



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2015

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 **An example of a non-revenue area is _____**
(D) front office.
- 1.2 **The correct order in which gel formation takes place is _____**
(B) hydration, dispersion, gelation and unmoulding.
- 1.3 **_____ are examples of Italian cuisine.**
(C) Biscotti, granita, cassata and tiramisu.
- 1.4 **The difference between the selling price and the original food cost:**
(A) Gross profit.
- 1.5 **_____ refers to the fat layer that covers the body of the animal.**
(A) Subcutaneous fat.
- 1.6 **A vegan will include _____ in a diet.**
(D) vegetables, fruit, tofu and legumes.
- 1.7 **A Charlotte _____ is a classic Bavarois set in a mould lined with sponge finger biscuits.**
(A) Russe.
- 1.8 **_____ is a natural, high-quality dark, milk or white chocolate, which contains additional cocoa butter.**
(B) Couverture.
- 1.9 **When making wine, the second fermentation in the bottle is known as _____**
(D) Cap classique.
- 1.10 **A _____ is a shallow container over steaming water in which food is kept warm.**
(A) Bain marie.

[10]

QUESTION 2 Matching item

Match the classification in Column A with the example of wine in Column B and the food that will pair with this wine in Column C.

Column A Classification		Column B Example		Column C Food	
2.1	Natural still wines	E	Sauvignon Blanc	iv	Grilled Fish
2.2	Natural sparkling	C	Perl�	ii	Fettucini Carbonara
2.3	Sparkling wines	A	JC le Roux La Chanson	i	Tempura Oysters
2.4	Low alcohol wines	B	Ariel Chardonnay	vii	Thai Chicken with Cashew Nuts
2.5	Fortified wines	H	Jerepigo	v	Sticky Toffee Pudding

[10]**QUESTION 3**

Various possible answers are provided for each question. Indicate the correct answers by writing only the letter next to the question number.

3.1 **FOUR items of information that appear on the back label of a wine bottle:**

- A The country of origin
- C Vintage
- D Seller's code number
- G Alcohol strength

(4)

3.2 **Select the ODD one out and provide a reason for your choice.**

3.2.1 Vanilla Bavarois: set with gelatine; other two cooked.

or

Vanilla Souffle – White sauce base other two egg custard

(2)

3.2.2 Berry Puree: fresh fruit processed; other two cooked.

(2)

3.2.3 Topside: from hind quarter (or front and back); other two cuts from front quarter.

(2)**[10]**

30 marks

SECTION B

QUESTION 4

4.1 **Draft a memo on how staff at a restaurant should handle 'intoxicated customers'.**

- The waiter should not serve them any more alcoholic beverages. The law clearly states that such customers should not be served any more alcohol. Rather offer a cup of coffee.
- Keep calm. Be friendly but firm at all times and avoid showing any emotions.
- Ask the customers politely but firmly to leave rather than allowing them to disturb the other guests. The staff can remove them if necessary.
- If the customers have already ordered a meal, it must be served in normal fashion, but no more alcoholic beverages should be offered.
- Keep the incident as quiet as possible.
- If a customer arrives at the door intoxicated, you have the right to refuse him or her admission to the restaurant. Call security to handle the problem. If security is not available, it is the responsibility of the restaurant manager to handle the situation.

(6)

4.2 **A guest orders a bottle of Carbernet Sauvignon and a bottle of Chenin Blanc. Explain the serving procedures by completing the table below.**

