NATIONAL SENIOR CERTIFICATE

GRADE 11

NOVEMBER 2024

HOSPITALITY STUDIES MARKING GUIDELINE

MARKS: 200

This marking guideline consists of 15 pages.

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	D √	1.1.6	B √	
1.1.2	B √	1.1.7	A √	
1.1.3	C √	1.1.8	B √	
1.1.4	D √	1.1.9	D √	
1.1.5	A √	1.1.10	A √	(10)

1.2 MATCHING ITEMS

1.2.1	F √		
1.2.2	C √		
1.2.3	E √		
1.2.4	A √		
1.2.5	B √	(5 x 1)	(5)

1.3 MATCHING ITEMS

1.3.1	B √		
1.3.2	E √		
1.3.3	F √		
1.3.4	A √		
1.3.5	C √		
1.3.6	D √	(6 x 1)	(6)

1.4 ONE-WORD ITEMS

1.4.1	Haram √		
1.4.2	Umngqusho √		
1.4.3	Table d'hôte √		
1.4.4	Charcuterie √		
1.4.5	Blanching √		
1.4.6	Brown √		
1.4.7	Freeze burn √		
1.4.8	Fermentation √		
1.4.9	Rollmops √		
1.4.10	Bouquet garni √	(10 x 1)	(10)

1.5 SELECTION ITEMS

A	√			
C	√			
D	√			
F	√			
G	√	(Any order)	(5 x 1)	(5)

1.6 **CHOICE ITEMS**

1.6.1 C √
1.6.2 E √
1.6.3 B √
1.6.4 A √ (4 x 1) (4)

TOTAL SECTION A: 40

SECTION B: KITCHEN AND RESTAURANT OPERATIONS HYGIENE, SAFETY AND SECURITY

QUESTION 2

2.1 FOOD SPOILAGE

- It occurs as a result of micro-organisms (yeasts, bacteria, moulds) that contaminate food. One does not always get sick from eating food that is spoiled. It affects the appearance and taste of the food – for example rotten/ bruised fruit and vegetables √
- Examples: Bread or cheese with mould/ canned fruit that shows gassiness/ fruit juices that turned sour/ meat or any other food beyond the sell by date with an unpleasant flavour √ (Any relevant answer)

FOOD POISONING

- People get sick from eating food that was contaminated by harmful micro-organisms/ pathogens. It happens when storing / preparation is unhygienic. √
- Examples: Food left for long hours in the temperature danger zone/ undercooked meat/unhygienic practices of food workers √

(Any relevant answer) (4)

2.2 2.2.1

- To prevent guests from getting sick/ to serve safe food to guests √
- To protect the enterprise and food workers from being prosecuted in terms of the Occupational Health and Safety Act √
- To protect and build the reputation of the enterprise √ (3)

2.2.2 (a)

- Follow the correct procedures for safe food handling √
- Wear the correct uniform/ hair nets and chef hats √
- Should not leave food where insects can contaminate it √ (3)

(b)

- Label all poisonous chemicals and cleaning compounds carefully √
- Store chemicals and cleaning compounds in a separate area from the food √
- Never use galvanised containers to store acid foods such as tomatoes √
- Wash all fresh fruits and vegetables thoroughly √

(Any THREE) (3)

(c)
- Handle food in sterile, clean conditions √
- Prevent food from coming into contact with disease-producing bacteria √
- Always cover food √
- Use separate boards for cooked and uncooked foods √
- Use different coloured boards for different foods √
- Wash hands frequently, especially between handling raw and cooked foods √
- Cook food for at least 30 seconds at 77 °C or higher to kill bacteria √
- Use chemicals that kill bacteria to clean surfaces and utensils √ (Any THREE) (3)

2.3
- Safe and secure parking/safe access from the parking area to the restaurant √
- Guests should be restricted to the guest areas √
- Staff should be clearly identifiable by their uniforms √
- An effective security system/a contract with a professional armed response service provider/key staff should have access to remote panic buttons √
- A system of code-words will make staff aware of threats and possible incidents √
- Staff should have regular emergency drills so that they know what procedures to follow in situations such as fire, power failure or an accident in the kitchen √
- A clear system of managing cash registers will reduce risks involved in handling cash √
- Access to a facility can be controlled by a security gate activated from within the restaurant √ (Any FIVE) (5)

