

MARKING GUIDELINES

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		JUNE 2024	
SUBJECT		HOSPITALITY STUDIES	
PAPER		1	
MARK TOTAL		200	
DURATION (HOURS)		3	
NUMBER OF PAGES		17	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT



	MARKS	Low order 30%	Middle order 50%	High order 20%
Question 1	40	30	10	-
Question 2	20	2	16	2
Question 3	40	12	7	21
Question 4	40	11	27	2
Question 5	30	4	21	5
Question 6	30		20	10
TOTAL	200	59	101	40

SECTION A

QUESTION 1

Master

Pg Ch

1.1.1	D✓	160	17
1.1.2	D✓	51	7
1.1.3	C✓	150	16
1.1.4	A✓	130	14
1.1.5	B✓	132	14
1.1.6	A✓	49	7
1.1.7	B✓	44	7
1.1.8	C✓	179	18
1.1.9	A✓	58	8
1.1.10	B✓	23	4
		(10x1) = (10)*	
1.2.1	Electronic ✓	21	3
1.2.2	Agar-agar✓	128	14
1.2.3	POS system✓	37	6
1.2.4	Corkage fee✓	169	17
1.2.5	Cap classique✓	156	17
1.2.6	Crumbing down	189	20
1.2.7	Bouchées ✓	117	12
1.2.8	Glazing ✓	143	15
1.2.9	Anti-retroviral (ARV) ✓	49	7
1.2.10	Sun-drying✓	150	16
		(10x1) = (10)*	

1.3.1	B✓		5	2
1.3.2	E✓		6	2
1.3.3	G✓		6	2
1.3.4	A✓		6	2
1.3.5	D✓		6	2
		(5x1) = (5)*		
1.4	A✓,B✓,D✓,F✓,H✓ (Any order)	(5x1) = (5)**	48	7
1.5	B✓,C✓,D✓,F✓,G ✓ (Any order)	(5x1) = (5)**	50	7
1.6.1	G✓		156	17
1.6.2	E✓		157	17
1.6.3	A✓		157	17
1.6.4	H✓		155	17
1.6.5	C✓		156	17
		(5x1) = (5)*		
		[40]		

TOTAL SECTION A: [40]

SECTION B: KITCHEN AND RESTAURANT OPERATIONS | Pg. Ch.
HYGIENE | SAFETY AND SECURITY

QUESTION 2

2.1.1	Explain THREE advantages of using computers in the hospitality establishment.	(3)**	41	6
-------	--	-------	----	---

(Any THREE of the following)

- They are a source of information. ✓
- They save time and costs. ✓
- Managers have better control over their hospitality establishment. ✓
- They enable the establishment to provide better service to customers. ✓
- It is easier to reorganise information as one can cut and paste to make the necessary changes. ✓
- The internet is a huge source of information. It is used for marketing hotels and restaurants to the public. ✓



- 2.1.2 **Explain how the manager can use the computers for accounting purposes in the guest house.** (4)** 39 6
- (Any FOUR of the following)**
- Financial planning and budget control. ✓
 - Calculating profit and loss. ✓
 - Accounts payable and receivable. ✓
 - Inventory management. ✓
 - Processing customer orders. ✓
 - Processing credit and debit card transactions. ✓
 - Payroll in store. ✓
 - Tracking employee time and attendance. ✓
 - Scheduling staff. ✓
- 2.2 **Discuss FOUR benefits of good service at a hotel or guest house.** (4)** 33 5
- Good service leads to satisfied customers willing to pay. ✓
 - Satisfied clients become loyal customers that return to the business. ✓
 - Positive word of mouth that attract more customers. ✓
 - More customers increase the income and profits. ✓
- 2.3 **Study the scenario below and answer the questions that follow.**
- James works as a chef at a restaurant. He developed diarrhoea and was diagnosed with gastroenteritis. He continued going to work in his condition.**
- 2.3.1 **Name TWO symptoms, other than diarrhoea, that James could have developed.** (2)* 23 4
- (Any TWO of the following)**
- Vomiting ✓
 - Abdominal pain ✓
 - Headaches ✓
 - Fever ✓
 - Dehydration ✓
- 2.3.2 **Briefly explain how James's actions can put elderly guest at risk.** (2)** 24 4
- Adult immune systems tend to become less efficient later in life. ✓
 - Older adults in nursing homes, in particular, are vulnerable because their immune systems weaken and they live in close contact with others who may pass along germs. ✓



