NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2020

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.

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SECTION A

QUESTION 1 MULTIPLE CHOICE

1.1 B GDP
1.2 A earn an income for an establishment
1.3 D Night auditor
1.4 D Gastroenteritis
1.5 A data about sales volumes, cost and profit
1.6 B enzymes
1.7 C Sarcoplasm
1.8 C proteins and sugar
1.9 A gelatinisation
1.10 B condé

[10]

QUESTION 2 MATCH THE COLUMNS

Column A Types of Pastry		Column B Example of Pastry Dish	
2.1	Choux	E	Croquembouche
2.2	Puff	C	Palmiers
2.3	Shortcrust	A	Hertzoggies
2.4	Purr	F	Samoosas
2.5	Phyllo	G	Spanakopita

[5]

QUESTION 3

3.1 B Improved service delivery.
D Huge source of information.
E Easy to recognise information.
F Improved management control. (4)

3.2 3.2.1 Cabernet Sauvignon – only red cultivar the other two are white. (2)

3.2.2 Lager – yeast ferments from the bottom other two yeast ferments from the top. (2)

3.2.3 Doux – refer to sweetness the other two refer to dryness. (2)

3.3 3.3.1 Hydration/sponging/blooming (1)

3.3.2 Collagen (1)

3.3.3 Dispersion (1)

3.3.4 Bromelin (1)

3.3.5 Bakers/compound chocolate (1)

[15]

30 marks

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SECTION B

QUESTION 4

4.1 Four (1)

4.2 4.2.1 This menu is more suited to winter. ✓ It is dated for December. The foods served are more of a comfort type food suitable for winter time. ✓ (2)

4.2.2 There are more moist method type cooking methods. ✓ Boiling of soup and polenta, steaming of dessert. ✓ No method of cooking is stated for the main but one can assume it is dry method either frying or baking. ✓ (3)

4.2.3 Repetition of cheese in starter, ✓ dessert and at the end of the meal. ✓ (2)

4.3 For Muslim guests all the ingredients have to be halaal. ✓ This is not stated so it may not be. ✓
For Jewish guests: they may not eat meat and dairy ✓ in the same meal. There are a lot of dairy products served. Chicken is classified as a meat ✓ and may therefore not be consumed in the same meal as dairy. (4)

4.4 4.4.1
- Adds texture to a dish
- Adds to flavour profile
- High in protein and vitamin B
- Low in cholesterol ANY (2)

4.4.2 B Pale, wrinkled kernel with a round, wrinkled shell. (1)

4.5 4.5.1 Anaphylaxis (1)

4.5.2 Walnuts (1)

4.6
- All liquids should be chemically treated
- Food need to be cleaned and cooked properly, especially in areas where cholera is present
- Thorough hand washing with antiseptic soap is important
- Cholera vaccines are available
- Cover food to protect it from flies
- Only use treated water to wash fruit and vegetables. ANY (3)

[20]

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QUESTION 5

Chicken Ballotine with Goat Milk Cheese, Herbs and Garlic

Yield 10 Portions

5.1.1	**Ingredient**	**Amount used**	**Purchase Unit**	**Purchase Price**	**Conversion**	**Total**	
	Chicken Breasts	600 g	1 kg	R26,50		**R15,90** ✓	(1)
	Goat Milk Cheese	300 ml (240 g)	1 kg	R80,00	250 ml = 200 g **(200/250) × 300 ml** ✓ **= (240 g)** ✓	**R19,20** ✓	(3)
	Garlic	10 g	100 g	R7,00		**R0,70** ✓	(1)
	Chives	10 g	100 g	R6,50		**R0,65** ✓	(1)
	Parsley	10 g	100 g	R5,00		**R0,50** ✓	(1)
	Eggs	2	1 dozen	R32,00		**(32/12)** ✓ **R5,33** ✓	(2)
	Chicken leg and thigh combination	1 kg	1 kg	R30,00		**R30,00** ✓	(1)
5.1.2	TOTAL FOOD COST					**R72,28** ✓	(1)
5.1.3	LABOUR COST				R75/h × 2 =	**R150,00** ✓	(1)
5.1.4	OVERHEAD COST				FC × 30% =	**R21,68** ✓	(1)
5.1.5	PROFIT				FC + LC + OH = 243,96 ✓ 243,96 × 50% = 121,98 ✓ + 243,96 365,94	**R365,94** ✓	(3)
5.1.6	COST PER PORTION				÷ 10,00/portion 36,60	**R36,59** ✓	(1)

