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

QUESTION 1  Multiple choice

1.1 C Greek
1.2 B Barding and larding
1.3 B cover
1.4 C Five
1.5 A a Table d'hote
1.6 C the outside in
1.7 B Sterilisation
1.8 C Paw-paw and figs
1.9 D Charlotte Russe
1.10 C Kidneys, sweetbread and tongue (10)

QUESTION 2  Multiple Choice

2.1 E v
2.2. D iii
2.3 F i
2.4 C ii (8)

QUESTION 3  Wine label

3.1 Producer/Estate (1)
3.2 cultivar (1)
3.3 Vintage/harvest year (1)
3.4 Wine growing region (1)

QUESTION 4  Odd one out

4.1 Hummus – made from chickpeas, other two origin in soya (2)
4.2 Sirloin – other two obtain from fillet (2)
4.3 Blanc – indicates white wine, other two indicates degree of dryness of sparkling wine (2)
4.4 Silverside – found in forequarter, other two hindquarter tender cuts of meat (2)

30 marks
SECTION B

QUESTION 5

5.1 Revenue generating areas earn income for an establishment, e.g. Accommodation
Non-revenue generating areas don't earn income as guests don't pay directly for these services, e.g. Front office/marketing.  

5.2 Sales and marketing responsible for making customers aware of products and services that establishment offers → marketing ensures customers make use of products and services providing income for business → financial department ensures income is spent according to budget → security protects guests, staff and property so that claims which may lead to financial loss are prevented → human resources ensure procedures are in place and that staff are trained to perform duties properly

5.3 5.3.1 Marketing manager
5.3.2 Night auditor

5.4 • Job creation
• Economic growth
• Develops infrastructure
• Foreign currency
• Improved living standards

QUESTION 6

6.1 Yes, he identified a new opportunity for the market and took a chance.

6.2 Cover page with details
• Business description
• Operational plan – purchasing and supplies and staffing
• Product or service description
• Marketing plan
• Financial plan

6.3 6.3.1 Word of mouth
6.3.2 Guests are spreading the news by way of Facebook, Twitter, etc. This is what helps with marketing the concept

6.4 Adults/Adventurous diners/Diners looking for comfort and recognisable food.
QUESTION 7

7.1 Use discretion for learners' answers
   - Food handlers' personal hygiene
   - Prevention of cross contamination
   - Food cooked, no raw food
   - Good kitchen hygiene habits – clean as you go
   - Keep food at correct hot holding or cold temperatures
   - Keep food covered
   - Good fly control
   - Ensure venue is clean before the time

7.2 Gastroenteritis:

<table>
<thead>
<tr>
<th>Causes</th>
<th>Symptoms</th>
<th>People most at risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roto virus caused by bacteria such as salmonella or staphylococcus</td>
<td>• Diarrhoea</td>
<td>Young children</td>
</tr>
<tr>
<td></td>
<td>• Vomiting</td>
<td>Elderly</td>
</tr>
<tr>
<td></td>
<td>• Abdominal pain</td>
<td>Dormitory residents</td>
</tr>
<tr>
<td></td>
<td>• Headaches</td>
<td>Persons with a weak immune</td>
</tr>
<tr>
<td></td>
<td>• Fever</td>
<td>system</td>
</tr>
<tr>
<td></td>
<td>• Dehydration</td>
<td></td>
</tr>
<tr>
<td>ANY TWO</td>
<td>ANY TWO</td>
<td>ANY TWO</td>
</tr>
</tbody>
</table>

7.3 7.3.1 Information should be kept confidential and he has no right to dismiss the worker or reveal the worker's status to other employees. (2)

7.3.2 If the worker is ill with any other infection or illness the worker should not be allowed to work. When the employee has full-blown AIDS and is physically incapable to work due to illness, he/she can be dismissed. (2)

7.4 Questionnaire to rate service:

1. Recognition of guests on arrival?
2. Well trained?
3. Polite and reliable?
4. Concerned about guests' needs?
5. Well groomed?
6. Tolerant towards guests' needs?
7. Was the waitron objective towards guests? (Any 5)

Give 2 marks if the correct format has been given – heading, questions and space provided for the customers to respond. (2)
QUESTION 8

8.1
- Course not stated
- Date written incorrectly
- Capitals
- Use of commas and full stops
- No border
- No breaks indicated