Similarities	Differences
<ul style="list-style-type: none"> • Present the wine. • Stand on the right side of the guest. • Hold the wine selected on a service cloth in your hand. The label should face towards the host. • Present the wine to the host whilst saying the name and vintage of the wine to confirm that it is the correct one. • Open the bottle once the host is satisfied. • Open the wine bottle. • Hold the bottle in one hand at a 45° angle, at waist height. If you are right-handed, hold in your left hand and vice versa. • Open the knife of your waiter's friend. • Carefully cut the foil or plastic, just on the ridge below the top of the bottle. If there is no ridge, cut 5 mm from the top. • Put the foil in your pocket and close the knife of the waiter's friend. • Wipe the top of the bottle with your service cloth. • Open the corkscrew on the waiter's friend. • Hold the neck of the bottle firmly in one hand and insert the corkscrew into the centre of the cork. • Tilt the arm of the waiter's friend and rest the lever in the lip of the bottle. Hold the lever in place with your index finger. • Remove the cork from the bottle. • Remove the cork from the corkscrew and place it on a side dish for the host to inspect. The name of the winery is on the lip of the bottle with your service cloth. 	<p>The glasses should be filled two-thirds for Chenin Blanc (white wine)</p> <p>and half way for the Cabernet Sauvignon (red wine).</p> <p>White wine is stored in an ice bucket; Red wine is stored on the table.</p> <p>Red wine is served at room temperature. White wine is served chilled.</p>

<ul style="list-style-type: none"> ● Pour the wine. ● Offer the host a taste of wine. ● Pour a mouthful into the host's glass. ● The bottle must never touch the glass. ● Return the waiter's friend to your pocket. ● While you pour, the label should face the guest. ● After the host has approved the wine, fill the glasses of the other guests; move in an anti-clockwise direction and end with the host. <p style="text-align: right;">(any six)</p>	<p>Red wine is served in bigger glass than white wine.</p> <p style="text-align: right;">(any four)</p>	<p>(10)</p>
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4.3 **Name FOUR general requirements for an on-consumption liquor licence.**

- No person under the age of 18 may be served alcohol.
- Adequate guest toilet facilities for males and females must be provided on or near the licensed premises.
- Ordinary meals shall be available on the premises during the hours that liquor is sold.
- Liquor may be sold on any day between 10:00 and 02:00 provided that on 'closed days' liquor may only be sold to a person taking an ordinary meal on the licensed premises. Closed days are defined as Sundays, Good Friday and Christmas day.
- No liquor may be supplied or sold to a person who is drunk.
- All liquor bought on the premises must be consumed on the premises.
- A person may bring his own liquor onto a licensed premises upon which a 'corkage fee' will be charged. Such liquor has to be consumed on the premises.
- It is illegal to add any liquids, such as water, to the liquor in a bottle. This dilutes the product and increases the volume, thus enabling the institution to make a large profit. This process is called adulteration. (any four)
- Bankruptcy or a un rehabilitated person will not receive a licence (4)

4.4 **Give the serving temperatures for the following:**
(Single temperature items also correct in the given range)

- 4.4.1 Sparkling wine: 7 °C or 6 – 8 °C (1)
- 4.4.2 White wine: 7 – 10 °C or 10 – 12 °C (1)
- 4.4.3 Lager: 3 – 13 °C (1)
- 4.4.4 Red wine: 15 – 20 °C or 18 °C (1)
- 4.4.5 Non-alcoholic cocktails: 5 – 8 °C (1)

[25]

QUESTION 5

5.1 Study the marketing tool below and answer the questions that follow:

[Source: <<http://possector.com/www/uploaded/qr-kod-restoran.jpg>>]

5.1.1 Which target market is the above tool aimed to influence?

People who like to dine out and pair their food with wine.
Mothers or people who love wine and pairing with food.

(1)

5.1.2 Discuss the characteristics of an effective visual marketing tool.

- Bright colours that will catch the eye.
- Big lettering that is easy to read.
- Interesting pictures or photos.
- A big space or a small advert on a clean, blank page.
- Adverts should be neat and attractive. Professionally designed and printed tools create a professional image.
- WRITTEN INFORMATION.
- State the name and price of the product/service.
- Give a short, clear description of the product/service.
- Display the slogan and or special features.
- Supply the contact details or address where the product/service can be obtained.
- Use simple, understandable language, free of any spelling mistakes.
(any six)
- Adverts on left hand side more likely to be seen

(6)

5.1.3 Do you consider the QR code to be an effective or ineffective marketing tool? Motivate your answer.

Learners own answer.

