BERGVLIET HIGH SCHOOL

GRADE 10

HOSPITALITY STUDIES

NOVEMBER EXAMINATION

MARKING MEMORANDUM

5 NOVEMBER 2024

MARKS: 150 **TIME: 2½ hours**

EXAMINER: MS A MAMHENDE **MODERATOR: MRS F CHIRINDA**

MARKER: _____

SECTION AND QUESTION	CONTENT	MARKS
SECTION A QUESTION 1	Short questions on all topics	30
SECTION B QUESTION 2	Kitchen and restaurant operations Hygiene safety and security	30
SECTION C QUESTIONS 3 AND 4	Nutrition and menu planning Food commodities	60
SECTION D QUESTIONS 5 AND 6	Sectors and careers Food and beverage service	30
TOTAL		150

INSTRUCTIONS TO MARKERS

1. Mark all six questions in Sections A to D. Follow the question numbering in the paper.
2. Each tick (✓) represents one creditworthy point. Do not exceed the allocation.
3. Accept equivalent wording and other correct, relevant answers.
4. Extra answers are supplied for Questions 2 to 6. Award marks for distinct points only.
5. Read the italicised marker instructions and the moderation notes at the end.

The stated examination total is 150. See the final moderation note about the printed subquestion totals.

SECTION A

QUESTION 1 Short questions on all topics

Q NO	ACCEPTABLE ANSWERS	MARKS
1.1	**Multiple choice** 1.1.1 A – Proteins ✓ 1.1.2 A – Shock ✓ 1.1.3 A – Warm and generous reception and entertainment of guests ✓ 1.1.4 A – Eaten off the premises ✓ 1.1.5 B – Butter ✓ 1.1.6 D – Bread and paperwork ✓	6
1.2	**Culinary terms** 1.2.1 Basting ✓ 1.2.2 Garnishing ✓ 1.2.3 Blanching ✓ 1.2.4 Mise en place ✓ 1.2.5 Marinating ✓ 1.2.6 Sieving / straining ✓ 1.2.7 Aerating / aeration ✓ 1.2.8 Glazing / egg washing ✓	8
1.3	**Equipment matching** 1.3.1 D – Colander ✓ 1.3.2 E – Blender ✓ 1.3.3 A – Mezzaluna / herb chopper ✓ 1.3.4 B – Meat mallet ✓ 1.3.5 C – Balloon whisk ✓	5
1.4	**True or false** 1.4.1 True ✓ 1.4.2 False ✓ 1.4.3 True ✓ 1.4.4 False ✓	4
1.5	**Cheese classification** 1.5.1 B – Hard cheese ✓ 1.5.2 D – Fresh cheese ✓ 1.5.3 E – Semi-soft cheese ✓ 1.5.4 C – Soft / rind-ripened cheese ✓ *Use E for Gouda within the categories supplied in this paper; Gouda is also commonly classified as semi-hard.*	4
1.6	**Coffee types** 1.6.1 Cappuccino ✓ 1.6.2 Café mocha / mocha ✓ 1.6.3 Iced coffee ✓	3