2.4 **HIV/AIDS are among the diseases that directly affect the hospitality industry.**

2.4.1 **Explain how HIV/AIDS will impact on the workforce.** (3)** 27 4

(Any THREE of the following)

- Companies are directly affected by lower productivity, ✓
- greater absenteeism, ✓
- vacant posts, ✓
- and the need to retrain and rehire workers. ✓
- HIV/AIDS is affecting business by increasing poverty due to loss of income. ✓

2.4.2 **Recommend ways of preventing the transmission of HIV.** (2)*** 27 4

(Any TWO of the following)

- Food handlers should follow all standard hygiene practices. ✓
- Always wear surgical gloves when treating someone who sustained a cut or an open wound. ✓
- People should not have unprotected sex. ✓
- People should not share needles or equipment for injecting drugs. ✓
- People should not use unsterilized needles for tattooing, skin piercing or acupuncture. ✓

[20]

TOTAL SECTION B: [20]

SECTION C: NUTRITION AND MENU PLANNING | FOOD COMMODITIES

Pg. Ch.

QUESTION 3

3.1.1 **The above dishes were served at a cocktail party. List FIVE characteristics of hors d'oeuvres with regards to appearance.** (5)* 72 9

(Any FIVE of the following)

- Hors d'oeuvres should have various shapes and dimensions. ✓
- Should be dainty and neat. ✓
- Should be colourful. ✓
- Cleanly finished. ✓
- Should have applicable accompaniments. ✓
- Should be neatly garnished for a neat end product. ✓

3.1.2 **Evaluate the above dishes with regards to their suitability for serving Hindus. Motivate your answer.** (4)*** 44 7

- Dish A is suitable for Hindus because it consists of only fruit. ✓
- Dish B is not suitable because people that practise the Hindu religion don't always eat meat. ✓
- Orthodox Hindus follow a strict vegetarian diet and avoid all forms of meat. ✓
- Other Hindus do not eat beef because they believe a cow is holy. ✓

3.1.3 **Explain the term food intolerance and the cause of it.** (2)** 51 7

(Any TWO of the following)

- The inability of the body to fully digest or process certain foods. ✓
- The inability may be a result of the absence of enzymes or chemicals that are necessary for digestion. ✓
- Food intolerance is genetic and is carried over to children. ✓

3.1.4 **Recommend dietary guidelines for a person with high levels of cholesterol.** (5)*** 49 7

- Eat less fat, especially saturated fat and food that is high in cholesterol. ✓
- Avoid or restrict the intake of processed meat. ✓
- Moderate sugar intake. ✓
- Avoid or restrict refined starch. ✓
- Limit alcohol intake. ✓

3.1.5 **Explain why high blood cholesterol poses a health risk.** (2)** 48 7

- The cholesterol builds up on the artery walls and reduces blood flow. ✓
- If blood is reduced due to cholesterol, the organs get damaged and this can lead to a stroke or heart attack. ✓

3.2.1 **Evaluate the choice of dishes on the menu by referring to FOUR principles of menu planning and mention the dish it applies to.** (4x2) 43 7
=(8)***

(Any FOUR of the following + examples)

- Principles of menu planning were not considered: ✓
- Vary colours- there is too much white and brown used ✓ e.g. soup, beef stroganoff, potato bake, cauliflower ✓
- Vary textures: Too many soft textures are used ✓- soup, potato bake, cauliflower au gratin, steamed hake ✓
- Vary temperatures: Everything on the menu is hot ✓- soup, hot main course, pudding ✓
- Vary flavours: strong flavours ✓ such as garlic are repeated ✓
- Vary ingredients: Too many rich foods are used ✓- cream in the soup, butter ✓

3.2.2 **Assess the suitability of the above menu for Jews. Motivate your answer.** (4)*** 44 7

Any THREE of the following:

- The menu is not suitable for Jews. ✓
- They are forbidden from eating snails. ✓
- Pork and pork products - bacon is strictly forbidden. ✓
- Milk and milk products can't be consumed with meat – cream and beef ✓

3.3 Study the quotation and answer the questions that follow.

Yvonne Caterers
Banjo Street 659, Geluksdal, Johannesburg
East

Quotation
Deposit of 50% to be paid when booking is made. Balance to be paid on 5 November 2024

3.3.1 **Name FIVE aspects, other than those provided above, that must be included on the quotation form.** (5)* 63 8

(Any FIVE of the following)

- Personal information: Name of client✓
- Address/contact details of client✓
- Information regarding the function: Date and time of function✓
- Final prices✓
- Name of function coordinator✓
- Contact details of catering company✓
- Signatures✓

3.3.2 **100 Cupcakes were sold at R10 each. The total cost of the food was R250, the labour cost R50 and the water and electricity R30.** (3)** 62 8

Calculate the net profit.