Yes – I would argue that it is very effective. A lot of information can be stored in one QR code. Young people like to explore and try out new things. The modern way of distributing information is a very successful way of sharing information.

OR

No – it could be time consuming, people are not interested. (3)

5.2 Before you start a business, you need to compile a business plan. Explain, in detail, the difference between an:

Operational Plan:

- Purchasing and suppliers
- Personnel plan with Basic Conditions of Employment Act
- Organogram
- Job description
- Individual responsibilities
- Working hours (5)

Financial Plan:

- Cash flow analysis
 - Income statement
 - Balance sheet
 - Break-even analysis
 - Budget (5)
- [20]**

QUESTION 6

6.1 6.1.1 Identify this infection.

Tuberculosis (TB) (1)

6.1.2 Give a clear definition of this infection.

TB is an infectious disease that primarily affects the lungs, but it can also affect organs in the central nervous system, lymphatic system and circulatory system, among others. (2)

6.1.3 List TWO measures that should be applied to prevent this disease from spreading.

TB is a major cause of death worldwide, and it is vital that TB control is managed properly:

- Food handlers with TB should be put on sick-leave and receive treatment.
- Avoid sneezing and coughing onto food./Keep mouth covered
- Use only pasteurised milk, cheese and meat from a company with a good reputation.
- Try to keep food covered during preparation, storage and service where possible and good personal hygiene. (any two) (2)

6.1.4 Name **THREE** groups of people that could contract this disease easily.

- Healthcare workers
 - Immigrants from countries where TB is common
 - People with HIV infection
 - Malnourished children and adults
 - Drug users who use needles
 - People with diabetes or cancer
 - People who received incomplete TB treatment in the past
 - Drinking unpasteurised milk
 - Living in close quarters
 - Weak immune system – young/old/ HIV(any three)
- (3)

6.1.5 Explain briefly what impact this infection could have on the workforce exposed to it.

Impact on the workforce:

- TB causes workflow disruption, reduction in productivity, increases in direct cost related to care and treatment of employees, and indirect cost such as replacement and retaining of workers who fall ill or die.
 - On a large scale, an unhealthy population will have less money available to invest in productive activities, thus inhibiting economic growth. or if the business need to shut down.
- (2)

6.2 6.2.1 Why is it not a risk when food handlers who are HIV positive work in the kitchen?

HIV	Only transmitted through exchange of body fluids; it gets passed on during unsafe sex, breast feeding and birth; but not transmitted by hands or coughing or any handling with food. Not airborne	Food workers need not be restricted from work unless they have other infections or illnesses. Transmission of HIV/AIDS through food and beverages is not a risk, neither is sharing utensils and bathroom facilities.
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(2)

6.2.2 In which instances could management arrange for infected workers NOT to come to work?

If a worker has another infection or illness such as diarrhoea or hepatitis. Normally Stage 4 – Wasting (severe weight loss), chronic diarrhoea, mental disorders and opportunistic infections.

(3)
[15]

QUESTION 7

- 7.1 7.1.1 The POS system can greatly enhance the administration of the kitchen and restaurant in any hospitality establishment.

Evaluate the above statement.

Point-of-sale system can dramatically improve the effectiveness of any hospitality establishment by:

- Creating a new level of control over operations.
- Providing detailed reports.
- Boosting profits as slow sellers can be easily identified and changed according to the preferences of the customers.
- Helping to fine-tune the business model as it gives you access to important information.
- Menus and prices can be changed in seconds.
- Communication between chef and waiter
- Stock control
- Efficient, quicker service

(5)

- 7.1.2 **Explain the difference between the following:**

A reservation system

Deals with the recording of accommodation sales for a single night.

A central reservation system

Deals with hotels that are affiliated to one group, eg the Protea group.

Online reservations

Are used when guests are allowed to book rooms on a computer system by making use of online security.

