



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2012

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		
LO 1	HOSPITALITY CONCEPTS	
QUESTION 1		
1.1	Adults / children / families / friends – anybody who enjoys picnicking	(1)
1.2.1	Strengths Weaknesses Opportunities Threats	(1)
1.2.2	<p>Strengths</p> <ul style="list-style-type: none"> • Picnicking facilities • Very competent chef de cuisine • Availability of quality ingredients • Environment • Attractive view • Fresh air <p>Weaknesses</p> <ul style="list-style-type: none"> • Poor weather conditions will affect business negatively • Limited facilities • Affordability • Staff problems • Limited food choices i.e. vegetarians <p>Opportunities</p> <ul style="list-style-type: none"> • Expanding business – franchise • Expanding – tours, wine tasting <p>Threats</p> <ul style="list-style-type: none"> • Other wine farms offering the same service • Pollution / vandalism 	(1) (1) (1) (1)
1.3.1	<p>Branding:</p> <ul style="list-style-type: none"> • Ensures that your product is different/unique • Create an awareness and demand of your product • Clever marketing – strategy to find new markets • Packaging • Right price • Advertising 	(2)
1.3.2	<p>(a) Presentation – the manner in which product is displayed</p> <ul style="list-style-type: none"> • Use of informative menus • Use of baskets <p>(b) Position – location of the business</p> <ul style="list-style-type: none"> • Location out on a wine farm • Not too far for locals • Perfect country setting • Architecture • Historical setting 	(2) (2)
1.4	<p>Advantages of franchising:</p> <ul style="list-style-type: none"> • Tried and trusted product • Centralised purchasing • Management support • Standardised layout to suit identity • Umbrella promotions and campaigns • Equipment necessary • Training by franchisor • Obtaining financing from franchise institute • Hard work, bigger income • Target market and market shares • Franchisee determines profit 	(3)
		[15]

LO 2		HEALTH AND SAFETY										
QUESTION 2												
2.1.1	<ul style="list-style-type: none"> • Diarrhoea • Vomiting • Nausea • Abdominal pain • Headaches • Fever • Dehydration 		Any (2)									
2.1.2	<ul style="list-style-type: none"> • Poor personal hygiene • Not washing hands regularly (toilet, coughing, waste) • Cross contamination – licking spoons, coughing into hands 		(3)									
2.1.3	<ul style="list-style-type: none"> • Wash hands after using toilet and after handling refuse • Sanitise surfaces after handling raw meat and poultry • Ensure food is cooked thoroughly • Store food properly and keep covered • Avoid cross contamination • Keep bins covered and empty on a regular basis • Inform employer of illness • Eliminate insects, rodents from kitchen • Segregated work areas • No food stored on floor 		Any (4)									
2.1.4	HIV-positive workers have a weakened immune system and are more likely to acquire diarrhoeal diseases that are transferred by food.		(2)									
2.2	<table border="1"> <tr> <td>2.2.1</td> <td>D</td> <td>III</td> </tr> <tr> <td>2.2.2</td> <td>E/C</td> <td>I</td> </tr> <tr> <td>2.2.3</td> <td>A</td> <td>IV</td> </tr> </table>	2.2.1	D	III	2.2.2	E/C	I	2.2.3	A	IV		(6)
2.2.1	D	III										
2.2.2	E/C	I										
2.2.3	A	IV										
2.3	Teamwork: Learners have to address the importance of teamwork. Teamwork is achieved through tolerance, objectivity, understanding, honesty, cooperation and all workers working towards a common objective. Good effective communication is imperative.		(3)									
			[20]									
LO 3		FOOD PRODUCTION										
QUESTION 3												
3.1	Point of Sales		(1)									
3.2	<p>Advantages</p> <ul style="list-style-type: none"> • Cuts down on theft, waste, misuses • All items on menu sold at correct price • How much cash in drawer • Report on days' takings and profit • Cuts down on time spent doing paperwork • Faster, more accurate service • Saves time • Stock taking easier <p>Disadvantages</p> <ul style="list-style-type: none"> • Power failures • System might crash, all information lost • May be costly to install – once off • Takes time to train staff • Disabled people • Human error 		Any (3) Any (3)									




3.3	<ul style="list-style-type: none"> • Wide range of products available • Can be done at your own convenience • Saves time and effort • Compare prices 	Any (3)
		[10]


QUESTION 4		
4.1	<p>No. Presumably not a Kosher kitchen</p> <ul style="list-style-type: none"> • Meat and milk is served in the same meal. • All the desserts offered on the menu have dairy products in them. • The cheese board may not be eaten. • Milk may only be consumed 6 hours after consuming meat. • The wine used in the jus would have to be passed by the council. • Gelatine not kosher 	(4)
4.2	<p>Low cholesterol diet:</p> <ul style="list-style-type: none"> • Lamb noisettes • Potato gratin • Risotto • All the desserts (if all are listed 3 marks awarded) • Cheeseboard • Starter (accepted as there is only one starter) • Phyllo strudel 	Any (3)
4.3	<p>Pates – vegetable based Beef skewer replace with – stuffed rosa tomatoes/potatoes Seafood pancakes – pancakes with a creamed spinach filling or soya mince Fruit skewers Include a pack of roasted nuts Brownies with no eggs</p>	(3)
		[10]

