>• Own choices</li> </ul>								
<p>3</p>	<p><b>COVER</b></p>  <p>1. soup                      7. bread knife &amp; side plate</p> <p>2. fish                        8. serviette</p>								

	<p>3. entrée 4. main 5. dessert 6. at least 2 glasses</p> <p>9. edge of table/straight line 10. cables 2/10 if attempted, but no labels</p>								
4	<p>Learners need to demonstrate that preparations must:</p> <ul style="list-style-type: none"> <li>• 'dove tail'</li> <li>• Items that take the longest must be prepared first whilst items that are quick can be saved for last</li> <li>• Take into consideration standing time of food items</li> <li>• Use different chefs to prepare different items</li> <li>• Show understanding that different courses must be ready at different times for service</li> <li>• Times are given</li> <li>• Integration</li> </ul>								
5	<p><b>Gueridon Service is:</b></p> <ul style="list-style-type: none"> <li>• Trolley parked at guests' table.</li> <li>• Mise en place done in kitchen.</li> <li>• Procedure executed at the table in presence of guest.</li> <li>• Chef de Rang.</li> <li>• More expensive type of service.</li> <li>• Chef de Rangs are a 'dying' breed as little/no training in this regard.</li> <li>• Takes more time.</li> <li>• BUT stylish, upmarket.</li> </ul> <p><b>Plated service is:</b></p> <ul style="list-style-type: none"> <li>• Plates of food presented to guests at the table.</li> <li>• Quicker/less time consuming.</li> <li>• Less training necessary.</li> <li>• BUT very ordinary.</li> </ul> <p><b>Conclusion:</b> Choose one option clearly and motivate choice.</p>								

**ADDENDUM A – QUESTION 4.1.2 – COSTING ANSWER SHEET**

Description of Ingredients	Quantity Used	Quantity Bought	Unit Cost	Total Cost of Ingredients	Calculations
Self-raising flour	980 g	2500 g	28-40	11-13	
Margarine	125 g	500 g	14-90	3-73	
Sugar	200 g	2500 g	19-00	1-52	
Eggs	5	6	7-50	6-25	
Milk	250 ml	2 000 ml	17-50	2-19	
Vanilla essence	5 ml	30 ml	4-50	0-75	
(A)	<b>Total Food Cost</b>			<b>25-57</b>	
(B)	<b>Add Labour R/hour</b>			<b>140-00</b>	(2)
(C)	<b>Add Overhead cost @ % of food cost</b>			<b>10-23</b>	(2)
	<b>SUB TOTAL</b>			<b>175-80</b>	
(D)	<b>Add Profit Margin @ % of above</b>			<b>87-90</b>	(2)
	<b>SUB TOTAL</b>			<b>263-70</b>	
(E)	<b>Total Cost per portion/Selling Price</b>			<b>9-42 OR 8-80/scone</b>	(2)

(12)

(2)

(2)

(2)

(2)

**Depending on yield**