



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2020**

**HOSPITALITY STUDIES  
MARKING GUIDELINE  
(EXEMPLAR)**

**MARKS: 150**

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This marking guideline consists of 10 pages.

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**SECTION A****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	B ✓	1.1.6	C ✓	
1.1.2	D ✓	1.1.7	D ✓	
1.1.3	A ✓	1.1.8	A ✓	
1.1.4	C ✓	1.1.9	C ✓	
1.1.5	B ✓	1.1.10	A ✓	(10 x 1) (10)

**1.2 MATCHING ITEMS**

1.2.1	C ✓	
1.2.2	E ✓	
1.2.3	B ✓	
1.2.4	F ✓	
1.2.5	D ✓	(5 x 1) (5)

**1.3 ONE-WORD ITEMS**

1.3.1	Bokkems ✓	
1.3.2	Spinach ✓	
1.3.3	Cinnamon ✓	
1.3.4	Gâteau ✓	
1.3.5	Gueridon ✓	
1.3.6	Barding ✓	
1.3.7	Signature dish ✓	
1.3.8	Pathogens ✓	
1.3.9	Chemical ✓	
1.3.10	Mirepoix ✓	(10 x 1) (10)

**1.4 SELECTION ITEMS**

A ✓	Orange juice	
C ✓	Croissants	
D ✓	Brie and Cheddar	
F ✓	Bran muffins	
G ✓	Salami and ham	(Any order) (5 x 1) (5)

**TOTAL SECTION A: 30**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS  
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

- 2.1
- Wet your hands ✓
  - Apply soap or cleaning solution and scrub for at least 20 seconds ✓
  - Scrub the back of hands, wrists and between fingers ✓
  - Rinse your hands ✓
  - Turn off the water lever using your elbows ✓
  - Dry with a paper towel ✓
- (Any 5) (5)
- 2.2
- Salmon mayonnaise filling ✓
  - Melon wrapped in Parma ham ✓
  - Custard sauce ✓
  - Rice salad ✓
- (4)
- 2.3
- 2.3.1 Salmonella ✓
- 2.3.2 Clostridium perfringens ✓
- 2.3.3 Staphylococcus aureus ✓
- 2.3.4 Bacillus Cereus ✓
- (4)
- 2.4
- Heat and serve small quantities of food at a time ✓
  - Stir food frequently to ensure an even distribution of heat ✓
  - Heat food as close to service time as possible ✓
  - Never reheat food in a bain-marie as the temperature rises too slowly ✓
  - Heat must penetrate the food entirely ✓
- (Any 3) (3)
- 2.5
- Do exactly as you are told ✓
  - Keep eyes down / 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 ✓
- (Any 4) (4)

**TOTAL SECTION B: 20**

**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES**

**QUESTION 3**

- 3.1 3.1.1
- Koeksisters ✓
  - Mini Milktart ✓
  - Biltong Sandwiches ✓
  - Bobotie Springrolls ✓
  - Rooibos Tea ✓
- (5)
- 3.1.2 (a) **Gluten intolerance:**
- It is not suitable ✓
  - All the dishes contain flour that has gluten in ✓
  - The fillings of the savoury dishes does not contain gluten ✓
- (Any 2) (2)
- (b) **Vegetarians:**
- All the sweet dishes can be eaten by a vegetarian ✓
  - Only 1 of the savoury dishes is suitable for a vegetarian:  
Spinach muffins ✓
  - The following savoury dishes is not suitable for a vegetarian:  
Biltong sandwiches, Bobotie spring rolls, Ham and Onion  
Quiche. ✓
- (Any 2) (2)
- 3.1.3
- The dishes are displayed attractively in trays, chaffing dishes or on oval flats ✓
  - A limited number of waiters are necessary ✓
  - Guests can make their own choices about the dishes and quantity they want to eat / Guests can help themselves or assisted by service staff ✓
  - Guests can move around freely and help themselves to dishes whenever they want to / Guests normally select one course at a time and come back for the other courses ✓
  - Service staff maintains the arrangement of the food on the buffet table during the service ✓
- (Any 2) (2)
- 3.2 3.2.1
- Fried bacon and eggs ✓
  - Avocado slices ✓
  - Grilled boerewors ✓
- (Any 2) (2)
- 3.2.2
- Grilled boerewors ✓
  - Potbread ✓
- (2)
- 3.2.3 Spinach Fritatta ✓
- (1)
- 3.2.4
- Glass container ✓
  - The container must have a lid that seal to maintain freshness ✓
  - Gluten free cereals must be labelled clearly ✓
- (Any 2) (2)