TOTAL QUESTION 1: 30 MARKS

TOTAL SECTION A: 30 MARKS

SECTION B

QUESTION 2 Kitchen and restaurant operations hygiene safety and security

Q NO	ACCEPTABLE ANSWERS	MARKS
2.1.1	**Requirements of a chef uniform** Clean and easy to wash. ✓ Comfortable and allows free movement. ✓ Protects the body from heat, hot splashes and spills. ✓ Made from suitable strong, breathable fabric, such as cotton. ✓ Includes a hat or hair covering to keep hair out of food. ✓ Includes closed, non-slip shoes to protect feet and prevent slipping. ✓ *Any THREE. Accept suitable items with their function, or clear uniform requirements.*	3
2.1.2	**Personal hygiene** Wash hands properly before handling food and after contamination. ✓ Keep nails short, clean and free of nail polish. ✓ Tie back and cover hair. ✓ Wear clean clothing and keep the body clean. ✓ Cover cuts with a waterproof dressing. ✓ Remove jewellery from hands and wrists. ✓ *Any TWO.*	2
2.1.3	**Safe handling of knives** Use the correct knife for the job. ✓ Cut on a stable chopping board, away from the body. ✓ Keep fingers away from the blade. ✓ Carry a knife by its handle with the blade pointing down. ✓ Do not try to catch a falling knife. ✓ Do not leave knives hidden in a sink of water. ✓ Keep knives sharp and store them safely. ✓ *Any TWO distinct rules.*	2
2.2.1	**Pest infestation and control** Pest: Weevils | Signs of infestation: Small beetles or larvae in flour, rice or grain. ✓ / Holes in grains or damaged packaging. ✓ | Control methods: Discard infested food and clean shelves. ✓ / Keep replacement stock in sealed containers. ✓ Pest: Moths | Signs of infestation: Small moths or larvae in the store. ✓ / Silky webbing or clumps in dry food. ✓ | Control methods: Discard infested food and clean cracks and shelves. ✓ / Use sealed containers or approved moth traps away from food. ✓ *Award ONE sign and ONE control method for EACH pest. Maximum FOUR marks. Do not accept spraying household insecticide directly onto food.*	4

Q NO	ACCEPTABLE ANSWERS	MARKS
2.2.2	**Hygienic dry storage** Keep the store cool, dry and well ventilated. ✓ Store food in clean, sealed, labelled containers. ✓ Store food off the floor and away from walls. ✓ Keep shelves clean and check regularly for pests. ✓ Use older stock first and check expiry dates. ✓ Keep cleaning chemicals separate from food. ✓ *Any TWO.*	2
2.2.3	**Correct waste disposal** Put waste into lined, covered bins, preferably with foot-operated lids. ✓ Remove waste regularly before bins overflow. ✓ Separate food waste, recyclables and hazardous waste. ✓ Clean and disinfect bins regularly. ✓ Keep waste away from food preparation and storage areas. ✓ Wash hands after handling waste or bins. ✓ Dispose of broken glass safely in a suitable labelled container. ✓ *Any THREE.*	3
2.2.4	**Reusing kitchen waste** Use clean vegetable trimmings to make stock. ✓ Use suitable fruit and vegetable scraps for compost. ✓ Use safe stale bread for breadcrumbs or croutons. ✓ Use suitable fruit peel for zest or candied peel. ✓ Reuse clean food-safe containers for suitable storage. ✓ *Any TWO. Accept safe reuse only. Do not accept reusing food returned on guests' plates.*	2
2.2.5	**Cross contamination** The transfer of harmful germs from one food, person, surface or object to another food. ✓ *Accept a clear equivalent definition, for example germs moving from raw chicken to ready-to-eat food.*	1
2.2.6	**Preventing cross contamination** Keep raw food separate from cooked or ready-to-eat food. ✓ Use separate chopping boards and utensils for raw and cooked foods. ✓ Wash hands between handling raw and cooked foods. ✓ Clean and sanitise equipment and work surfaces between tasks. ✓ Store raw meat covered below ready-to-eat foods in the fridge. ✓ Use clean utensils instead of touching ready-to-eat food with bare hands. ✓ *Any TWO.*	2

Q NO	ACCEPTABLE ANSWERS	MARKS
2.3	**Kitchen injuries** Cuts. ✓ Burns. ✓ Scalds from steam or hot liquid. ✓ Sprains or fractures from falls. ✓ Electric shock. ✓ Back strain from lifting heavy items. ✓ *Any THREE distinct injuries.*	3
2.4	**Safety signs** A – Wear a hairnet / hair covering. ✓ B – Wash your hands. ✓ C – Warning: slippery floor / slipping hazard. ✓	3
2.5.1	**Precaution when helping a bleeding person** Wear disposable protective gloves before touching blood. ✓ Use a suitable protective barrier to avoid direct blood contact. ✓ Cover any cuts on her own hands before giving assistance. ✓ *Any ONE relevant precaution. Gloves are the preferred answer.*	1
2.5.2	**Checking vital signs** Breathing: whether he is breathing and whether breathing is normal. ✓ Pulse: rate and strength, if trained to assess it. ✓ Responsiveness / level of consciousness. ✓ *Any TWO. Also accept body temperature as a conventional vital sign. Do not require a pulse check from an untrained first aider.*	2

