



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2013

**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****LO 1 HOSPITALITY CONCEPTS**

1. 1.1 A person who starts his/her own business using their gift or talent, especially when it involves taking risks/ takes initiative / sees a gap in the market/ opportunist/motivated. (3)
- 1.2 Yes. This person is taking a risk by giving up a successful career to follow her dream. (2)
- 1.3
- Proper facilities
  - Set hygiene standards
  - Financial startup
  - Have to meet quality requirements
  - Will be required to work long hours
  - Proper equipment (3)
- 1.4
- Raise awareness by advertising
  - Research competitors – keep abreast with prices
  - Find new market
  - Promote product by taking samples to current IT company where she is working
  - Business plan
  - Go for training (3)
- 1.5 **Internal factors**  
S – passion and drive, talent  
W – alone, new to the industry / no training  
**External factors**  
O – new product/expand the business  
T – outside competition, other bakers with the same concept (4)
- [15]**

**LO 2 HEALTH AND SAFETY**

2. 2.1 2.1.1
- mop up spills, use safety signs
  - keep knives sharp
  - don't leave knives on table edges or in basins
  - staff should be trained
  - equipment should be well looked after and maintained
  - wear protective clothing
  - turn plugs off before removing
  - keep electrical appliances away from water
  - proper handling of knives
  - Don't leave hot oil unattended (3)
- 2.1.2 **CUTS**
- always use surgical gloves
  - apply pressure with bandage, do not remove
  - don't rinse under water
  - check pulse and lift bleeding part above level of heart

- small cut cover with plaster
- sanitise wound

**BURNS**

- cover with wet wound dressing
- no oils or ointments must be applied
- rinse with cold water
- treat for shock
- don't give anything to eat or drink
- get to hospital

**ELECTRIC SHOCK**

- identify cause of shock
- remove from source
- ensure airway open
- stop bleeding and treat fractures
- comfort and regulate temperature
- check vitals and treat for shock
- if unconscious, place in coma position, if conscious in Semi-Fowler's position

(6)

2.2 Precautionary measures for HIV/AIDS workers:

- HIV is spread through exchange of body fluids
- Use of utensils and toilets
- HIV-positive workers are no threat in the kitchen however
- The worker's immune system is weaker and more prone to contracting other illnesses
- In such cases these workers should not be permitted to work
- They are more likely to acquire diarrhoeal diseases and should be kept out of the work environment
- Always wear latex gloves if an injury occurs

(5)

2.3

2.3.1	Tuberculosis	C	i
2.3.2	Gasto-enteritis	D	iv
2.3.3	Cholera	E	v

(6)  
[20]

**LO 3            FOOD PRODUCTION**

3.        • Chef de Cuisine can plan the menu  
           • Recipes can be sourced  
           • Portion sizes calculated  
           • Nutritional value of menu determined  
           • Conversions to recipes done  
           • Order lists for purchasing can be compiled easily and accurately  
           • Online shopping and purchasing can be done  
           • Best suppliers can be sourced  
           • The menu card can be designed  
           • Staffing can be planned  
           • Saves time (10)
4.        4.1     Foie gras terrine – France (1)
- 4.2     Beef wellington – Britain/UK (1)
- 4.3     Creme caramel – France (1)
- 4.4     Peach melba – Australia (1)
5.        Dishes that are still prepared and served:  
           • Roast beef  
           • Cornish pies  
           • Trifle  
           • English breakfasts  
           • Fish and chips  
           • Bangers and mash  
           • Shepherd's pie  
           • High tea  
           • Bread and butter pudding  
           • Beef wellington  
           • Pork pies  
           • Steak and kidney pie  
           • Scones  
           • Yorkshire pudding  
           • Jam tarts  
           • Roly poly pudding  
           • Black pudding  
           • Mash and peas (4)
6.        6.1     Yes:  
           • Vegetable consommé  
           • Smoked haddock kedgeriee  
           • Peach melba if low fat ice cream served (3)

