NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2024

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.

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SECTION A

QUESTION 1

1.1	C	1.6	B
1.2	D	1.7	A
1.3	B	1.8	A
1.4	C	1.9	C
1.5	D	1.10	C

QUESTION 2

2.1 E iii

2.2 C i

2.3 D v

2.4 A ii

QUESTION 3

3.1 3.1.1 Sauvignon Blanc – Sauvignon Blanc is a white wine whereas Cabernet Sauvignon and Shiraz are red.

3.1.2 Bloody Mary – alcoholic cocktail, the other two are non-alcoholic

3.2 A, C, E

3.3 3.3.1 De-alcoholised / alcohol-free / low alcohol

3.3.2 Dessert wine/Port

3.3.3 The Liquor Act

3.3.4 Fortified wine

3.3.5 Charmat method

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SECTION B

QUESTION 4

4.1
- Beef
- Hind-quarter

4.2

Name	Number
Beef fillet	13

4.3 4.3.1 Trimming/trimming the silver skin

4.3.2 Trimming neatens the meat.
Removes excess fat and sinews which are tough and difficult to eat.

4.4
- No
- Stroganoff contains cream, and meat and milk products may not be consumed at the same time.
- Stroganoff is made from fillet which is in the hindquarter of the animal.

4.5 4.5.1 Fats begin to melt and coat the muscle fibres.
The protein in the muscle fibre will denature and coagulate.
Above 65 °C, the connective tissue shrinks, softens and melts.
The muscle fibres toughen and the meat shrinks.
(Any 3)

4.5.2 Hot pink centre with pink juices

4.6 **Wet aging**
- Beef is vacuum-packed.
- Kept in the refrigerator for two weeks.

Dry aging
- Dry ageing is done at controlled humidity, air flow and temperature between 0 °C and 3 °C.
- Beef hangs in this temperature for 10–12 days.
- Dry aged meat is very tender and has a succulent flavour.
- It is more expensive than wet ageing as it loses 20% of its weight through moisture loss.

(Any 4)

4.7 Beef fillet is naturally tender.

4.8 4.8.1 C / Oxtail

4.8.2 B / Beef tongue

4.8.3 A / Lamb's liver

4.8.4 D / Veal heart

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QUESTION 5

5.1

Pâte feuiletée	Pâte sucrée
• Lightest of all pastries • Hundreds of light, flaky layers • Light golden-brown colour • The surface is a bit uneven • A rich, delicate taste (Any 4 × 1)	• Rich • Not flaky • Light, golden colour • Crisp • Soft, short crumbles (Any 4 × 1)

5.2 5.2.1 Docking

5.2.2 To allow air, which is trapped between the dough and the dish, to escape.

5.2.3
- The filling you are going to use is already cooked.
- To keep the crust from blistering
- To ensure that pastry cases cook thoroughly.
- To help the crust to become crisp.

(Any 3 × 1)

5.3 5.3.1
- Cream puffs
- Éclairs
- Profiteroles
- Beignets
- Gateau St-Honoré
- Croquembouche
- Paris-Brest
- **Not churros, they are fried**

(Any 3 × 1)

5.3.2
- The batter was too soft.
- Too many/few eggs were added.
- The eggs were added too quickly/all the eggs were added at once.
- Too much water evaporated, too little steam formed.
- Adding extra flour after gelatinisation.
- Oven was too cold/not preheated.
- Opening oven before the puffs were thoroughly cooked.
- They didn't bake long enough/didn't have enough time to dry out.

(Any 4 × 1)

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QUESTION 6

6.1 Jam
Jam is a thick, sweet spread made by cooking chopped fruits with sugar. Jam holds its shape but is less firm than jelly which contains pectin.

6.2 Boiling the bottles kills off any harmful microorganisms

6.3 6.3.1 Agar-Agar

6.3.2 Hydration – gelatin powder is soaked in/sprinkled over cold water/ juice in order to absorb liquid and soften/become a sponge.