TOTAL QUESTION 2: 30 MARKS

TOTAL SECTION B: 30 MARKS

SECTION C

QUESTION 3 Nutrition and menu planning and food commodities

Q NO	ACCEPTABLE ANSWERS	MARKS
3.1.1	**Menu types** (a) Menu A – Table d'hôte / set menu. ✓ (b) Menu B – À la carte menu. ✓	2
3.1.2	**Number of courses in Menu A** Four courses: porridge and fruit; cooked breakfast; muffins; tea or coffee. ✓ *The layout does not clearly mark courses and beverages are not always counted as a separate course. Accept THREE if the learner groups porridge and fruit, cooked breakfast, and muffins, with tea or coffee as an accompaniment. Apply this ruling consistently.*	1
3.1.3	**Type of meal** Breakfast. ✓	1
3.1.4	**Breakfast style** English breakfast / full English breakfast. ✓	1

Q NO	ACCEPTABLE ANSWERS	MARKS
3.1.5	**Pancakes and crumpets** Criterion: Type of batter | Pancakes: Thin / pouring batter. ✓ | Crumpets: Thick / drop batter. ✓ Criterion: Characteristics | Pancakes: Thin, flat and flexible; can be rolled or folded. ✓ | Crumpets: Thicker, smaller and fluffy; usually served in a stack. ✓ *Award ONE for each batter type and ONE characteristic for each product. The menu uses the South African meaning of crumpets or flapjacks.*	4
3.1.6	**South African food item** Chakalaka. ✓	1
3.1.7	**Portion of mince** Standard portion of mince as taught in class. ✓ *Accept a suitable standard portion taught in class. The menu gives no mass, so do not require learners to copy a portion from it. The examiner should confirm the accepted portion or award the mark to all learners.*	1
3.1.8	**Buying mince** Buy from a reliable supplier. ✓ Check the use-by date. ✓ Choose mince that is kept properly chilled. ✓ Check that the packaging is intact and not leaking. ✓ Avoid mince with an unpleasant smell or slimy texture. ✓ Choose mince with a suitable fat content for the dish. ✓ *Any TWO. Colour alone is not a reliable safety test.*	2
3.1.9	**Cooking oats** Boiling / simmering. ✓ *Accept moist-heat cooking if the learner clearly identifies cooking the oats in liquid.*	1
3.1.10	**Balance of Menu A** Yes, it contains a variety of food groups. ✓ Oats and muffins provide starch, eggs and sausage provide protein, and fruit, chakalaka and tomatoes provide fruit and vegetables. ✓ OR: Not fully balanced. ✓ Dairy is not clearly listed, or the amounts of each food group are not given. ✓ *Award ONE for a judgement and ONE for a matching explanation based on the menu and food pyramid. Accept either well-supported view.*	2
3.1.11	**Nutrients** Feta – Protein / calcium. ✓ Beef mince – Protein. ✓ Sourdough bread – Carbohydrate / starch. ✓ *ONE per food. Accept fat for feta if justified as a major nutrient in the cheese; calcium is the key mineral answer.*	3
3.2.1	**Dry heating of starch** Dextrinisation. ✓	1
3.2.2	**Moist heating of starch** Gelatinisation. ✓	1
3.3.1	**Fruit classification** A – Citrus fruit. ✓ B – Stone fruit / drupes. ✓	2

Q NO	ACCEPTABLE ANSWERS	MARKS
3.3.2	**Change in the cut apple** Enzymatic browning / oxidation causing browning. ✓	1
3.3.3	**Preventing browning** Coat the cut surface with lemon juice or another suitable acidic juice. ✓ Keep cut fruit covered in water for a short time to limit air contact. ✓ Use an ascorbic acid / vitamin C solution. ✓ Blanch or cook the fruit to stop enzyme action, if suitable for its use. ✓ *Any ONE.*	1
3.4.1	**Recipe format** Standard format: ingredients listed separately, followed by the method. ✓ *Accept traditional / conventional format if this is the name taught.*	1
3.4.2	**Metric conversions** Flour: 1 cup = 250 ml. ✓ Baking powder: 1 teaspoon = 5 ml. ✓ *The ingredient line breaks are unclear. Read the recipe as ONE teaspoon of baking powder.*	2
3.4.3	**Scone variation** Cheese scones. ✓ Raisin / sultana scones. ✓ Herb scones. ✓ Date scones. ✓ Wholewheat scones. ✓ Savoury bacon scones. ✓ *Any ONE suitable variation.*	1
3.4.4	**Overkneaded scones** The scones become tough / chewy. ✓ They may have a dense texture or poor rise. ✓ *Any ONE suitable result.*	1
3.5.1	**Quality of a well made muffin** Light, tender texture. ✓ Evenly risen with a gently rounded top. ✓ Even golden-brown colour. ✓ Moist crumb with small, fairly even holes. ✓ *Any ONE.*	1
3.5.2	**Muffin mixing method** Muffin method / stirring method. ✓	1