Selling price – Total cost (FC + LC + OC) = Net profit✓

$$R1000 - (R250 + R50 + R30)$$

$$R1000 - R330✓ = R670✓$$

3.3.3 **Suggest TWO overhead costs that could be included when the selling price is calculated besides water and electricity.** (2)* 60 8

(Any TWO of the following)

- Property rent✓
- Tax✓
- Stationery ✓
- Depreciation of equipment✓
- Cleaning materials✓
- Post and telephone services✓
- Advertising✓

[40]

QUESTION 4

4.1 **Most people prefer to replace meat dishes with legumes because of health reasons. Briefly discuss other reasons why people become vegetarian.** (4)** 98 11

(Any FOUR of the following)

- Moral grounds, based on an objection to the killing of animals. ✓
- Religious beliefs may prohibit the eating of meat. ✓
- The meat industry is said to have a negative impact on the environment. ✓
- Some people don't like the taste of meat. ✓
- Meat is more expensive than plant products. ✓

4.2 **Give the full description of the following types of vegetarians:**

4.2.1 **Lacto vegetarians** (1)** 99 11

(Any ONE of the following)

- Include milk and dairy products, vegetables and fruit. ✓
- Exclude meat or meat products, poultry, fish or seafood and eggs. ✓

4.2.2 **Vegans** (1)** 99 11

(Any ONE of the following)

- Vegans eat vegetables, fruits, nuts, cereals, yeast, plant oils and soya products. ✓
- Exclude meat, poultry, fish, dairy and egg products, as well as food that contain these products. ✓
- Any animal by-products, e.g. honey, stock cubes, fish oil, gelatine or vitamins in gelatine capsules. ✓

4.2.3 **Pesco-vegetarians** (1)** 99 11

(Any ONE of the following)

- Include fish and other seafood, milk and dairy products, eggs, vegetables and fruits. ✓
- Exclude red meat and poultry. ✓

4.3.1 **Identify the type of pastry used in the above dish.** (1)* 113 12

- Puff pastry ✓

4.3.2 **Suggest any THREE other dishes that could be prepared using the pastry in QUESTION 4.3.1.** (3)* 114 12

(Any THREE of the following)

- Mille feuilles✓
- Traditional milk tart✓
- Jam tartlets✓
- Turnovers✓
- Palmiers✓
- Tart tatin✓
- Bouchees✓
- Vol-au-vent✓
- Beef wellington✓
- Cream horns✓

4.3.3 **Give THREE characteristics of the baked pastry in QUESTION 4.3.1.** (3)* 114 12

(Any THREE of the following)

- Lightest of all pastries/It is a very light pastry. ✓
- Hundreds of light, flaky layers. ✓
- Light golden-brown colour. ✓
- The surface is a bit uneven. ✓

4.4.1 **Differentiate between the Charlotte Russe and Charlotte Royale.** (2)*** 138 15

- Charlotte Russe is classic bavarois set in a Charlotte mould, lined with sponge finger biscuits. ✓
- Charlotte Royale is classic bavarois set in a Charlotte mould, lined with slices of Swiss roll. ✓

4.4.2 **Name and discuss the THREE stages that are important when preparing a gelatine dish.** (6)** 129-130 14

- Hydration ✓ – the gelatine must first be soaked in cold liquid in order to absorb liquid and soften. ✓
- Dispersion✓ - the hydrated gelatine should be melted to become a liquid. ✓
- Gelation✓ - the gelatine mixture is refrigerated to set or form a solid gel. ✓