- 6.2 Yes – lacto-ovo vegetarian/semi/pesco/pollo
- Vegetable consommé
  - Broccoli and stilton quiche
  - Haddock
  - Foie gras
  - Any of the desserts – all contain cream and eggs (3)
7. 7.1 Duck/goose liver (2)
- 7.2 Thymus gland of veal and lamb (2)
8. • High nutritional value
- Flavoursome / unique taste
  - Cost effective in some instances, e.g. chicken livers (2)
9. • Tatins
- Gallettes
  - Blinis
  - Croutes
  - Savoury scones
  - Mini crepes (3)
10. 10.1 A / loin (1)
- 10.2 Rack of lamb/ rib (1)
- 10.3 Roasting: meat is basted with fat or oil or in own fat and cooked in the oven or on a rotating spit at 180°C. (2)
- 10.4 To ensure a tender flavoursome end product (1)
11. 11.1 Fillet – long muscle found in the ribcage, no fat, little flavour and very tender, boneless cut (2)
- 11.2 • Bright to cherry red colour
- Smooth texture
  - Fresh smell
  - Firm when touched (2)
12. 12.1 Meat juices – sarcoplasm (1)
- 12.2 Covering meat with slices of bacon – barding (1)
- 12.3 'Injecting' meat with fat – larding (1)
- 12.4 Browning the surface of meat at a high temperature – searing/sealing (1)
13. To enhance the flavour and moisture (1)
14. Puff pastry (1)
15. 15.1 Develop gluten and tough end product / prevent from getting hot and melting the butter / shrink when baked (1)

15.2 To prevent butter from melting before cooking – oily end product (1)

	Description	Pastry used
16. Barquette	Boat shaped pastry case	Shortcrust
Bouchees	5 cm round pastry case	Puff pastry
Vol-au-vent	10 cm round case	Puff pastry

(6)

17. 17.1 Egg custard baked over a layer of caramelised sugar (2)

17.2 Bain marie – water bath to control the cooking temperature so that the eggs don't cook too quickly (2)

18. 18.1 35% / 70 % cocoa solids ideal for cooking and baking or dark chocolate (1)

18.2 18.2.1 Melt over heat – indirect steaming, bowl over boiling water, bowl must not touch the water (2)

18.2.2 It will seize or harden or will have a dull finish (1)

18.3 18.3.1 Hydration and swelling / soaking - sheets (1)

18.3.2 Sprinkle gelatine over liquid (1)

18.4 Soaked gelatine is dissolved over boiling water or hot liquid is added or melted in the microwave / sheets removed from water allowed to dry slightly before added to warm mixture (2)

18.5

- Turn bowl over – won't slip out
- Lift the beater

(2)

18.6 Too much gelatine will result in a rubbery end product / stiff (1)

18.7 They must be wet/oil/spray (1)

18.8

- Pull away gently from the sides with fingertips
- Don't use a knife to loosen edges
- Use a warm cloth to soften the dessert/dip in hot water
- Shake

(2)

19. 19.1 Millefeuille – prepared from puff pastry OR other two are made from choux pastry (2)

19.2 Soya – Complete protein other not complete proteins (2)

19.3 Frenching – trimming process applied to meat; other are pastry processes (2)

**[80]**

**LO 4 FOOD AND BEVERAGE SERVICE**

20.	20.1	Muscadell	C/D	iv.	(10)
	20.2	Port	D	v.	
	20.3	Sauvignon Blanc	B	ii.	
	20.4	Cabernet Sauvignon	F	iii.	
	20.5	Pinot Noir	G	vi.	