PRINTED TOTAL QUESTION 3: 30 MARKS

SECTION C CONTINUED

QUESTION 4 Food commodities

Q NO	ACCEPTABLE ANSWERS	MARKS
4.1.1	**Al dente** Cooked until tender but still slightly firm when bitten. ✓	1

Q NO	ACCEPTABLE ANSWERS	MARKS
4.1.2	**Meat served with pasta** Beef mince. ✓ Chicken. ✓ Bacon / pork / ham. ✓ Lamb. ✓ *Any ONE suitable meat. Accept fish or seafood in a suitable pasta dish.*	1
4.1.3	**Role of flour in baking** Gives baked products their structure. ✓ Gluten forms an elastic network that traps gas and helps products rise. ✓ Starch sets during baking and helps the product keep its shape. ✓ Provides bulk to the mixture. ✓ *Any TWO distinct points. Accept an explanation linking flour to structure and gas retention for TWO marks.*	2
4.2.1	**Storing eggs** Keep eggs in the refrigerator. ✓ Keep them in their original carton. ✓ Store away from strong-smelling foods. ✓ Keep the pointed end down. ✓ Avoid washing eggs before storage. ✓ Avoid repeated warming and cooling. ✓ *Any TWO.*	2
4.2.2	**Checks when buying eggs** Shells must be uncracked. ✓ Shells must be clean. ✓ Check the best-before date. ✓ Check the grade and size required. ✓ Check that the carton and eggs are undamaged. ✓ *Any TWO distinct checks.*	2
4.3	**Functions of eggs** A – Custard: Thickening. ✓ B – Soufflé: Aeration / raising. ✓ C – Crumbed chicken: Coating / adhesion. ✓ *Award ONE mark for each correct function. Descriptions are not required.*	3
4.4.1	**Guidelines for boiling eggs** Use enough water to cover the eggs. ✓ Lower eggs gently into the water to avoid cracking. ✓ Cook at a gentle simmer rather than a rapid boil. ✓ Start timing according to the cooking method used. ✓ Avoid overcooking to prevent a rubbery white and green-grey yolk ring. ✓ Cool the eggs promptly in cold water after cooking. ✓ *Any TWO.*	2

Q NO	ACCEPTABLE ANSWERS	MARKS
4.4.2	**Frittata** An open, unfolded Italian-style omelette / egg dish. ✓ It contains ingredients such as vegetables, meat or cheese and is cooked in a pan, often finished under a grill or in an oven. ✓ *ONE for the egg-dish description and ONE for suitable ingredients or cooking detail.*	2
4.4.3	**Egg proteins setting** Coagulation. ✓	1
4.4.4	**Importance of coagulation** It sets and thickens foods such as custard. ✓ It gives structure to baked products such as cakes or soufflés. ✓ It binds ingredients together in foods such as meatballs. ✓ It sets an egg coating around food. ✓ *Any TWO distinct uses / effects. Also accept one developed explanation with TWO distinct points, for example proteins set and hold a cake in shape.* *The question refers to 4.4.4 in error; the term being explained is coagulation in 4.4.3.*	2
4.5.1	**Overheated cheese** Becomes tough / rubbery / hard. ✓ Fat separates and makes the surface oily or greasy. ✓ The surface becomes too brown / burnt. ✓ The cheese dries out. ✓ *Any TWO distinct results.*	2
4.5.2	**Precautions when cooking cheese** Use gentle heat. ✓ Do not cook for too long. ✓ Grate or cut the cheese small so it melts quickly. ✓ Add cheese near the end of cooking. ✓ Remove sauce from direct heat before stirring in cheese. ✓ Watch carefully when grilling. ✓ *Any TWO distinct precautions.*	2
4.6	**Uses of cheese** In sauces, such as cheese sauce. ✓ As a topping for pizza or baked pasta. ✓ In sandwiches. ✓ In salads. ✓ In savoury baking, such as cheese scones. ✓ On a cheese board. ✓ In desserts, such as cheesecake. ✓ *Any TWO distinct uses.*	2
4.7.1	**Serving cheese** Cheese board / cheese platter. ✓ *Accept a grazing board or charcuterie-and-cheese board matching the picture.*	1