4.4.3 **Explain the effect of the following ingredients in the gelatine dish and the action that should be taken:** 132 14

a) Too much sugar

(2)**

- A large quantity of sugar will weaken the gel or retard the formation of the gel. ✓
- More gelatine should be added to set the gel properly. ✓



	b) Milk	(2)**		
	<ul style="list-style-type: none"> • Milk will form a firmer jelly due to the proteins and mineral salts present. ✓ • Less gelatine could be used. ✓ 			
4.5	Suggest any suitable fillings and creative ideas to serve choux pastry as part of a finger lunch.	(2)*	126	13
	<ul style="list-style-type: none"> • Sweet fillings include whipped cream, crème patisserie, ice cream, jam, caramel, drained canned fruit. ✓ • Savoury fillings such as béchamel – based sauces, tuna mayonnaise, cream cheese. ✓ 			
4.6.1	Discuss the use of the filling in the beef olives above.	(4)**	85- 86	10
	<ul style="list-style-type: none"> • Stretches the number of serving portions from a cut. ✓ • Enhances the appearance of the prepared meat dish. ✓ • Enhances the flavour of meat. ✓ • Makes possible a variety of interesting dishes. ✓ 			
4.6.2	Discuss the rules for grilling the T bone over hot coals.	(3)**	90	10
	(Any THREE of the following)			
	<ul style="list-style-type: none"> • Keep steak at room temperature for 20 minutes before grilling; cold steaks can lose meat juices if grilled immediately. ✓ • Use meat tongs. ✓ • Brush the meat or the grill with oil to prevent sticking. ✓ • To ensure steak is tender, grill only to rare or medium. ✓ • Grill steak on one side, leave until it starts to loosen from the griddle by itself, turn onto other side to complete grilling. ✓ 			
4.7	You are required to use a can of strawberries for making strawberry cheesecake.			
4.7.1	Explain THREE reasons why canning is used as a method of preserving the strawberries.	(3)**	151	16
	<ul style="list-style-type: none"> • Heat used during canning destroys micro-organisms and enzymes. ✓ • Excluding air means micro-organisms can't multiply. ✓ • Concentrated sugar syrup prevents developing of micro-organisms. ✓ 			



4.7.2 **List information that should be included on the label of the canned product** (2)* 153 16

(Any TWO of the following)

- The brand name. ✓
- Name of the food product. ✓
- Serial number. ✓
- Name and address of supplier. ✓
- Mandatory warning statements. ✓
- Ingredient list. ✓
- Processing. ✓
- Food additives. ✓
- Date. ✓
- Directions for use and storage. ✓
- Nutritional information panel. ✓
- Net mass in kilograms/grams. ✓
- Grading where applicable. ✓
- Barcode. ✓
- Country of origin. ✓

[40]

TOTAL SECTION C: [80]

SECTION D: SECTORS AND CAREERS | FOOD AND BEVERAGE SERVICE

Pg. Ch.

QUESTION 5

5.1 Study the scenario below and answer the questions that follow.

Busi is opening a lunch café at No. 53, Merlewood, under her name. It will be situated near Merlewood Secondary School and the local municipal office. The café has tables and chairs to seat customers. Her menu will include fried chips, vetkoek and mince, hotdogs and burgers. A friend has helped her to design posters to market her business.

5.1.1 Name the marketing tool that Busi will be using. (1)* 19 3

- Visual marketing tool ✓

5.1.2 Identify Busi's target market. (3)* 16 3

- Learners from Merlewood Secondary School ✓
- Employees from the municipal office. ✓
- People living and working in the area. ✓

5.1.3 Discuss FIVE aspects to consider when designing the posters. (5)** 19 3

- They should have bright colours that will catch the eye. ✓
- Big lettering that is easy to read. ✓
- Interesting pictures or photos ✓
- A big space or a small advert on a clean, blank page ✓
- Adverts should be neat and attractive. ✓

5.1.4 Busi wants to try other ways of promoting her business using the same type of marking tool. Discuss TWO ways, other than posters that she can use. (2)** 19 3

- Flyers, brochures can be distributed on the streets or shopping centres. ✓
- Advertisements can be placed in newspapers, magazines and newsletters. ✓

5.1.5 Describe TWO indirect job opportunities that Busi's business may create. (2)** 1 1

(Any TWO relevant answers)

- Producers of food ✓
- Producers of furniture ✓
- Manufactures of linen e.g. table cloths ✓