(3)

- 7.2 A QR code could be added to all the food items on the menu that could cause allergic reactions.

Identify FOUR food sources that cause 90% of all food-related allergic reactions.

- Peanuts
- Tree nuts (walnuts, pecan nuts, brazil nuts, hazelnuts, pistachios)
- Crustacean shellfish (shrimp, lobster, crab and other shellfish)
- Fish
- Milk (Casein)
- Soy foods
- Wheat (gluten)
- Eggs (any four)

(4)

7.3 **Explain the difference between food allergy and food intolerance.**

Food Allergy – it means that the immune system reacts to the substance (allergen) as if it is a harmful invader and sets the body's defences to fight against it. It can thus be described as an abnormal response to a food, which is triggered by the immune system.

Food Intolerance – can be described as the inability of the body to fully digest or process certain foods. The inability may be a result of the absence of enzymes or chemicals that are necessary for digestion. Food intolerance does not involve the immune system. (2)

7.4 **Study the table below and compile a three-course menu for guests with health problems such as:** (one starter, meat and dessert)

7.4.1 **Diabetes**

- Grilled Chicken Breast Salad
- Health Bread with Rocket Leaves and Cottage Cheese
- Grilled Sole
- Steamed Vegetables/Roasted Vegetables
- Mango Sorbet/fruit salad (3)

7.4.2 **High Cholesterol**

- Grilled Chicken Breast Salad
- Health bread
- Grilled Sole
- Steamed Vegetables
- Mango Sorbet/Fruit Salad (3)

7.5 **Addendum A – Costing Sheet:**

Description of Ingredients	Quantity Used	Quantity Bought	Unit Cost	Total cost of Ingredients	Calculations
Butter	125 ml	500 g	R8,50	R1,53	90 g/500 g × R8,50 (1)
Chocolate	228 g	260 g	R18,00	R15,78	(1)
Brown sugar	185 ml	2 kg	R16,00	R1,30	162,8 g/2 000 g × R16 (1)
Sugar	65 g	2 kg	R13,00	R0,40	
Eggs	3	1 dozen	R24,00	R6,00	(1)
Flour	80 g	2,5 kg	R24,50	R0,78	
Coco powder	90 g	500 g	R18,00	R3,20	
Chocolate chips	250 ml	500 g	R26,00	R10,40	200 g/500 g × R26 (1)
7.5.1	Total food cost			R39,39	(1)
7.5.2	Labour cost			R50,00	(1)
7.5.3	Overhead costs			R13,79	(2)
7.5.4	Cost per portion			R17,20	(1)

(10)
[30]

QUESTION 8

8.1 **A formal dinner is planned for ten guests. The following meat dishes will be included on the menu: Saratoga Chops, Châteaubriand, Tournedos & Potjiekos.**

8.1.1 **List FOUR quality criteria for red meat.**

- Fresh – bright red to cherry red
- Older animals – dark plum red
- Smooth texture, fine grain, firm and not dry
- The fat should be evenly distributed
- Fresh smell / Porous bones (any four) (4)

8.1.2 **What type of meat and meat cut is used for Châteaubriand?**

Beef; fillet (2)

8.1.3 (a) **State the quantity of meat needed for Châteaubriand for ten people.**

1,2 kg (1)

(b) **Motivate your answer.**

120 g per portion off the bone (2)

8.1.4 **Identify the type of meat and the appropriate meat cut necessary for the Saratoga Chops.**

Rib or loin (lamb) (2)

8.1.5 **On one of the meat cuts, the mark ABAB appear. What does it indicate?**

Older Animal (1 – 2 teeth)

Tender

Fat 000 – 666 and colour Green (any one) (1)

8.2 8.2.1 One of the guests are a Pollo-pescatarean vegetarian.

Recommend TWO dishes that you will add to the menu in Question 8.1, to accommodate the guest. Also motivate your answer.