Q NO	ACCEPTABLE ANSWERS	MARKS
4.7.2	**Suitable functions** Cocktail party. ✓ Wedding reception. ✓ Wine-and-cheese evening. ✓ Birthday party. ✓ Conference reception / corporate function. ✓ Dinner party. ✓ *Any TWO suitable functions.*	2
4.8.1 A	**Pasteurisation** Milk is heated to a controlled temperature for a set time, for example 72 °C for 15 seconds. ✓ This destroys disease-causing microorganisms; the milk is then cooled quickly. ✓ *Accept the low-temperature method of about 63 °C for 30 minutes. Award for controlled heating and its purpose; exact figures are not essential unless required by the taught definition.*	2
4.8.1 B	**Homogenisation** Milk is forced under high pressure through small openings to break large fat globules into tiny droplets. ✓ The fat stays evenly spread through the milk so a cream layer does not easily form. ✓ *Homogenisation is a mechanical process, not a heat treatment. Do not penalise learners for correcting the paper's wording.*	2
4.8.2	**Meaning of UHT** Ultra-high ✓ temperature. ✓ *Award ONE for ultra-high and ONE for temperature. Accept ultra-high-temperature treatment.*	2

PRINTED TOTAL QUESTION 4: 30 MARKS

TOTAL SECTION C: 60 MARKS

SECTION D

QUESTION 5 Sectors and careers

Q NO	ACCEPTABLE ANSWERS	MARKS
5.1.1	**Sectors shown in the pictures** Picture A – Food and beverage sector / catering sector. ✓ Picture B – Accommodation sector. ✓ *Award ONE for each specific sector. Both pictures show commercial establishments, so "commercial" alone does not distinguish them.*	2
5.1.2	**Commercial and non commercial sectors** Commercial sector: Main aim is to make a profit from providing hospitality services. ✓ | Non commercial sector: Main aim is to provide a service or meet a need, rather than to make a profit. ✓ *Award ONE for each side of the same clear comparison. Also accept: serves the paying public versus a defined group such as hospital patients; operates as a hospitality business versus hospitality supporting another organisation's main work.*	2

Q NO	ACCEPTABLE ANSWERS	MARKS
5.1.3	**Hospitality career** Hotel / restaurant manager. ✓ Receptionist / reservations clerk. ✓ Housekeeper / housekeeping supervisor. ✓ Concierge. ✓ Events coordinator. ✓ Food and beverage manager. ✓ Bartender / barista. ✓ *Any ONE valid hospitality career other than chef or waiter.*	1
5.1.4	**Restaurant choices** Scenario 1: Family restaurant. ✓ | Scenario 2: Fine-dining restaurant / upmarket restaurant. ✓ Scenario 1: Child-friendly, with a play area or children's menu. ✓ | Scenario 2: Formal, stylish setting with high-quality meals and professional table service. ✓ *Award ONE for the type and ONE for a matching characteristic in EACH scenario. Scenario 1 alternatives: relaxed setting, affordable meals for families. Scenario 2 alternatives: elegant décor, carefully presented food, higher prices or a quiet romantic atmosphere. A brand name alone is not a restaurant type.*	4