5.1.6	Busi is an entrepreneur. Justify this statement.	(2)**	8	2
	<ul style="list-style-type: none"> • Yes, she is an entrepreneur, ✓ • Busi started her own business and it involves taking risks. ✓ 			
	One of the opportunities for self-employment in the hospitality field is to invest in a franchise. Explain the concept of a franchise.	(2)**	7	2
	<ul style="list-style-type: none"> • A franchise is an enterprise with a well-established name that forms part of a chain in which every shop has its own owner. ✓ • The franchisor gives permission to an individual (franchisee) to use the name of the company and to sell its products/services. ✓ 			
5.3	Explain the following terms:			
5.3.1	Organogram	(1)**	12	2
	<ul style="list-style-type: none"> • Who will be responsible for which task within a business. ✓ 			
5.3.2	Sustainable	(1)**	7	2
	<ul style="list-style-type: none"> • Self-sufficient, will last for a long period, will preserve for future generations. ✓ 			
5.3.3	Vendors	(1)**	9	2
	<ul style="list-style-type: none"> • People that sell home-produced goods, snacks and refreshments from a trolley or stall. ✓ 			
5.4	Discuss the functions of packaging referring to the picture below.	(5)**	17	3
	<ul style="list-style-type: none"> • It protects the product. ✓ • It makes displaying the product easier. ✓ • It makes storage, handling and transportation of the product more convenient. ✓ • It supplies information about the product. ✓ • It makes it easier to recognise the product. ✓ 			

5.5 **Argue the importance of the Hospitality and Tourism industries on the South African economy.** (5)^{***} 1 1

- Economic growth is stimulated. Locals as well as people from outside the area will satisfy the demand created by marketing, and local income will increase. ✓
- Income generated contributes to development and improvement of the country's infrastructure. ✓
- Funds are provided for preserving, maintenance and responsible utilisation of natural resources. ✓
- Tourists bring valuable foreign currency into the country. ✓
- The esteem and living standard of the community improves. ✓

[30]

QUESTION 6

6.1 **Compare the above wines by completing the table below.** (10)^{***} 156 17
162
166

		WINE A	WINE C
6.1.1	Cultivar	• Pinotage ✓ (1)	• Chardonnay ✓ (1)
6.1.2	Producer	• Kanonkop ✓ (1)	• Nederburg ✓ (1)
6.1.3	Colour of grape	• Red ✓ (1)	• White ✓ (1)
6.1.4	Temperature for serving	• 15-20 °C ✓ (1)	• 7-10 °C ✓ (1)
6.1.5	Amount of wine in the glass	• ½ way ✓ (1)	• 2/3 ✓ (1)

6.2 **Explain why Wine C cannot be called champagne.** (2)^{**} 156 17

- Wine C is produced in South Africa therefore called sparkling wine. ✓
- Champagne is only bottled in France in the Champagne district. ✓



- 6.3 **Distinguish between an on-consumption liquor license and an off-consumption liquor license. Give an example of each to motivate your answer.** (4)** 168 17
- On-consumption licenses allow the liquor to be consumed where it is bought, but not taken off the premises. ✓
 - E.g. hotels, restaurants, clubs ✓
 - Off-consumption licenses govern outlets that sell liquor that is consumed elsewhere. ✓
 - E.g. liquor stores, wholesale liquor outlets ✓
- 6.4 **Waiters play an important role in guest satisfaction. Discuss the guidelines that waiters should follow regarding the following:**
- 6.4.1 **Appearance and personal hygiene** (4)** 188 20
- (Any FOUR of the following)**
- Uniforms should be neat and clean. ✓
 - Hair must be clean and out of the face. ✓
 - Fingernails must be short and clean without nail varnish. ✓
 - Waiters should not smell of smoke, sweat, alcohol or heavy perfume. ✓
 - Waiters must be cleanly shaven. ✓
- 6.4.2 **Communication and dealing with customers** (6)** 188 20
- (Any SIX of the following)**
- Waiters should be friendly and organised. ✓
 - Make eye contact. ✓
 - Don't speak too loudly or too softly. ✓
 - Be friendly and do not interrupt conversations. ✓
 - Deal with difficult customers discreetly and ensure that difficult situations are not obvious to other customers. ✓
 - Be aware of customer's moods. ✓
 - Apologise if customers have been kept waiting. ✓
 - All customers should be treated equally and with the necessary respect and dignity. ✓
 - Call manager if questions are beyond your scope of authority. ✓



6.5 **Explain to a new waiter how to serve bread rolls using silver service.** (4)** 192 20

(Any FOUR of the following)

- Silver service takes place from the left side of a guest. ✓
- Hold the bread basket on the flat part of your left hand. ✓
- Hold the basket about 5 cm from the edge of the guests side plate. ✓
- Pick up the bread roll using serving spoon and fork and transfer to the side plate. ✓
- Move around the table in an anti-clockwise sequence,
- Serve ladies first. ✓

[30]

TOTAL SECTION D: [60]

GRAND TOTAL: [200]