6.3.3
- Do not insert a knife.
- Pull it away from the sides with your fingertips/allow air to separate the contents from the mould by tilting and shaking the mould.
- Use a blow torch briefly around the outside of the mould.
- Put a warm cloth/hot towel around the mould to facilitate unmoulding.
- Dip the mould into hot/lukewarm water for 1–2 seconds – not too long for the gel to start melting.
- Invert the mould over a plate or place a plate over the mould and then flip them over together.
- Add a few drops of water on the plate to allow you to move the gel, if it is not in the correct spot.

(Any 2)

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QUESTION 7

7.1 Bread and butter pudding

7.2

	Desert A: Malva pudding	**Dessert B**
Classification	Sponge-based dessert	Egg-based set dessert
Cooking method	Baked	Baked
Description	A South African favourite where a hot, sweetened cream and butter sauce is poured over the warm sponge base	Egg custard is poured over other ingredients and baked until set

7.3 7.3.1 Crème anglaise:

- A hot egg custard
- gently cooked over a bain-marie until it thickens,
- once thick, should coat the back of a spoon.

7.3.2 **Charlotte Russe:** lined with sponge finger biscuits.

Charlotte Royale: lined with slices of Swiss roll.

Charlotte Muscovite: lined with slices of Swiss roll but with red jelly at the bottom.

7.4 Couverture chocolate has more cocoa butter than regular chocolate. It needs to have at least 31% cocoa solids and 31% cocoa butter, with the rest being sugar and sometimes milk solids. Regular chocolate often has less cocoa butter and may use other fats like vegetable oil or palm oil.

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QUESTION 8

8.1
- Product – Ubuntu Boutique Hotel, luxury hospitality.
- Promotion – promotion – competitions, give-aways, lucky draws, "buy one get one free" offers. Special packages for accommodation. Specials on certain days. (Any 1 example)
- Price – competitive pricing in comparison to accommodation establishments in the area.
- Place – Historic District, Cape Town.
- People – discerning travellers.
- Packaging – amenities and services **OR** physical appearance and design of hotel and rooms.

8.2 8.2.1 **Cover page**

Name of business: Ubuntu Boutique Hotel
Name of owners: Tylor, Jordan, and Riley

Marks can be allocated for the information only.

8.2.2 **Business description**
- Business address: Historic District, Cape Town.
- Form of business: CC or (Pty) Ltd.
- Branding: Ubuntu Boutique Hotel / Luxury Hospitality / celebrates South Africa's vibrant heritage.
- Goals: Short-, medium- or long-term goals
- Street map.
- Site plan showing the layout.

(Any 4)

Marks can be allocated for the information only.

8.3
- Bright colours that will catch the eye.
- Big lettering that is easy to read.
- Interesting pictures or photos.
- Adverts should be neat and attractive.
- Professionally designed and printed tools create professional image.
- Information is short and to the point.
- Information should be updated regularly to stay applicable.
- It should attract the attention of the desired target market.
- A successful marketing tool for the hotel will be clear.
- Visual layout according to the theme.
- It should offer a service to the customers.
- It should bring new services or products to the attention of customers.
- It should be reliable / accurate / no misleading information.
- It should supply information.
- It should state the name and price for the hotel.
- It should display special features.
- It should supply the contact details and address of where the hotel is.

(Any 4)

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8.4
- To organise all marketing activities such as promotions or special events.
- Conduct market research.
- Draw up a marketing plan.
- Take part in trade shows.
- Carry out competitive analysis.
- Find new segments in the market.
- Carry out sales training.
- Build the brand.
- Build customer loyalty.

(Any 4)

8.5
- The use of computers provides tighter control to improve food service delivery.
- It provides the correct information at the right time which results in easier and faster service/better communication between waiter and guest and waiter with kitchen staff.
- Orders in the restaurant are faster and more accurate which will not frustrate the guests.
- Finalisation of accounts can be done easily/the bill can be printed out.
- Reduces the number of trips the waiter makes to and from the kitchen therefore saves the energy of the waiter.
- Easy to recognise information.
- Customers can order online.
- Saves time / effective use of time / speedy delivery.

