NATIONAL SENIOR CERTIFICATE EXAMINATION
MAY 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.

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.

IEB Copyright © 2024

SECTION A

QUESTION 1 MULTIPLE CHOICE

1.1 B Hydration

1.2 C Pesco-vegetarian

1.3 A Searing

1.4 D Rumaki

1.5 A Managers

1.6 C Choux

1.7 C Engineering

1.8 B Gastroenteritis

1.9 D Delegate

1.10 A Branding

QUESTION 2 MATCH THE COLUMNS

2.1	2.2	2.3	2.4	2.5
C (iv)	D (v)	F (iii)	B (vi)	A (i)

QUESTION 3

3.1 B Malva pudding
D Apple crumble
E Lemon soufflé
F Tarte tatin

3.2 3.2.1 **Coagulation** – other two have to do with gelatine and coagulation with proteins OR other terms relate to steps of handling gelatine.

3.2.2 **Oxidation** – other two have to do with enzymes in fruit this one with the browning of fruit.

3.2.3 **Shin** – moist heat cooking method/other two cuts cooked with dry heat.

IEB Copyright © 2024

SECTION B

QUESTION 4

4.1 4.1.1
- Responsible for making the potential customers aware of the product and services that the establishment offers.
- Good marketing will ensure that customers will want to use the product and will then buy the products which will result in an increase of sales.
- If they market the product well enough for the customers to feel they need the product, they will come back and buy it again.
- Marketing generates interest in your business.
- Sales focuses on closing deals and generating income.

4.1.2 A person who starts his or her own business, especially when it involves taking risks.

4.2 4.2.1 STRENGTHS – things that you are good at, like baking, having access to a kitchen, other skills like creativity, etc.

WEAKNESSES – things that you are not good at, maybe not enough money, not many marketing skills, etc.

OPPORTUNITIES – environmental factors, access trained/skilled labour is an opportunity or lack of caterers in the area.

THREATS – if a person opens a similar business to yours, inflation, rising fuel prices.

4.2.2
- Neat and clean kitchen with sufficient equipment according to your product range.
- Sufficient ingredients to supply the demand of your products.
- Packaging suitable for the specific product.
- Transport to deliver your products should your customers not collect it from your premises.
- If the demand increases sufficiently, you may later need reliable staff that could help with the preparation, delivery and selling.
- Capital to purchase food/stock, equipment, pay staff and overheads.
- Good quality equipment.
- Good marketing strategy.
- Reliable staff.

4.3
- Purchasing and suppliers.
- Personnel plan (organogram; job description; individual responsibility)

4.4 4.4.1 Revenue generating areas obtain income from sales of goods. Whereas with the non-revenue generating areas, no income is received for the services provided in these areas.

4.4.2
- Front office
- Marketing
- Human resources
- Finance/Accounting
- Laundry
- Maintenance

IEB Copyright © 2024

QUESTION 5

5.1 (a) **Food**
Vary ingredients/vary textures/vary temperatures.
Vary flavours/vary colours/vary shapes/vary cooking methods/ nutritional balance.
(Any three)

(b) **Customers**
Age
Preference and needs
Special nutritional needs
Job/career
Religion and ethical issues
(Any three)

(c) **Management**
Type of establishment
Type of meal
Time of the year
Availability of food/costing/space and equipment in the kitchen number of staff and their skills/complete utilisation of foods/time for preparation /recipes
(Any three)

5.2
- Pork and pork products
- Alcohol
- Vanilla
- Sour milk
- Orthodox Hindus are strict vegetarians
- Gelatine
- Shellfish and snails

(Any two)

5.3 They may not consume meat and dairy simultaneously. They have to wait for six hours after ingesting meat to ingest milk products.

5.4 5.4.1 145/4 = R36,25

5.4.2 R36,25 × 50%
= R18,13
R36,25 + R18,13
= R54,37

5.4.3 **Net profit** is the difference between the selling price and the total cost (food cost, labour and overheads).

Gross profit is the difference between the selling price and the original food cost.

IEB Copyright © 2024

QUESTION 6

6.1 6.1.1 Tuberculosis

6.1.2
- Mycobacterium **tuberculosis** bacterium. Not spread by touching but by inhaling droplets of sputum sprayed into the air when an infected person sneezes.
- Drinking unpasteurised milk from an infected cow.

6.1.3
- No
- Food handlers with TB should be put on sick leave and receive treatment.
- If they cough or sneeze over the food, it will contaminate the food.
- They will not be allowed to handle the food even if they cover their mouth.

(Any 3 reasons)

6.1.4
- 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.
- Pregnant women.

(Any two)

6.2 6.2.1
- Always use surgical gloves to protect yourself as well as your patient against transmission of HIV.
- Apply direct pressure. Take the bandage and fold it into a pressure cushion bigger than the wound.
- Apply a second bandage over the first one if blood seeps through the first bandage and pressure cushion.
- Do not rinse under water.
- Check the injured person's pulse.
- If an arm or leg has been cut, lift the part that is bleeding above the level of the person's heart.

(Any three)

6.2.2
- According to the Institute of Food Science and Technology, food-service workers known to be infected with HIV need not be restricted from work.
- Unless they have other infections or illnesses.
- Transmission of HIV by food and beverages is not a risk and neither is sharing utensils such as knives, etc.
- The chef also does not need to tell anyone about his/her status.
- The executive chef needs to treat the person as usual and is not allowed to treat him/her differently.

IEB Copyright © 2024

6.2.3
- Double-breasted jacket – made of cotton to reduce the risk of it catching fire.
- Long sleeves to protect the arms.
- Double-breasted to protect chest against heat; preferably be white in order to show stains.
- Closed shoes or rubber shoes to prevent slipping or to protect feet.