(4)

8.2

<table>
<thead>
<tr>
<th>Food related diseases</th>
<th>Dishes on menu not suitable</th>
<th>Recommended changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cholesterol</td>
<td>Liver pate Bouchees</td>
<td>Aubergine/snoek pate</td>
</tr>
<tr>
<td></td>
<td>Lamb stew Croquembouche</td>
<td>Baked veg spring rolls</td>
</tr>
<tr>
<td></td>
<td>ANY TWO</td>
<td>Fruit skewers ANY TWO</td>
</tr>
<tr>
<td>Diabetes</td>
<td>Liver pate (fat) Red onion marmalade Croquembouche Meringue</td>
<td>Topping made with low fat cream cheese Naturally caramelised onion Fruit skewers ANY TWO</td>
</tr>
<tr>
<td></td>
<td>ANY TWO</td>
<td>ANY TWO</td>
</tr>
</tbody>
</table>

(8)

8.3

8.3.1 Overheads: \[1 868.78 \times 0.40\% = 747.51\] (2)

8.3.2 Labour: 160 \times 4 = 640 (2)

8.3.3 \[1 868.78 \text{(FC)} + 747.51 \text{(OH)} + 640 \text{(LC)} = 3 256.29 \times 0.60\% = 1 953.77\] \[(3 256.29 + 1 953.77 = 5 210.06)\] (2)

8.3.4 \[5210.06 \div 50 = R104.20 \text{ p/p}\] (2)

[20]

QUESTION 9

9.1
- Bite sized
- Visually attractive and colourful
- Tasty and well seasoned
- Variety of flavours
- Ingredients easily recognisable
- High quality ingredients used
- Excellent personal and kitchen hygiene (Any 4)

9.2

9.4.1 Blinis: a type of crumpet prepared from a yeast batter (1)

9.4.2 Palmiers: pastry product also known as 'pigs ears' prepared from puff pastry. (1)

9.3 8 – 10 different types of appetisers \times 50 guests = 400 – 500 (2)
9.4 Examples including: (no animal protein)

- Nuts
- Tofu
- Lentils
- Beans

Learners could possibly give examples of dishes rather than focusing on ingredients. Use discretion when assessing these responses.

[10]

**QUESTION 10**

10.1 Choux

10.2 Scones: chemical – baking powder
Choux: physical – steam

10.3 Too much water will evaporate, resulting in too little steam and the final end product will have a poor volume and fat will ooze out.

10.4 10.4.1 Shortcrust

10.4.2 (a) Docking

(b) To allow the air that is trapped between the dough and the dish to escape OR to ensure that the crust won't blister

10.4.3 To prevent the dough from becoming soggy

10.4.4 (a) Baking blind

(b) Keep the crust from blistering
- Ensure the pastry cooks thoroughly before adding pre-cooked fillings
- Help the crust become crisp
(ANY ONE)

10.4.5 Rich, soft, short crumbles, crisp

10.4.6 • Overmixing
- Ingredients not measured accurately
(ANY ONE)

[14]
QUESTION 11

11.1 Rump/fillet/sirloin – tender cut from hindquarter; dry heat cooking method used for skewers/kebabs/sosaties. (2)

11.2 11.2.1 Add flavour  
Tenderise (2)

11.2.2 Marinade extracts sarcoplasm which can cause meat to dry out and become floury (2)

11.3 11.3.1 Wet ageing:  
Meat vacuum packed and refrigerated for 2 weeks (2)

Dry ageing:  
Controlled humidity at a temperature between 0 – 3 °C hung for 10 – 12 days (2)

11.3.2 Wet (1)

11.4 Warm and pink red in the centre, juices reddish pink (2)

11.5 Neck/rib/flank  
Tougher cuts require longer cooking method/moist heat usually used for stews (2)

11.6 • Bright light red colour  
• Smooth, fine grain, not dry  
• Fat evenly distributed – white or pinkish in colour  
• Soft, red, porous bones  
• Fresh smell (2)

11.7 11.7.1 Rib/loin (1)

11.7.2 Frenching (1)

[19]

QUESTION 12

12.1 12.1.1 Jam method: (1)

12.1.2 • Onion cut up and weighed  
• Sugar and other flavourings added  
• Boiled until mixture forms a jam like mass (3)