2.4 2.4.1
- Take the guest to a private area/emergency area to deal with it √
- Immediately call a member of staff responsible for first aid/give as much information to the staff on duty in the emergency area √
- If there is a wound that is bleeding it must be stopped √
- Support the broken arm with a sling √
- Call the doctor on call if the guest requests this √
- Make arrangements to get the guest to a hospital immediately √
- Complete the logbook with all the details of the incident √

(Any THREE) (3)

2.4.2
- Get guests and colleagues who are outside into the building and lock doors √
- Place security personnel at each door and make sure that they have keys to these doors √
- Unless told otherwise, instruct security personnel at the gate to lock it and not allow anyone to enter or leave the premises √
- If possible, request guests and other staff members to leave the area as inconspicuously as possible √
- If it is not possible to remove people from the area, try to keep calm by talking to them calmly and quietly √
- Keep people calm and quiet √
- Once the danger has passed, assist guests and colleagues to get back to normal as quickly as possible √ (Any THREE) (3)

2.4.3
- Do exactly as you are told √
- Keep eyes down and do not make eye contact with the attackers √
- Keep your hands where the attackers can see them √
- Tell guests to do the same √
- Do not draw a firearm √
- Move slowly and do exactly as you are told – do not be a hero √
- Do not make any smart comments or sudden moves. Your safety and the safety of others are more valuable than money, hotel or guest's property √ (Any THREE) (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 (a) Snoek Pate with Pot Bread √ (1)

(b)
- Bobotie √
- Yellow Rice with Raisins √
- Morogo Puffs √
- Tomato and Piquant Pepper Sambal √ (4)

(c) Malva Pudding with Rooibos Tea Custard Sauce (1)

3.1.2 Spinach/Swiss chard √ (1)

3.2 3.2.1
- Offer a wide variety of cereals √
- Store and present cereals in glass containers with lids that seal to maintain freshness √
- Offer hot and cold milk as well as plain and flavoured yoghurts √
- Porridge for the winter is very popular √ (Any TWO) (2)

3.2.2
- Fried √
- Scrambled √
- Boiled √
- Poached √
- Omelette √
- Frittata √
- Baked in muffin pan, lined with ham/bacon √
- Serve and prepare them according to the guest's request √

(Any TWO) (2)

3.2.3
- Omelette with vegetable filling √
- Frittata with vegetable filling √
- Pancakes/flapjacks/waffles with savoury topping √
- Stuffed, baked mushrooms √
- Potato cakes with sour cream and chive topping √

(Any TWO relevant answers) (2)

3.3
- It is true √
- Men and women have different <u>energy needs</u>: the rugby team probably have a larger need for energy rich food √
- The ladies of the book club may have more money to spend – the difference in <u>budget</u> will determine the dishes √
- The <u>time of day</u> of the two events differ – the ladies have a lunch and the rugby team has dinner √
- The <u>type of event differs</u>: the ladies will have a special get-together and the boys' dinner is part of their daily routine √
- The <u>preferences</u> between the two groups will differ – ladies who lunch together will probably expect more attention to detail while the boys will expect large volumes of energy-rich food √ (Any FOUR relevant answers) (4)

3.4 3.4.1
- The herbs and spices added to the stock should flavour it √
- If you plan to reduce it to make soups or sauces, the salt concentration can easily become too high if you add it at the beginning √
- Salt is not added to stock because stock might be too salty

(Any ONE) (1)

3.4.2
- During the cooking process, impurities rise to the surface and it should be removed as they may make the stock cloudy √
- A well skimmed stock will be clear and have a good flavour.