5.2
- Special requests – music ✓
- Decorations ✓
- Hiring ✓
- Labour – food service staff
- Special equipment

(3)

[20]

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QUESTION 6

6.1 6.1.1 Jam is a thick, sweet spread that holds its shape made by cooking chopped fruits with sugar. (1)

6.1.2 **Apples or apricots** ✓ as these contain seed or pips with **pectin**. ✓ (2)

6.2
- Large opening and straight sides. ✓
- Transparent. ✓
- No cracks or chips. ✓
- Jar and lid should be sterilised.
- Metal lids should have a plastic lining to prevent the metal to come into contact with the food.
- Lid should seal properly. ANY (3)

6.3
B Ingredients list
C Date
D Nett mass
E Name of product (4)

[10]

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QUESTION 7

7.1 7.1.1 Both ✓ (1)

7.1.2 Moist heat cooking method – stewing ✓ (1)

7.1.3

SHIN – Moist Cooking Method	**FILLET – Dry cooking Method**
White connective tissue (collagen) changes into gelatine. ✓	Meat has very little connective tissue. ✓
Muscle fibres become tougher. ✓	Muscle fibres should just coagulate ✓
During cooking the collagen is transformed into a water soluble gel and the muscle fibre softens ✓ Longer cooking for this cut is therefore required ✓ (Any 2)	Dry heat cooking method is therefore required to make the cooking time shorter ✓ (Any 2)

(4)

7.2 7.2.1 Between the fat layer and the meat fibre is a very thin membrane that shrinks when exposed to heat. ✓
Slit the membrane by cutting through the fat to the meat fibre at 3 cm intervals. ✓ (2)

7.2.2 Prevent curling (buckling) of the meat. ✓ (1)

7.3
- Form of dehydration. ✓
- Meat appears as greyish-brown spots on the surface of the meat. ✓
- It is caused by sublimation, ✓ a process whereby liquid changes from the solid phase (frozen sarcoplasm) to the gas phase (vapour) without melting. ✓

(Question does not ask for the term "freezer burn", therefore no mark awarded). (4)

7.4
- Meat can be fashioned into a regular shape. ✓
- It will cook evenly. ✓
- Can be stuffed to "stretch the meat" and yield more portions. ✓
- Boned joint is easy to carve. ✓
- Bones can be reserved for stock.
- Interesting dishes can be prepared. (Any four) (4)

7.5
- Quantity of the fat. ✓
- Shape of the carcass. ✓
- Amount of connective tissue. ✓
- Feeding. (3)

[20]

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QUESTION 8

8.1 8.1.1
- All equipment should be free of fat or grease and egg whites should have NO trace of egg yolk in them. ✓
- Egg whites at room temperature whip better. ✓
- Acid such as cream of tartar or lemon juice, help to stabilise the foam. ✓ (3)

8.1.2

Soufflé's	Macaroons	Lemon meringue pie
A. French ✓	B. Swiss ✓	C. Italian ✓
• Gradually add sugar, ✓ while beating until meringue forms a stiff peak.	• Combine egg whites and sugar and heat mixture over a bain marie until sugar is dissolved. ✓	• Beat egg whites until soft peaks formed, slowly add hot sugar syrup while beating. ✓

(6)

8.1.3 Ice cream on a sponge cake base, ✓ covered with meringue and browned with the uses of a blowtorch or in the oven. ✓ (2)

8.2 8.2.1
- 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. ✓
- 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 (3)

8.2.2 It is a high quality, dark chocolate that contains cocoa butter. ✓
Glossy and snap. ✓ (2)

8.2.3 To prevent the crystallisation of the cocoa butter. ✓ (1)

8.3 Crème Caramel ✓ – Egg custard baked over a layer of caramelised sugar unmould ✓ with the caramel syrup over it. ✓ (3)

[20]

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QUESTION 9

9.1

Pastry	Description	Quality Characteristics	Example of a sweet dish
9.1.1 Shortcrust	• Non-laminated ✓ • No layers are formed ✓ • Crumbly texture ✓ (3)	• Rich ✓ • Not flaky ✓ • Light golden brown • Crisp soft, short crumbles (Any 2)	• Flans ✓ • Quiches • Pies • Barquettes • Tart base • Hertzoggies • Fruit tart • Lemon tart (Any 1)
9.1.2 Puff	• Laminated ✓ • Delicate layers ✓ • Layers are separated by air and butter ✓ (3)	• Lightest of all pastry ✓ • Hundreds of light flaky layers ✓ • Light golden-brown colour • The surface is a bit uneven • A rich delicate taste (Any 2)	• Mille feuilles ✓ • Traditional milk tart • Jam tartlets • Turnovers • Sausage rolls • Palmiers • Tart tatin • Bouchees, • Vol-au-vents • Beef wellington • Cream horns (Any 1)