QUESTION 5		
5.1.1	Foie Gras C/D	(1)
5.1.2	Blinis A	(1)
5.1.3	Palmiers A	(1)
5.1.4	Crostini C	(1)
5.2	<p>Preparation criteria:</p> <ul style="list-style-type: none"> • Bite sized • Eye-catching but simple/presentation • Tasty and colourful • Include a variety • Ingredients easily recognisable • Hygienic handling of food 	(5)
5.3	Two hours: 3 – 6 pieces × 10 guests = 30 – 60 pieces	(1)
		[10]

QUESTION 6		
<p>Malay: bobotie, satay, spicy curries, smoorsnoek, fish stew Indians: spices, curries, atjar, chakalaka, samoosas, roti, naan bread, British: trifle, hot puddings, roast meat, English breakfasts, Yorkshire pudding, shepherds pie, black pudding, fish and chips, scones, steamed puddings Afrikaners: braaivleis, boerewors, sosaties, frikkadelle, dried fruit, biltong, potjiekos, snoekbraai, preserves, milktart, koeksisters These cultural groups have contributed to the South African menu, past and present.</p>		
		[8]

QUESTION 7			
7.1	Name of pastry being prepared	Name of technique	Example from the picnic menu
	Puff Pastry (1)	Roll and fold/ Lamination (1)	Palmiers (1)
	Shortcrust (1)	Blindbaking (1)	Mini quiches (1)
			(6)
7.2.1	Sealing – Before adding the filling, the pastry case is brushed with egg to prevent it from becoming soggy		(1)
7.2.2	Docking – prick bottom and sides of pastry with a fork to allow air circulation between dough and dish		(1)
7.3	<ul style="list-style-type: none"> Keep covered with a moist cloth to prevent drying out Brush with melted butter or oil 		(2)
7.4.1	Crouquembouche / French wedding cake		(1)
7.4.2	Choux		(1)
7.4.3	<ul style="list-style-type: none"> Boiling water with butter Stirring in flour and salt Cooling and beating in eggs Piping/shaping Baking 		(5)
			[17]
QUESTION 8			
8.1	Redraw and complete the table.		
	Dish from menu	Meat cut used	Recommended method of cooking
	Marinated beef skewers (ADDENDUM A)	Fillet/ Tenderloin or rump (1)	Dry heat / Grilling or frying (1)
	Lamb noisette (ADDENDUM B)	Rib or loin (1)	Dry heat / Grilling/roasting/ frying (1)
			<ul style="list-style-type: none"> bright red smooth texture fat even fresh smell any (2)
			(6)
8.2.1	Meat juices		(1)
8.2.2	<ul style="list-style-type: none"> Never immerse in water Don't salt beforehand Pack, freeze and thaw correctly Don't cook at too high or low temperature for too long Seal the meat Don't prick with fork when turning 		Any (2)
8.3	<ul style="list-style-type: none"> Add flavour Soften 		(2)
			[11]

QUESTION 9			
9.1.1	Sticky toffee pudding – hot baked		(1)
9.1.2	Lemon Cheesecake – cold bavarois/set/gelatine		(1)
9.1.3	Crème Brûlée – baked custard		(1)
9.2	Rich egg custard topped with a crust of caramelised sugar		(2)
9.3	Fresh fruit puree used as a sauce		(1)
9.4.1.1	sponge/hydrate		(2)
9.4.1.2	disperse/dissolve		
9.4.2	The custard will form a thin layer over the back of a wooden spoon and if a finger is drawn through, a 'path' will remain.		(1)
9.4.3	The gelatine will not mix in properly and form clumps Proteins denature		(1)
9.4.4	A weakened gel will form.		(1)
9.4.5	Grease or wet the mould or spray and cook		(1)
9.4.6	Warm cloth around the mould Pull away gently with fingertips		(2)
			[14]
LO 4	FOOD AND BEVERAGE SERVICE		
QUESTION 10			
	Classification of beverage	Sketch of glass	Temperature at which it is served
10.1	Spirit – brandy (1)	 (1)	Room temperature/ body temperature Can be served with ice 18 - 20°C (1)
10.2	Malt – Beer (1)	 (1)	Bottled 12 – 15 °C Lager 4 – 5 °C (1)
10.3	Natural – white (1)	 (1)	7 – 10 °C (1)