(Any ONE) (1)

3.4.3
- It ensures that the liquid remains clear and not cloudy √
- Simmering allows more flavour to be released √ (Any ONE) (1)

3.5 Cauliflower √
- Motivation: It gives a bitter taste √

Potatoes √
- Motivation: Gives a cloudy appearance/ turns sour easily √ (4)

3.6 3.6.1
- A mixture of coarsely chopped onions, carrots and celery √
- It is added to stock to enhance the flavour and aroma √ (2)

3.6.2
- A liquid similar to fish stock but with a stronger flavour √
- It contains lemon juice or white wine √ (2)

3.6.3
- Deglazing is a cooking technique for removing and dissolving browned food residue that sticks to the bottom of a pan to flavour sauces, soups and gravies √
- It is done by adding stock or other liquid and scraping it until it dissolves √ (2)

3.7
- Hot soup must be piping hot/ chilled soup must be cold and not lukewarm √
- No fat should float on the surface √
- It should be well-flavoured and tasty √
- It should have the correct consistency √
- It should have a good colour √
- It should look attractive without too much garnish √ (Any FOUR) (4)

3.8 3.8.1 Eggs: (8 ÷ 12) x R18,00
= R11,99/R12,00 √

Mushrooms: (750 ÷ 1000) x R80,00
= R60,00 √
Total cost of ingredients = R12,00 + R60,00 √ = R72,00 √
OR
= R11,99 + R60,00 √ = R71,99 √ (4)

3.8.2
- = R72,00 ÷ 4 √
- = R18,00 per portion √

OR

- = R71,99 ÷ 4 √
- = R17,99 per portion √ (2)

[40]

QUESTION 4

4.1

		A	B
4.1.1	Name of dish	Grilled Snoek √	Paella √
4.1.2	Country of origin	South Africa √	Spain √
4.1.3	Traditional starch side dish	Baked sweet potato/ Home made bread √	Rice √
4.1.4	Cooking method	Grilling √	Frying √

(8)

4.2 4.2.1
- Chicken breast/fillet √
- It is the only cut that is large enough to fill and roll √ (2)

4.2.2
- Cook at moderate to low heat √
- Cook until just done/ Do not cook for too long √
- Coat outer side with bacon to keep it moist √
- First poach the portions and then quickly fry before serving √

(Any TWO) (2)

4.2.3 (a)
- Mushroom and cheese √
- Bread and onion √
- Spinach and feta √
- Sundried tomato and feta √ (Any TWO relevant answers) (2)

(b)
- Cooked rice/couscous/samp/mealie rice √
- Potato dishes (boiled/mashed/fried/baked) √
- Pasta dishes √
- Any cooked vegetable dish for example grilled vegetables/ steamed broccoli or beans/glazed carrots √
- Salads, for example Greek salad/Green salad √

(Any TWO) (2)

4.3
- Work on clean surfaces and use clean equipment √
- Use chicken that is completely thawed √
- Keep chicken separate from other food items √
- Chicken must be cooked well done √
- If it is not going to be served immediately, it must be cooled quickly √
- For dishes like chicken pie, the meat must be removed from the bones as quickly as possible √ (Any THREE relevant answers) (3)

4.4
- Buckwheat flour √
- Rice flour √
- Coconut flour √
- Almond flour √
- Pecan nut flour √
- Tapioca flour √ (Any THREE) (3)

4.5 4.5.1
- It adds sweetness and flavour √
- To weaken the gluten structure, thereby making the product tender and finely textured √
- To give colour to the crust/caramelisation √
- To increase the keeping qualities by retaining moisture √
- To act as a raising agent with fats √ (Any THREE) (3)

4.5.2
- It enriches cakes √
- It acts as raising agent and makes the cake light √
- Eggs add colour and nutritional value to the cake √
- Eggs help to set the cake once it has risen during baking √ (Any THREE) (3)

4.6
- Cream puffs √
- Pastry dough √ (2)

4.7

		MISTAKE	TWO REASONS
4.7.1	Cake A	• Fell flat/sunk in the middle √	• Too much raising agent √ • Oven temperature too low √ • Oven door was opened before 2/3 of the cooking time has passed √ (Any TWO)
4.7.2	Cake B	• Cracked on top √	• Batter was too stiff √ • Oven temperature was too high √ • The cake tin was too small for the amount of batter √ (Any TWO)

(6)

4.8 4.8.1 Too little salt would result in a dough that rises too fast and a bread that lacks structure, flavour with a pale crust. √ (1)

4.8.2 Too much salt in dough can slow down or even inhibit (stop) yeast activity. √ (1)

4.8.3 Too little liquid will prevent the gluten from stretching and will produce smaller breads that will age easily/crumbly texture √ (1)

4.8.4 Blisters on the crust √ (1)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 5.1.1 Compensation for Occupational Injuries and Diseases Act √