9.2
- Measure ingredients accurately. ✓
- Keep everything ice cold: work surface, ingredients, utensils and your hands – use a marble slab. ✓
- Don't overmix dough and handle dough lightly. ✓
- Use minimum flour when rolling out the dough correctly.
- Incorporate as much air as possible by folding dough correctly.
- Roll out lightly always in the same direction.
- Don't stretch the pastry.
- Pastry needs to be rested and chilled after each stage of assembling.
- Bake at the correct temperature and position in the oven. (Any three) (3)

9.3 9.3.1 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. ✓ (2)

9.3.2 Steam develops and forms a cavity, which expands inside the batter. ✓ (1)

9.3.3 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, will collapse due to high moisture content. ✓ (2)

[20]

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QUESTION 10

10.1 10.1.1 Sugar is converted into alcohol and carbon dioxide. ✓
The process is commenced by the yeast present on the skin of the grape. ✓
Fermentation can take place in stainless steel tanks or oak vats. ✓ (3)

10.1.2 Cap Classique ✓ – Second fermentation in the bottle. ✓
Charmat ✓ – Second fermentation in a tank. ✓
Carbonated ✓ – Injection of carbon dioxide into the wine. ✓ (6)

10.2 Champagne can be used if it has been only bottled in France in the Champagne district. ✓ (1)
[10]

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QUESTION 11

11.1 11.1.1 Any **ONE** of the following:

- **Cover page** ✓
- **Name of business – name of owner** ✓
- **Business description** ✓

AND Any **ONE** of the following:

- address
- form of business
- short-medium long-term goal, street map
- site plan shows layout ✓

- **Operation plan** ✓

And any **ONE** of the following:

- purchasing and suppliers
- personnel plan
- organogram job description and individual responsibilities ✓✓

- **Product/service description** ✓
- **Feature of product** ✓
- **Marketing plan** ✓
- **Benefits of product** ✓
- **Financial plan** ✓

AND any **TWO** of the following:

- cash flow analysis
- income statement
- balance sheet
- break-even analysis ✓
- budget ✓ (12)

11.1.2



(12)

11.2 Instagram: Sharing photos and moments.
Facebook: Sharing photos and experiences – sharing location and advertising specials.
Twitter: Tweets about experience.
Pintrest
Youtube ANY (4)

11.3 Need to be self-sufficient, will last for a long period and will preserve for future generation.
A business that is economically viable, socially responsible and environmentally friendly is usually regarded as being sustainable.
(or any good explanation) (2)
[30]

150 marks

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SECTION C

QUESTION 12

RUBRIC TO MARK SECTION C QUESTION 12

	0	1 mark	2 marks	3 marks	4 marks	Mark allocated
Use of sources	Makes no reference to sources.	Makes superficial reference to one or more sources.	A few appropriate references made to sources.	Several and appropriate references made to sources.	Makes full use of the sources.	**4**
Use of own knowledge	Only irrelevant or inaccurate facts given.	Some relevant facts given beyond the sources to support argument.	Some relevant facts given beyond the sources to support argument AND integrated into the argument.	Many relevant facts given beyond the sources to support argument.	Many relevant facts given beyond sources to support argument AND integrated into argument well.	**4**
Content Relevance	Essay is not about the statements regarding types of vegetarians or animal proteins.	Discusses plant or animal proteins superficially or without implications to human health or the environment.	Discusses healthy living superficially or without reference to health implications or environmental safety.	Discusses statements referring to health and environmental wellness, but does not discuss in detail.	Discusses statements thoroughly referring to health issues without the intake of animal proteins or health issues with only using plant proteins.	**4**
Quality Argument	Response makes no sense.	Writing consists of facts with little linkage or reasoning.	Reasoning correct, but hard to follow. 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, shows evidence of clear understanding.	**4**
Fairness, i.e. argument against	No counter opinion given.	One counter opinion given.	At least two counter opinions given.			**2**
Presentation	Little or no structure to the response.	Tone is consistent. Good and appropriate language. Mostly appropriate paragraphing. Introduction and conclusion have merit.	Tone mature. Excellent and appropriate use of language. Correct paragraphing with good transitions. Interesting introduction, satisfying conclusion.			**2**

20 marks

Total: 200 marks

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