(Any 3)

8.6 8.6.1 Honesty includes basic honesty toward employees and customers. The customer should always feel that money was well spent.
(Any 1)

8.6.2 Respect for oneself and respect others that you are working with. Respect clients.
(Any 1)

8.7
- Shower or bath daily.
- Use deodorant.
- Wear clean clothes and uniforms.
- Males should be clean shaven.
- Keep hair clean and neatly tied up.
- Always wear headgear when handling food.
- Keep fingernails short and clean.
- Footwear should be clean and safe.
- Avoid excessive jewellery.
- Do not smoke in food areas.
- Cover open burns and cuts with waterproof dressing.
- Wash hands immediately after using the toilet, smoking, or handling refuse.

(Any 3)

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QUESTION 9

9.1 9.1.1 D

9.1.2 C

9.1.3 A

9.2 **Lacto-ovo vegetarian**

- The starter contains seafood and bacon that is not suitable.
- If the guest chooses the lentil risotto that will be suitable.
- The dessert would also be suitable to serve to this guest as they include both eggs and dairy products in their diet.

9.3
- Flaked almonds on the risotto.
- Pecan or walnuts in the carrot cake.
- Nuts can be used in the bread to give extra flavour and crunch.

(Any 2 × 1)

9.4 A food allergy is an abnormal response to a food which is triggered by the immune system. This could lead to death.
Food intolerance is more common than food allergies and can be described as the inability of the body to fully digest or process certain foods.
This would not necessarily lead to death but could cause various other symptoms.

9.5 Calculate the cost of each ingredient for the smoked garlic and white wine sauce.

Ingredient	Amount used	Purchase unit	Purchase price	Cost of ingredients used
Garlic cloves	5	–	–	R3,75
Onion	1	–	–	R3,20
Dried thyme	2,5 ml	100 ml	R30,00	R0,75
Cream	250 ml	1 litre	R85,00	R21,25
Vegetable stock	180 ml	10 litre	R50,00	R0,90
Flour	20 g	2,5 kg	R43,00	R0,34
Olive oil	60 ml	750 ml	R220,00	R17,60
White wine	250 ml	3 litre	R145,00	R12,08

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9.6 Calculate the total menu cost.

THREE-COURSE DINNER	**DATE: 26 April 2024**
Mussels	R41,95
Matured beef chuck **OR** Lentil risotto	R98,25
Carrot cake	R45,58
CALCULATION	R41,95 + R98,25 + R45,58
TOTAL MENU COST	R185,78

9.7 Calculate the selling price per person.

TOTAL FOOD/MENU COST	R185,78
OVERHEAD COSTS AT 30% OF FOOD COST	R55,73
LABOUR AT 20% OF FOOD COST	R37,16
SUBTOTAL	R278,67
PROFIT AT 50%	R139,34
TOTAL	R418,01

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QUESTION 10

10.1

Formal dinner		Banquet	X

- This will be a banquet.
- A minimum of fifty to 100 or more guests.
- The meal is usually in honour of a person, or a certain event may be acknowledged.
- Banqueting menus may be used for breakfasts, luncheons, dinners, weddings, end-of-year functions, or whatever the customer's needs may be.

(Any 2 × 1)

10.2 This menu will not be entirely suitable as it contains a lots of warm comfort food.
The starter is suitable, but the main course is heavy and more suitable for the winter months.
The dessert would be suitable as it is served with pineapple jelly which is cold as well as crème fraîche. It could be replaced with something lighter to be more suitable for summer.

10.3
- Appetisers are supposed to be bite-sized (one or two bites).
- They must be visually attractive and colourful.
- They must be tasty and well-seasoned.
- They must include a variety of flavours.
- Ingredients should be easily recognised.
- Food should be properly prepared and made of high-quality ingredients.
- Personal and kitchen hygiene is essential.

(Any 5 × 1)

10.4 10.4.1
- People prefer the taste of mineral water without ice.
- Some guests drink mineral water because it is safer than tap water and if the ice added is made from tap water, they will not be happy.
- If the ice melts into the mineral water, it will become diluted.

10.4.2
- Shaking and stirring
- Stirring and straining
- Blending
- Building

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10.5
- Alcohol may not be sold to persons under the age of 18.
- Alcohol may not be moved from the premises.
- Bar staff must be over the age of 18.
- Adequate guest toilets for males and females must be available.
- Liquor may be sold any day between 10:00 to 02:00.
- Alcohol may not be sold to someone who is already drunk.
- If people bring in their own liquor, they must pay 'corkage fee'.
- It is illegal to add any liquids, such as water, to the liquor in the bottle.