5.1.2 Employment Equity Act √

5.1.3 Unemployment Insurance Act √

5.1.4 General Safety Regulations 1031 √

5.1.5 Aliens Control Act √ (5)

5.2
- Expert in cooking knowledge √
- Multi-skilled, organised and creative √
- Good communication skills √
- Ability to handle budgets √
- Ability to organise efficient work schedules √
- Ability to select and train staff √ (Any FOUR) (4)

5.3 5.3.1 Chef Potager √

5.3.2 Chef Rôtisseur/ Chef Grillardin/ Chef Friteur √

5.3.3 Chef Entremetier/Chef Legumier √

5.3.4 Chef Patissier √ (4)

5.4 Poor hygiene practices can lead to:

- Food poisoning and sometimes death √
- Food waste caused by food spoilage √
- Legal action taken by guests affected by food poisoning √
- Contamination and customer complaints √
- Pest infestation √
- High cost of/time spend on decontamination cleaning √
- Loss of customers √
- Food wastage due to food spoilage √
- Legal costs and fines by the health authorities if the business is prosecuted for breaking the laws √ (Any FOUR) (4)

5.5 The employer is responsible for:

- Compiling workplace policies and guidelines for health and safety √
- Ensuring that all potential hazards are eliminated √
- Maintaining a workplace that is free of risks √
- Setting up a health and safety committee √
- Electing safety representatives and hold regular meetings of workplace safety committee √
- Ensuring that all systems and machinery are safe √
- Ensuring proper training and supervision of staff √ (Any FOUR) (4)

5.6 By:

- Sharing the workload amongst each other √
- Working towards a common goal to produce food of a high standard √
- Showing team effort where everyone pulls their weight during preparation and service √
- Being responsible; arrive to work on time √ (4)

[25]

QUESTION 6

6.1 6.1.1
A. Buffet √
B. French √
C. Guéridon √
D. Plated √
E. Family √
F. Silver √ (6)

6.1.2
- Good portion control √
- Service can be fast and efficient √
- Waiters should be well trained, but do not need such a high level of skill √
- Chefs are given the opportunity to exercise their creativity with regard to presentation √
- Less food waste √ (Any THREE) (3)

6.1.3
- It is a specialised service that requires great skill between Chef de rang en Commis de rang/It uses more expensive equipment √√ (2)

6.1.4
- The buffet can become untidy. √
- Guests receive less personal attention. √
- This style is not readily accessible for everybody, for example the physically disabled. √
- Since each table will have to wait their turn to head to the buffet, it may take a while for all guests to receive their food; queues may also form. √
- Guests may have to serve themselves and carry their own plates, which is not particularly elegant. √
- Buffets also require larger quantities of food since people tend to eat more when they serve themselves, which will add to food costs. √ (Any TWO) (2)

6.2
- Greet customers in a warm and friendly manner when they arrive. This will make the customer anticipate a pleasurable experience. √
- Check the reservation after greeting the guests. √
- Help guests with special needs, for example a guest in a wheel chair. √
- Assist guests with their coats and bags. √
- Show the guests to their table. Make sure they are seated comfortably. √
- Introduce yourself to guests. √
- Establish if there is a host. √
- Unfold serviettes if it is an in-house procedure. √
- Hand menus to guests from the left-hand side and take the drinks order. √
- Allow guests to study the menus, but explain the menu choices and specials. √
- Approach the table when guests appear to be ready to order.√ (Any SIX) (6)

6.3
- The interior design and décor should blend with the theme of the restaurant. √
- The furniture should emphasise the character of the restaurant and should be comfortable and durable. √
- The colour scheme should create a warm and welcoming atmosphere √
- Use different types of lighting such as candles, low lighting or even natural lighting. √
- Choose music that enhances the restaurant theme and the type of food on offer. √
- Music should not be overwhelming; customers should be able to hear one another. √
- Room temperature should be comfortable. √
- Ensure that the room is well ventilated. √ (Any THREE) (3)

6.4
- To remove the crumbs from each place setting and prepare the table for dessert by removing extra cutlery, cruets and any other unnecessary items √
- It is done after the main course/Before dessert is served √
- Waiters can use a napkin and side plate to crumb down √ (3)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200