TOTAL QUESTION 5: 9 MARKS

SECTION D CONTINUED

QUESTION 6 Food and beverage service

Q NO	ACCEPTABLE ANSWERS	MARKS
6.1.1 A	**Guest using a wheelchair** Speak directly to the guest and ask whether help is needed. ✓ Keep routes clear and provide enough space at the table. ✓ Offer an accessible table where the wheelchair fits comfortably. ✓ Place items within comfortable reach. ✓ Speak at a comfortable eye level where practical. ✓ Ask permission before touching or moving the wheelchair. ✓ *Any TWO respectful, practical actions.*	2
6.1.1 B	**Guest who is hard of hearing** Face the guest and make sure your face is visible. ✓ Speak clearly at a normal pace. ✓ Reduce background noise or offer a quieter table. ✓ Use written information or write down details when helpful. ✓ Ask how the guest prefers to communicate. ✓ Check politely that the order is understood. ✓ *Any TWO. Do not accept shouting or assuming the guest cannot communicate independently.*	2
6.1.2	**Pleasant atmosphere** A – Music: Play suitable background music at a low enough volume for conversation. ✓ B – Lighting: Use comfortable lighting bright enough to read menus and move safely. ✓ *ONE for each criterion. Accept soft lighting that suits the restaurant, provided visibility is adequate.*	2

Q NO	ACCEPTABLE ANSWERS	MARKS
6.2.1	**Polite statements when taking a booking** "Good morning, KAG Café. How may I help you?" ✓ "For which date and time would you like to book?" ✓ "May I have your name and contact number, please?" ✓ "How many guests will be joining you?" ✓ "Do you have any dietary or accessibility requirements?" ✓ "May I confirm your booking details?" ✓ "Thank you for your booking. We look forward to welcoming you." ✓ *Any TWO different polite statements appropriate to a booking.*	2
6.2.2	**Booking details** Guest's name. ✓ Contact number. ✓ Date. ✓ Time. ✓ Number of guests. ✓ Dietary requirements / allergies. ✓ Accessibility or other special requests. ✓ *Any TWO distinct details.*	2
6.3.1	**Waiter appearance and uniform** Wear a clean, neat, correctly fitting uniform. ✓ Keep shoes clean, closed and suitable for safe service. ✓ Keep hair clean, neat and tied back where needed. ✓ Keep nails short and clean. ✓ Keep jewellery minimal and appropriate. ✓ Maintain good personal hygiene and fresh breath. ✓ Avoid strong perfume or aftershave. ✓ *Any TWO.*	2
6.3.2	**Opening mise en place** A – Equipment: Check that equipment is clean and working; switch on and prepare it as required. ✓ B – Serviettes: Ensure they are clean, neatly folded and placed correctly. ✓ *Award ONE mark per category. Accept another suitable preparation task for each category.*	2
6.4.1	**Menu suitable for the cover** Table d'hôte / set menu. ✓ *The cover has cutlery prepared for several planned courses.*	1
6.4.2	**Value of a white tablecloth** Creates a clean, neat appearance. ✓ Gives a formal or elegant atmosphere. ✓ Matches different crockery, flowers and decorations. ✓ Shows dirt and stains clearly so they can be dealt with. ✓ Can usually be laundered and treated for stains effectively. ✓ Provides a neutral background that shows off food and tableware. ✓ *Any ONE relevant point.*	1

Q NO	ACCEPTABLE ANSWERS	MARKS
6.5.1	**Styles of service** Picture A – Buffet service / self-service buffet. ✓ Picture B – Plated service / American service. ✓	2
6.6.1	**Guidelines for buffet service** Set out food in a logical order and provide clear labels. ✓ Provide a separate serving utensil for each dish. ✓ Keep hot food hot and cold food cold using suitable equipment. ✓ Replenish food with fresh containers; do not top up old food with new food. ✓ Keep the buffet clean and remove spills promptly. ✓ Provide enough clean plates and cutlery. ✓ Assist guests who need help and keep the queue moving politely. ✓ Monitor quantities and remove food that has been contaminated. ✓ *Any TWO. Accept suitable food protection measures, such as sneeze guards.*	2
6.6.2	**Advantage of plated service** Portions can be controlled accurately. ✓ Food presentation is consistent and attractive. ✓ Service can be quick once meals are plated. ✓ It is easier to control food costs. ✓ Guests receive their meals at the table. ✓ *Any ONE relevant advantage.*	1

TOTAL QUESTION 6: 21 MARKS

TOTAL SECTION D: 30 MARKS

GRAND TOTAL: 150 MARKS