10.4	Natural – red		15 – 20 °C Room temperature									
	(1)	(1)	(1)	(12)								
10.5	<p>Procedure to follow to serving white wine:</p> <ul style="list-style-type: none"> • Present the wine to the RH side of guest, on service cloth, label showing • Open the bottle in front of guest • Pour the wine – a mouthful for host to taste and 2/3^{rds} for guests • Anti-clockwise direction, ladies first • Bottle not to touch glass when pouring • Place wine bottle in ice bucket <p>(either of the highlighted points must be mentioned as this indicates the learner knows this is a white wine)</p>			(4)								
10.6	10.1 – Distillation 10.2 – Fermentation			(2)								
10.7	<p>Select the correct requirements. Write only your letters of choice.</p> <table border="1" data-bbox="376 1200 1085 1341"> <tr> <td>B</td> <td>No liquor to be sold to inebriated patrons.</td> </tr> <tr> <td>C</td> <td>Meals must be served during the operating times.</td> </tr> <tr> <td>D</td> <td>All liquor must be consumed on the premises.</td> </tr> <tr> <td>E</td> <td>No persons under the age of 18 may be served.</td> </tr> </table>			B	No liquor to be sold to inebriated patrons.	C	Meals must be served during the operating times.	D	All liquor must be consumed on the premises.	E	No persons under the age of 18 may be served.	(4)
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E	No persons under the age of 18 may be served.											
				[22]								
QUESTION 11												
11.1	<p>Banquet: A banquet is an formal or informal ceremonial dinner party 4 or more course a table d’hote/set menu for a large number of people.</p>			(2)								
11.2	<p>Plate service:</p> <ul style="list-style-type: none"> • Better portion control • Less wastage • More creativity from chefs • Specialised training in terms of serving food from a platter not require • Quicker service 			(2)								
11.3.1	Buffing – cleaning and shining of cutlery and glasses			(1)								
11.3.2	Crumbing down – procedure done after main course served before dessert, with a side-plate and a napkin – silver service style			(2)								

11.4		Describe:	At what stage of the meal is it served?	(6)
	11.4.1	Friandiese ... a biscuit or sweet type item After dinner treat (1)	With coffee after dessert (1)	
	11.4.2	Amuse bouche ... 'a gift from the chef' – may be something like breadrolls (1)	At the start of the meal before other courses are served / starter (1)	
	11.4.3	Sorbet ... water ice based on fruit, wine, spirits Palate cleanser (1)	Between starter/entrée and main to cleanse the palate/part of dessert Between two strongly flavoured courses (1)	
				[13]

SECTION B – MARKING GRID

TASK	Criteria	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8 – 10	Level Achieved
		0	1 – 3	4	5	6	7			
1	Flyer <ul style="list-style-type: none"> • Offer service • Correct contact details • Easy to read font • Font size • Eye catching • A4 size 									
2	Mind map code of conduct (awarded 2 marks for format) <ul style="list-style-type: none"> • Professional appearance • On time for work • Positive attitude • Friendly and helpful • Know menu • Pull weight • Supportive of team 									
3	Nutritional value of menu <ul style="list-style-type: none"> • 5 food groups • 6 nutrients • Shapes – good balance, variety • Colours – brown and green repeated • Textures – good balance of texture Good repetition of forms Flavours – repetition of basil and spinach Variety of temperatures Portion sizes according to food groups balanced									

<p>4</p>	<p>Cover</p> <ul style="list-style-type: none"> • No soups spoon • Marks awarded for correct placement of starter and main knives and forks; dessert cutlery; sideplate and butter knife; red and white wine glasses; napkin <p>½ marks awarded if diagram is drawn correctly without labels</p>								
<p>5</p>	<p>Costing – see attached marking guidelines</p>								

COSTING ANSWER SHEET – SECTION B – QUESTION 5

Description of Ingredients	Quantity Used	Quantity Bought	Unit Cost	Total Cost of Ingredient	
Digestive biscuits, crushed	150 g	200 g	16,00	12,00	
Butter	100 g	500 g	29,00	5,80	
Gelatine	30 g	40 g	37,00	27,75	
Milk	125 ml	2 litres	15,80	0,99	
Eggs, separated	2	6	7,80	2,60	
Sugar	200 g	1 kg	11,50	2,30	
Lemons, juice and rind	2	4	11,00	5,50	
Vanilla essence	10 ml	100 ml	12,50	1,25	
Creamed cottage cheese	500 g	250 g	18,00	36,00	
Cream, whipped	250 ml	500 ml	20,00	10,00	
[< www.pnponline.co.za >]					
					Show calculations for the highlighted areas:
Total Food Cost				R104,19	
Add Labour R90,00 /hour				67,50	90 × 3/4
Add Overhead cost @ 45% of food cost				46,89	104,19 × 0,45
SUBTOTAL				218,58	
Add Profit Margin @ 50% of above				109,29	218,58 × 0,50
SUBTOTAL				327,87	
Total Cost per portion/Selling Price				R27,32	÷ 12 portions

[20]