- Add – Poultry, fish and other seafood, milk and dairy products, eggs and vegetables and fruits.
- Exclude all red meats. Motivation. (4)

8.2.2 **Provide TWO reasons why people choose a vegetarian lifestyle.**

Reasons for being a vegetarian ...

- Moral grounds, based on an objection to the killing of animals.
- Health reason, because of the high levels of cholesterol and hormones in meat.

- Religious beliefs may prohibit the eating of meat.
- The meat industry is said to have a negative impact on the environment.
- Some people don't like the taste of meat.
- Meat is more expensive than plant products. (any two) (2)

8.2.3 Compare the nutritional value of meat and legumes.

MEAT – Is rich in proteins it contains all the essential and non-essential amino acids, vitamins, minerals, carbohydrates and fat.

LEGUMES – Some essential amino acids are missing, unable to make proper muscle and other tissue. Consuming soy protein can assist in obtaining the required protein. Low Cholesterol & Low fat (4)

8.3 List THREE techniques to be applied when cooking meat to prevent the loss of sarcoplasm.

- Meat should never be immersed in water or washed because most of the nutrients and flavoursome components are easily dissolved in water.
 - Meat must not be salted. Salt extracts the meat juice from the meat.
 - Meat must not be cooked at excessive high or low temperatures or for too long. As long as heat is applied, meat juice will be released, leaving the final product dry and compact.
 - Turning with tongs not fork
 - Searing/browning
 - Meat need to rest (any three) (3)
- [25]

QUESTION 9

9. 9.1.1 Identify the type of pastry used for these three dishes.

- Eclairs – Choux pastry
- Cheese-and-ham Quiche – Short crust pastry
- Vol-au-vents – Puff pastry (3)

9.2 Predict what effect the incorrect procedures will have on the pastries.

	Results of poor procedures
Eclairs	The water will evaporate, resulting in too little steam and a final product that is significantly reduced in volume. Because the water boiled too long, the ration of ingredients will change and the fat will also ooze out of the end product resulting in an oily puff.
Quiche	Base is not pricked with a fork, so air could not escape, and the bottom is uneven.
Vol-au-vents	Rolled out the dough for too long. Stretching the dough will cause shrinking during the baking process. Temperature not cold enough Not rising

(6)

9.3 **Explain the following terms:**

9.3.1 **'non-laminated'**

It is dough that is not as thin as phyllo pastry. It is made only of flour and water and occasionally a small amount of oil. (1)

9.3.2 **Docking**

The base of the tart dough and sides are pricked with a fork or a special docking roller to allow air that is trapped between the dough and the dish to escape. (1)

9.4 **Define the term 'détrempe' and name the pastry in which this process is used.**

Détrempe – a French culinary term for a paste made with flour and water in the first stage of pastry making. Puff pastry. (3)

9.5 **The following ingredients are used in a gelatine dish: Fresh fruit, whipped cream and port. Discuss how these ingredients can have a negative effect on the setting process of gelatine.**

Fresh fruit (pawpaw, strawberries, pineapples and kiwi)

Influence of enzymes. The addition of these fruits will prevent gel formation due to the proteolytic enzymes present in these fruit, which breaks down proteins in the gelatine. Before adding these fruits to gelatine mixture, they should be cooked to destroy the enzymes. Alternatively, canned products may be used.

Whipped cream

The large quantity of air decreases the firmness of the gel. More gelatine should be added.

Port

The addition of alcohol will form a firmer jelly. When more than 30% of the total gel volume consists of alcohol, it may cause the gelatine to solidify into hard particles. (6)

[20]

QUESTION 10

10.1 **Meringues are a very light baked dessert but need the correct methods and skill to result in a perfect meringue.**

10.1.1 **Explain the factors that will influence the foaming ability of the egg whites.**

All equipment must be clean

- All ingredients should be free of fat or grease and egg whites should have no trace of egg yolk in them – even a small trace of fat will prevent the egg whites from foaming properly.
- Egg whites at room temperature foam best.
- Acids such as cream of tartar or lemon juice help to stabilise the foam. (3)

10.1.2 Distinguish between a:**French meringue**

- Beat egg whites until soft peaks form. Gradually add sugar while beating until meringue forms stiff peaks. Spread or pipe and bake.