- 3.3 3.3.1 **Roux:**
- Melt butter/margarine ✓
  - Add equal amount of flour ✓ (2)
- 3.3.2 **Beurre manie**
- A mixture of equal amounts of soft butter/margarine and flour are kneaded together ✓✓ (2)
- 3.3.3 **Reduction:**
- Thickening of a liquid (soup or sauce) by evaporation ✓✓ (2)
- 3.4 3.4.1 Eggs:  $(4 \div 12) \times R18,00$   
= R6,00 ✓
- Nutella:  $(0,24 \div 1,35) \times R588,00$   
= R104,53 ✓
- Total cost of ingredients = R6 + R104,53 ✓ = R110,53 ✓ (4)
- 3.4.2 Cost per portion  
=  $R110,53 \div 6$  ✓  
= R18,40 per portion ✓ (2)
- [30]**

**QUESTION 4**

- 4.1
- Kedgeree ✓
  - Paella ✓
  - Pilaf ✓
- (3)
- 4.2
- Store poultry immediately in the fridge after purchasing, at the correct temperature ✓
  - Keep it away from cooked and ready-to-eat foods, to prevent cross-contamination ✓
  - Store fresh chickens and smaller birds on ice or at 0–2 °C for two, but not more than four days ✓
  - Ideally poultry should be used within 24 hours of purchase ✓
  - Frozen poultry should be kept at -18 °C or below and can be kept for up to six months for poultry portions and 12 months for whole birds ✓
  - Poultry should be thawed gradually under refrigeration, allowing at least 24 hours for smaller birds and as long as two days for larger birds ✓
  - Never cook poultry that is still frozen ✓
  - Do not refreeze chicken ✓
  - Store fresh poultry at the bottom of the fridge, away from cooked foods. ✓
  - Ensure that poultry is fully covered / airtight to prevent cross-contamination ✓
- (Any 5) (5)
- 4.3
- 4.3.1
- A – breast ✓
  - B – drumstick/leg ✓
- (2)
- 4.3.2
- Drumstick /Leg ✓
- Reason
- It has a bone inside that provides flavour / The skin contains fat and retains moisture ✓
- (2)
- 4.3.3
- (a) B – Drumstick/leg ✓
  - (b) A – Breast ✓
  - (c) A – Breast ✓
  - (d) B – Drumstick / leg ✓
- (4)
- 4.4
- 4.4.1 **Salt:**
- Improves the taste and flavour ✓
  - Strengthens the gluten ✓
  - Helps to make the dough more elastic ✓
  - It slows down yeast fermentation/controls the fermentation process ✓
- (Any 2) (2)

- 4.4.2 **Sugar:**
- It is a good source of food for yeast ✓
  - It adds taste and flavour ✓
  - It improves the colour of the crust / Gives attractive brown crust ✓
  - Too much sugar will retard the growth of yeast ✓ (Any 2) (2)
- 4.4.3 **Oil or butter:**
- Oil or butter adds to the taste ✓
  - It enhances the keeping quality ✓
  - It provides a softer product / increases the elasticity of the dough ✓
  - Oil gives bread a fine texture and thin crust ✓
  - It prevents the bread from crumbling when sliced ✓ (Any 2) (2)
- 4.5
- The gas pockets are not redistributed evenly/ it will have large air bubbles ✓
  - It will not have a fine texture ✓ (2)
- 4.6 4.6.1 **Sunk in the middle:**
- Too much raising agent ✓
  - Too much sugar ✓
  - Oven temperature too low / wrong oven temperature ✓
  - Oven door was opened / slammed while cake was in oven ✓
  - Consistency of the batter was too soft ✓ (Any 3) (3)
- 4.6.2 **Dense and heavy texture:**
- Over-mixing /dry ingredients were stirred instead of folding in ✓
  - Too little rising agent ✓
  - Mixture too stiff ✓
  - Too little liquid ✓
  - Shortening not properly combined with other ingredients ✓
  - Oven temperature too slow ✓
  - Eggs and sugar not creamed/ beaten enough ✓ (Any 3) (3)
- [30]