21. 21.1 Champagne (1)

21.2 Cap classic (1)

21.3 21.3.1 Sweet (1)

21.3.2 Extra dry (1)

22.
  - Present to guest from right
  - Open in front of guest
  - Show guest the cork and allow to breath
  - Pour for host to taste
  - Pour glasses halfway ending with host
  - Place wine on a sideplate in view of guests (4)

23. 23.1 **On-consumption:**  
 Allows liquor to be consumed where it is bought but not taken off the premises for example hotels, restaurants and clubs. (2)

**Off-consumption:**  
 These licences govern outlets that sell liquor that is consumed elsewhere for example liquor stores, wholesale liquor outlets. (2)

- 23.2
  - No person under 18 to be served
  - Adequate toilet facilities
  - Ordinary meals must be available on the premises during the hours liquor is sold
  - Liquor may be served between 10 and 2 a.m.
  - On closed days when meals are taken
  - All liquor must be consumed on the premises
  - Don't sell to inebriated person
  - Employees over 18
  - Owner close at any time (3)

	Identify procedure	Stage when this is performed	Importance of procedure
24.	A	Crumbing down	Cleaning and preparing cover for dessert
	B	Buffing	Opening mise and place

(4)

25. **Silver**

- Portioning takes place in kitchen
- Guest gets to select what they want

**Plated Service**

- Chef displays skill
- Less wastage
- Portion control

(4)

26. A sweet 'treat' served at the end of a meal with coffee, for example choc truffles, petit fours.

(2)

[35]

<b>150 marks</b>
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**SECTION B**

1. Costing:

Total food cost	+	103.93
Labour		
Chef	+	80.00
Commis	+	32.00
Overheads	+	36.39
	=	252.32
Profit 50 % of subtotal	+	126.16
Total cost of recipe	=	378.48
Cost per portion 12 ÷ TCR		31.54

Quotation:

- Company name and logo
- Contact details of company and customer
- Date
- Date of delivery
- Description of goods ordered
- Any other requirements (delivery, service, plates ...)
- Dietary requirements
- Validity
- Payment options - deposit



**SECTION B**

TASK	CRITERIA The learner is able to	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1	MARK
1	<b>Do the costing and draw up a quotation</b>	<b>17 – 20</b>	<b>11 – 16</b>	<b>6 – 10</b>	<b>1 – 5</b>	
	Costing (10) Quotation (10)	All of the calculations are done correctly All of the requirements for a quotation were met	Most of the necessary calculations were completed; most of the requirements of a quotation were met	Some of the necessary calculations were completed; some of the requirements of a quotation were met	None of the calculations were completed; none of the requirements of a quotation were met	
2	<b>Draw an annotated sketch of one cover for the Queen's Jubilee Dinner</b>	<b>9 – 10</b>	<b>6 – 8</b>	<b>3 – 5</b>	<b>1</b>	
		All the required cutlery and glassware are present in the correct position; all items are annotated	There are minor errors in the layout of the required cutlery and glassware and/or in the annotation of items	There are significant errors in the layout of the required cutlery and glassware and/or in the annotation of items	Layout and labelling are very poor so as to make little sense	
3.1	<b>Create a mind map</b>			<b>2</b>	<b>1</b>	
	<b>2 marks for format</b>			A sophisticated mind map is created	Mind map format is not applied	
3.2	<b>Evaluate the menu according to the principles of menu planning</b>	<b>8</b>	<b>7-5</b>	<b>3-4</b>	<b>2-1</b>	
		An accurate judgement is provided against all of the principles. Evaluation is presented in a logical and organised way.	Most off the principles are used in the evaluation. Some flaws in detail and/or presentation	Some of the principles are used in the evaluation. Important detail is missing and/or presentation is disorganised	Very few of the principles are used and the evaluation makes little sense/disorganised and confused	
4	<b>Draft a code of conduct</b>	<b>9 – 10</b>	<b>6 – 8</b>	<b>3 – 5</b>	<b>1 – 2</b>	
	<b>Must have a heading 2 marks for format</b>	All elements of a code of conduct are included. The code is detailed and accurate in all respects/well thought out. It is presented in the correct format	There are minor flaws in relation to the elements and/or the detail and/or the format	Some important details missing in relation to elements and/or content and/or format is flawed	Significant elements and detail missing and format is incorrect.	
<b>TOTAL OUT OF 54</b>						
<b>REWORKED TO A TOTAL OUT OF 50</b>						

**50 marks****Total: 200 marks**