Swiss meringue

- Combine egg whites and sugar and heat mixture over a bain marie until sugar is dissolved. Remove from heat and whip the mixture until stiff peaks form and it is cooled down. Spread or pipe and bake.

Italian meringue

- Beat egg whites until soft peaks form. Slowly add hot sugar syrup while beating. Whip until cool and stiff peaks form. Spread or pipe and bake. (3)

10.1.3 Provide TWO important guidelines to keep in mind when working with sugar to create a clear, non-grainy sugar syrup.

- Two essential techniques for creating a clear, non-grainy syrup; Ensure that the sugar has completely dissolved before increasing the temperature and boiling the liquid. Do not stir the syrup once it is boiling.
- Caramel can easily overheat and burn. To quickly stop the cooking process, the bottom of the pan can be immersed in cool water for a few seconds.
- Caramel that has hardened in the pot can be reheated and used again.
- Sugar decorations easily absorb moisture and should rather be used the same day they are made. (any two) (2)

10.2 List the steps used to preserve fruit.

- Wash and peel the fruit or vegetables and remove pips
- Cut into desired shapes
- Prepare a sugar syrup or a brine
- Boil the food in the syrup or brine until just soft
- Scoop the food into sterilised jars/Fruit with syrup in container
- Fill with syrup or brine and seal (4)

10.3 Explain: when will you apply cold smoking preservation technique to meat?

Cold Smoking – To enhance flavour – then it still need to be cooked prior to eating. (2)

10.4 Benzoic Acid is an additive. What is the benefit of using this chemical?

Prevents growth of yeast/bacteria in canned products, eg pickled meat and pork, jam, jelly, marmalade, tomato paste, fish. (1)
[15]

150 marks

SECTION C

QUESTION 11

Content – 16 marks.

At least four under each.

When reading – clear statement in full sentence.

Number of points – quality of writing.

<p>Strengths:</p> <ul style="list-style-type: none"> • Young and enthusiastic • Very trendy look • Trendy commodity • Cause that people could be very sympathetic towards • Offer training sessions about the topic • The owners know so much about – expertise • Involvement of public • Uniqueness of the concept • Unique Idea • Good reputation • Community support • Passionate • Gap in market • Experienced • Vision 	<p>Weaknesses:</p> <ul style="list-style-type: none"> • They could not sustain their promises in terms of giving to charities • Limited commodity on offer • Business is only running for 6 months – not long-time success • Losses to themselves & organisations • Training staff – cost • In house staffing issues • No profit motive
<p>Opportunities:</p> <ul style="list-style-type: none"> • Franchising • Train jobless youngsters to become baristas • This model could be an example for other businesses to help make a difference in society • Instead of only monetary support, they or patron could get involved at grass roots level in the communities they are giving money for • Sell coffees and accessories • Big business sponsors • Exposure to new markets • Gain advertising 	<p>Threats:</p> <ul style="list-style-type: none"> • Cost of coffee • Threat of climate change and the effect of that on the product/ natural disasters • Expenses of running a coffee shop • Electricity blackouts • Other coffee shops in the vicinity – competition • People can lose interest – passing 'fad' • Other companies doing the same • Crime • Target market • Strikes • Advanced coffee technology

CRITERIA	4	3	2	1	Maximum marks
Strengths	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Weaknesses	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Opportunities	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Threats	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Mechanics	All elements were either numbered or bulleted. Full sentences were used for all the responses. Excellent quality language used.	Most elements were either numbered or bulleted. Most responses were answered in full sentences. Good command of language.	Some elements were either numbered or bulleted. Some responses were answered in full sentences. Average command of language.	None of the elements were numbered or bulleted. No full sentences were used. Very bad command of language.	4
TOTAL:					20

20 marks

Total: 200 marks