(Any two)

QUESTION 7

7.1 7.1.1
- Carcasses: whole animal entrails, head, feet and hide.
- Sides.
- Quarters: foresaddles and hindsaddles.
- Primal or wholesale cuts: the primary division of quarters, fore-saddles and hindsaddles.
- Fabricated cuts: primal cuts, cuts into smaller cuts.

(Any four)

7.1.2

Forequarter	Hindquarter
Usually have more flavour but are tougher than those from hindquarter.	Contains fewer bones and is generally softer and more tender than forequarter.
Moist cooking methods or combination methods will be used.	Suitable for dry cooking methods.
Normally cheaper than hindquarter.	Normally more expensive cuts form this quarter.

7.1.3
- Meat on the bone.
- The reason is because it is cheaper.
- You can cook the bones and use them in stews or also make stock from them.

7.2 7.2.1 Sweetbreads – thymus glands of veal and lamb.

7.2.2 Tripe – the muscular lining of the stomach of beef and sheep.

7.3 7.3.1 Roast lamb – mint

7.3.2 Roast pork – apple

7.4 Cover a piece of meat with thin slices of fat or bacon to prevent it from drying out during cooking and enhance flavour. Caul can be used for venison or liver.

IEB Copyright © 2024

QUESTION 8

8.1
- To use food later.
- To stop the working of enzymes and micro-organisms.
- Increase the availability of foodstuffs that are out of season.

8.2 8.2.1 Smoking – gives a unique flavour to the food.

8.2.2 Adding sugar – allows fruit to be used in other ways, e.g. jams or canned fruit.

8.3
- Brand name.
- Name of food product.
- Lot identification/batch or serial number.
- Name and address of supplier.
- Mandatory warning statements.
- Ingredient list.
- Processing.
- Food additives.
- Date (making) and date used by.
- Directions for use and storage.
- Nutrition information panel.
- Nett mass in kilograms.
- Grading where applicable.
- Barcode.
- Country of origin.

(Any ten)

8.4 Fruit; vegetables that are pickled.
Cheese
Milk

8.5
- A jar with a large opening and straight sides is the best.
- Jar should be transparent.
- Jar should have no cracks or chips.
- Jar and lid should be sterilised.
- There should be no signs of rust on the lid.
- Metal lids should have a plastic lining to prevent the metal coming into contact with the food.
- The lid should seal properly.

(Any three)

IEB Copyright © 2024

QUESTION 9

9.1 9.1.1
- Too much water will evaporate, resulting in too little steam and a final product which is significantly reduced in volume.
- Fat will ooze out of the final product resulting in an oily puff.

9.1.2
- Flour gelatinises when cooked with the water and butter. More flour cannot be added because it will not be cooked and not gelatinise.
- Un-gelatinised starch will cause the puff to collapse and no cavity will form.

9.2
- Pastry dries out completely so that the cavity is encased in a delicate, crispy shell while burning is prevented.
- Puffs are not completely cooked and still light in colour when removed from the oven and will collapse due to their high moisture content.

9.3
- Phyllo pastry is paper thin non-laminated dough.
- It is made only of flour, water, eggs and occasionally a small quantity of oil.
- Purr pastry is non-laminated dough that is not as thin as phyllo pastry.
- It is made only of flour and water and occasionally a small amount of oil.

9.4 9.4.1
- The filling that 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 become crisp.

(Any two)

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

9.5 9.5.1 A circle of greaseproof paper. Sprinkle a thin layer of sugar over.

9.5.2 Profiteroles/Paris Brest.

9.6 9.6.1 Quiche – short crust pastry

9.6.2 Vol-au-vent – puff pastry

9.6.3 Baklava – phyllo pastry

IEB Copyright © 2024

QUESTION 10

10.1

		Still wines	Fortified wines
10.1.1	Type of cultivar	White or red or rosé	red or white
10.1.2	Alcohol content	Lower than 15%	Around 16,5–22%
10.1.3	Example	Chenin Blanc, Chardonnay, Sauvignon Blanc, etc. OR Sparkling wine Any red cultivar	Sherry, port, muscadel and jerepigo

10.2 10.2.1 Red wine

10.2.2 White wine

10.2.3 Dry white or dry rosé

10.3
- Official guarantee that what is stated on the bottle in terms of origin, cultivar and vintage is factually correct.
- Guarantees that the wine has passed a sensory evaluation.
- Has been scientifically analysed and the wine complies with all the legal requirements.

10.4
- Espresso is served in demitasse.
- Guest may order a pot of coffee.
- Always lift the cup to the pot when pouring from a short-spouted coffee pot.
- Present coffee from the right with the cup handle on the right-hand side and the spoon at the back of the cup.
- In formal silver service, place the coffee pot and milk jug on an under liner and pour them for the guest. Sugar is offered first.
- Offer a choice of hot or cold milk.

10.5 **On-consumption** is on the premises like a hotel pub, sports grounds, etc. Need to serve food with the liquor, but guest cannot remove the bottles.

Off-consumption – sell the liquor but they are not allowed to open it on the premises.

10.6
- Serve liquor with a meal.
- Do not serve people under 18.
- Do not serve an already intoxicated person.

(Any 2)

IEB Copyright © 2024

SECTION C

QUESTION 11

	0 mark	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Planning	No planning included.	Decision given. Key points present for and against the argument.	Decision given. Key points developed for and against the argument.	Decision given. Key points developed for and against the argument. Sources identified.		3
Use of sources	No reference to sources.	References made to one source.	References made to two sources.	Source detail used very close to full potential. Reference made to four sources.		3
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.	4
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
Decision	No decision made.	Vague. Changed position within essay.	Clear decision made.			2

Total: 200 marks

IEB Copyright © 2024