12.2 Sugar  
Salt  
Acidic ingredients (2)

12.3 • Should be transparent  
• No cracks or chips  
• Sterilise – boiling for 10 minutes and drying upside down in a warm oven (4)

[10]
QUESTION 13

13.1 13.1.1 Swiss meringue method: Combine egg whites and sugar and heat mixture over a bain marie until sugar is dissolved, remove from heat and whip till stiff peaks form and cooled down. (2)

13.1.2 • Bowl or mixers dirty
• Egg yolk in white
• Not at room temperature (2)

13.2 Distinguish between Crème Anglaise and Crème Patissier by redrawing and completing the table.

<table>
<thead>
<tr>
<th>Method of preparation</th>
<th>Uses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crème Anglaise</td>
<td>Made from egg yolks, milk, sugar and vanilla – cooked over a bain marie.</td>
</tr>
<tr>
<td>Crème Patissier</td>
<td>Made from eggs, milk, sugar thickened with starch, boiled to gelatinise.</td>
</tr>
</tbody>
</table>

13.3 13.3.1 **Hydration:**
Gelatine soaked in cold water to absorb liquid and soften

**Dispersion:**
Adding hydrated gelatine directly to hot liquid
Melting over steam or in the microwave

**Gelation:**
Refrigerated to form a solid gel (6)

13.3.2 • Loosen top with finger tips and shake out
• Dip into warm liquid for a few seconds and tip over
• Place a warm cloth under the terrine (1)

13.3.3 The chef should have let the gelatine mixture thicken to the consistency of thick egg white before adding the solid ingredients to ensure even distribution. (2) [19]
QUESTION 14

14.1

<table>
<thead>
<tr>
<th>Beverage</th>
<th>Glass</th>
<th>Serving temperature</th>
<th>Suitable course</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.1.1 Cabernet sauvignon</td>
<td>D</td>
<td>c</td>
<td>ii</td>
</tr>
<tr>
<td>14.1.2 Cognac</td>
<td>A</td>
<td>d</td>
<td>iv</td>
</tr>
<tr>
<td>14.1.3 Ruby Port</td>
<td>B</td>
<td>a</td>
<td>iii</td>
</tr>
<tr>
<td>14.1.4 Cap Classique</td>
<td>C</td>
<td>b</td>
<td>i</td>
</tr>
</tbody>
</table>

(12)

14.2 14.2.1 Corkage fee  

14.2.2 Adulteration  

[14]

150 marks
SECTION C

QUESTION 15

1. Learners should choose FOUR of the following aspects and expand on each:
   - Use of computers in admin
   - Stock control
   - Menu planning
   - Internet purchasing – online shopping
   - Marketing
   - Sales and promotions
   - P O S
   - Menu analysis
   - Accounting

2. Learners can mention any app used on social media and explain Chef Tanzer's reliance (as referred to in the Addendum) and the important role it plays.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>0</th>
<th>Possible score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Usefulness of computers</strong></td>
<td>FOUR aspects addressed</td>
<td>THREE aspects addressed</td>
<td>TWO aspects addressed</td>
<td>ONE aspect addressed</td>
<td>NO aspects addressed</td>
<td>4</td>
</tr>
<tr>
<td><strong>Computers used in running of the business with supporting examples</strong></td>
<td>Clearly relates to the topic; includes several supporting examples and/or details</td>
<td>Clearly relates to the topic; includes 1 – 2 supporting examples and/or details</td>
<td>Relates to the topic; but no detail and/or supporting examples included</td>
<td>Has little to do with essay topic</td>
<td>Information not worth noting</td>
<td>4 × 2 = 8</td>
</tr>
<tr>
<td><strong>The use of social media to build business venture</strong></td>
<td>A clear, succinct explanation</td>
<td>An average explanation</td>
<td>A bad explanation</td>
<td>An nonsensical explanation</td>
<td>3 × 2 = 6</td>
<td></td>
</tr>
<tr>
<td><strong>Structure and quality of response</strong></td>
<td>Introduction, logical cohesive response with development of ideas, ending off with a conclusive remark</td>
<td>× 1</td>
<td>× 1</td>
<td>× 1</td>
<td>2 × 1 = 2</td>
<td></td>
</tr>
</tbody>
</table>

Total: 200 marks