**TOTAL SECTION C: 60**

**SECTION D: SECTORS AND CAREERS  
FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

- 5.1
- When small tasks are completed, it gives a sense of accomplishment ✓
  - Each member needs to take responsibility for the group ✓
  - The workload is shared among all members of the group ✓
  - The team relies on team effort and co-operation ✓
- (Any 3) (3)

5.2 **Traditional way:**

- It created specialists / a cook did one specific job and became an expert at it ✓
  - It made it possible to be very good at a job or task ✓
- (Any 2)

**Cross training:**

- It makes it easier to schedule the staff on duty ✓
  - Chefs can work in different positions and at different stations ✓
  - A chef has more flexibility ✓
  - If a chef is sick or resigns, another employee can do the job ✓
- (Any 2) (4)

5.3 **Chef de Cuisine/Executive Chef/Head Chef ✓**

- Management of kitchen operations/ supervises the kitchen and the staff and trains apprentices / plans menus and new recipes / employs and dismisses staff / acquires new equipment and apparatus / purchases raw and other food items ✓

**Sous Chef ✓**

- Stands in for executive chef and assists the stations chefs when necessary / daily administration in the kitchen / makes sure that the guest's order is perfect / oversees all activities in the kitchen ✓

**Chef Patissier/Pastry chef ✓**

- Responsible for baked items, pastries and all hot and cold desserts / often supervises a separate kitchen area ✓
- (6)

- 5.4 5.4.1
- Take care of their own health and safety and that of others who may be affected by their actions ✓
  - Carry out any lawful order given to them / lawful orders and restrictions should be obeyed ✓
  - Obey their employer's health and safety rules and procedures ✓
  - Report any unsafe or unhealthy situation to the employer or to the health and safety representative for their workplace ✓
- (4)

- 5.4.2
- Such a person will be find guilty of a criminal offence ✓
  - If an injured person dies the offender will be charged with culpable homicide ✓
  - A fine of R100 000 ✓
  - Sentenced to two years' imprisonment ✓
  - The court will order the employer to obey the rules of the Act within a set period of time ✓
- (Any 3) (3)

**[20]**



**QUESTION 6**

- 6.1 6.1.1 Table d'hôte ✓ (1)
- 6.1.2 **A** – Butter knife ✓  
**B** – Fish fork ✓  
**D** – Main course knife / table knife ✓  
**F** – Soup spoon ✓ (4 x 1) (4)
- 6.1.3 J ✓ (1)
- 6.1.4 Serviette fold:  
• A simple fold/ the maître d'-fold/ folded in half ✓  
• NOT: animal-shapes/ flower shapes/ fan shapes
- Motivation  
• It is more hygienic / is handled less / it saves time ✓ (2)
- 6.1.5 The spoon must be on top / The fork must be at the bottom / closest to the main course plate ✓ (1)
- 6.2
- The interior design and décor should blend with the theme of the restaurant ✓
  - The furniture should emphasise the character of the restaurant but 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 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 each other ✓
  - Room temperature of the venue should be comfortable ✓
  - A room should be well ventilated ✓ (Any 4) (4)
- 6.3
- Greet customers in a warm and friendly manner when they arrive at the restaurant / acknowledge customers within 30 seconds of arrival ✓
  - Check the reservation after greeting guests ✓
  - Help any guests with special needs, for example a guest in a wheelchair ✓
  - Assist guests with their coats and bags ✓
  - Show guests to their table ✓
  - Make sure they are seated comfortably ✓
  - Introduce yourself to the guests ✓
  - Establish if there is a host ✓
  - Open the serviettes if this is a procedure carried out in the restaurant ✓ (Any 4) (4)

- 6.4 6.4.1 Plated service ✓ (1)
- 6.4.2
- Many guests can be served in a short time / it saves time ✓
  - It does not require a high level of skills for waiters ✓
  - Better portion control ✓
  - Chefs can have the opportunity to show off their creativity in plating dishes attractively ✓
  - Less wastage ✓
  - Speciality training in terms of serving food from a platter is not required ✓
- (Any 3) (3)  
**[20]**

**TOTAL SECTION D: 40**  
**GRAND TOTAL: 150**