(Any 4 × 1)

10.6
- Complaints should always be handled positively and professionally.
- Control your emotions. Be as calm, professional, polite, helpful and friendly as possible – try to put aside any feelings of anger, hurt or embarrassment.
- Maintain eye contact and positive body language while using a warm and encouraging tone.
- Show your understanding and willingness to resolve the matter.
- Never argue with the customer. Listen and pay attention.
- Acknowledge the complaint and thank the guest for bringing the matter to your attention.
- Apologise sincerely and resolve the situation by inviting the person to discuss the issue in privacy.
- Never place the blame on yourself or on somebody else, as it could lead to insurance claims. Explain why the situation is out of your control.
- Never promise something you cannot provide, e.g. a free three-course meal. Rather serve a beverage immediately.
- If you cannot handle the situation, call the maître d'hôtel or someone with more experience and authority to assist you.

(Any 5 × 1)

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SECTION C

QUESTION 11

Title: The Link Between Badly Stored Food and Sickness: Dangers and Solutions

Preserving food has been crucial throughout history, allowing people to store and eat food even after the harvest time. According to Source C if food isn't preserved properly, it can lead to serious illnesses, putting public health at risk. This essay explores how poorly preserved food can cause food-borne diseases, discussing the dangers involved and suggesting solutions to prevent these problems.

1. **Food preservation methods:** People have been storing food for a long time to keep it fresh after harvest. There are different ways to do this, like using fridges, freezers, cans, drying, and salting. These methods help stop germs, enzymes, and oxidation from spoiling the food.

2. It is clear from Source A that a range of preservation methods have been developed over the years. Risks of bad preservation: if food isn't stored properly, it can become unsafe to eat. Things like wrong temperatures, not sealing containers well, not cleaning properly, or using dirty equipment can make germs like bacteria, viruses, and mould grow on the food.

3. **Impact on health:** eating poorly preserved food can make you sick with things like stomach aches, nausea, diarrhoea, fever, and belly pain. Some people, like children, old people, pregnant women, or those with weak immune systems, can get even sicker.

4. In Source B, they discuss the importance of proper hygiene. How to Make It Safer: to make sure food is stored safely, everyone involved in the food process needs to work together. This includes people who grow, make, deliver, sell, and eat food. Important steps include:

    - Keeping everything clean and hygienic.
    - Using a system called Hazard Analysis and Critical Control Points (HACCP) to spot and manage dangers.
    - Training food handlers to handle food safely.
    - Regularly checking equipment and places where food is stored to make sure they meet safety rules.
    - Making sure food safety laws are followed.

5. **Educating consumers:** In Source C, they state how important it is to teach people how to handle, store, and cook food safely. This is crucial to stop sickness from bad food. This can be done through campaigns, clear food safety labels, and sharing guides on how to store food safely.

In conclusion: Not storing food properly can make it dangerous to eat and make people sick. By following safety rules, working together, and educating everyone, we can make sure food stays safe and keeps people healthy.

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	0 mark	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Use of sources	No reference to sources.	Reference made to one source only.	References made to 2 sources.	References made to 3 sources.	Source detail very close to full potential.	4
Quality of content	Little or no content relevance.	Significant and important information missing AND facts not closely related to the topic.	Some vital information missing OR many irrelevant facts.	Sufficient facts provided. Most information is relevant, appropriate, and accurate.	Many facts provided. All information is relevant, appropriate, and accurate. X2	8
Use of own knowledge/ experience	No own knowledge provided.	A few facts and little information provided from own knowledge/ experience.	Includes some facts and information from own knowledge/ experience.	Includes facts and information from own knowledge/ experience.	Includes many facts and much information from own knowledge/ experience.	4
Quality of argument	Question not answered. Missed the point.	Writing consists of facts with little linkage or reasoning. Reasoning incorrect.	Maximum if no clear stand taken. Reasoning correct but hard to follow. Ordinary: some linkage evident.	Supports the position. Reasoning is clear. Minor errors in flow. Linkage sometimes missed.	Strongly supports a clear position. Reasoning is very clear and succinct. Flow is logical. Compelling with regular linkage. Well-integrated argument.	4

Total: 200 marks

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