



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2014

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**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. (2)
- 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 (4)
- 5.3 5.3.1 Marketing manager (1)
- 5.3.2 Night auditor (1)
- 5.4
- Job creation
 - Economic growth
 - Develops infrastructure
 - Foreign currency
 - Improved living standards (2)
- [10]**

QUESTION 6

- 6.1 Yes, he identified a new opportunity for the market and took a chance. (2)
- 6.2 Cover page with details
- Business description
 - Operational plan – purchasing and supplies and staffing
 - Product or service description
 - Marketing plan
 - Financial plan (6)
- 6.3 6.3.1 Word of mouth (1)
- 6.3.2 Guests are spreading the news by way of Facebook, Twitter, etc. This is what helps with marketing the concept (2)
- 6.4 Adults/Adventurous diners/Diners looking for comfort and recognisable food. (1)
- [12]**

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

[5]

7.2 Gastroenteritis:

Causes	Symptoms	People most at risk
Roto virus caused by bacteria such as salmonella or staphylococcus	<ul style="list-style-type: none"> • Diarrhoea • Vomiting • Abdominal pain • Headaches • Fever • Dehydration 	Young children Elderly Dormitory residents Persons with a weak immune system
ANY TWO	ANY TWO	ANY TWO

(6)

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)

[22]

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

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

(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 $1\ 868.78\ (FC) + 747.51\ (OH) + 640\ (LC) = 3\ 256.29 \times 0.60\% = \boxed{1\ 953.77}$
 $(3\ 256.29 + 1\ 953.77 = 5\ 210.06)$

(2)

8.3.4 $5210.06 \div 50 = R104.20\ p/p$

(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
- (2)

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

[10]**QUESTION 10**

10.1 Choux (1)

10.2 Scones: chemical – baking powder
Choux: physical – steam (2)

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. (2)

10.4 10.4.1 Shortcrust (1)

10.4.2 (a) Docking (1)

(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 (1)

10.4.3 To prevent the dough from becoming soggy (1)

10.4.4 (a) Baking blind (1)

(b)

- Keep the crust from blistering
- Ensure the pastry cooks thoroughly before adding pre-cooked fillings
- Help the crust become crisp

 (ANY ONE) (1)

10.4.5 Rich, soft, short crumbles, crisp (2)

10.4.6

- Overmixing
- Ingredients not measured accurately

 (ANY ONE) (1)
[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.

	Method of preparation	Uses
Crème Anglaise	Made from egg yolks, milk, sugar and vanilla – cooked over a bain marie. <p style="text-align: right;">TWO</p>	Bavarios Ice cream <p style="text-align: right;">ANY ONE</p>
Crème Patissier	Made from eggs, milk, sugar thickened with starch, boiled to gelatinise. <p style="text-align: right;">TWO</p>	Custard slices Custard tarts <p style="text-align: right;">ANY ONE</p>

(6)

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

	Beverage	Glass	Serving temperature	Suitable course
14.1.1	Cabernet sauvignon	D	c	ii
14.1.2	Cognac	A	d	iv
14.1.3	Ruby Port	B	a	iii
14.1.4	Cap Classique	C	b	i

(12)

14.2 14.2.1 Corkage fee

(1)

14.2.2 Adulteration

(1)

[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.

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

20 marks

Total: 200 marks