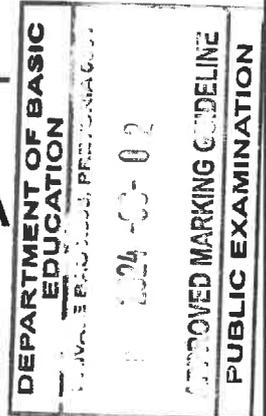




# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**



## SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

**HOSPITALITY STUDIES**

**MAY/JUNE 2024**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 17 pages.**

**02 June 2024**

**02 June 2024**

**02 June 2024**

**SECTION A: SHORT QUESTIONS**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	D✓	M27	F81
1.1.2	C✓	M132	F163
1.1.3	D✓	M99	F178
1.1.4	A✓	M175	F31
1.1.5	C✓	M15	F135
1.1.6	A✓	M122	F185
1.1.7	A✓	M63	F
1.1.8	D✓	M69	F16
1.1.9	B✓	M192	F36
1.1.10	A✓	M179	F

(10)

**1.2 MATCHING ITEMS**

1.2.1	D✓
1.2.2	F✓
1.2.3	H✓
1.2.4	B✓
1.2.5	C✓
1.2.6	A✓
1.2.7	I✓

M136-  
139  
F147-  
159  
(7)

**1.3 ONE-WORD ITEMS**

1.3.1	Halaal✓	M 44	F3
1.3.2	Nuts✓	M 105	F179
1.3.3	Host/Hostess✓	M193	F36
1.3.4	Pasteurisation✓	M150	F169
1.3.5	Sweet short crust/Pâté sucrée✓	M113	F108
1.3.6	Honesty/Integrity/Reliability/Loyalty/Trustworthy✓	M29	F86
1.3.7	GDP/Gross Domestic Product✓	M1	F108
1.3.8	Function/Conference room/Restaurant/ Banquet room /Boardroom✓	M2	F109
1.3.9	Allergy✓	M50	F4
1.3.10	Maître d'hôtel/Head waiter/Waiter/Waitron✓	M190	F11

(10)

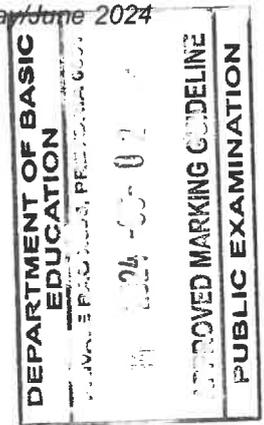
**1.4 SELECTION ITEMS**

- 1.4.1 A✓C✓E✓G✓ Any order M60  
F20  
(4)
- 1.4.2 B✓ C✓E/F✓ Any order M194  
F37  
(3)

**1.5 SEQUENCE**

- 1.5.1 D✓A✓B✓E✓F✓C✓ In the correct order M85-  
87  
F199  
(6)

**TOTAL SECTION A [40]**



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

**QUESTION 2**

- |     |       |  |                   |
|-----|-------|--|-------------------|
| 2.1 | 2.1.1 | <ul style="list-style-type: none"> <li>- Bacteria✓ (Salmonella, Staphylococcus, Clostridium and Escherichia coli, Food poisoning)</li> <li>- Viral infections✓ (Rota virus)</li> <li>- Parasites✓</li> <li>- AIDS✓</li> <li>- Drugs✓</li> <li>- Contaminated food, drinks/water or chemicals e.g. mercury✓</li> <li>- Aspirin and some antibiotics✓</li> </ul>   | M23<br>F77<br>(2) |
|     | 2.1.2 | <ul style="list-style-type: none"> <li>- Diarrhoea/runny tummy✓</li> <li>- Vomiting✓</li> <li>- Abdominal pain/stomach cramps✓</li> <li>- Headaches✓</li> <li>- Fever ✓</li> <li>- Dehydration✓</li> <li>- Nausea✓</li> <li>- Muscle cramps✓</li> <li>- Dizziness/Low blood pressure✓</li> </ul>   | M23<br>F77<br>(3) |
|     | 2.1.3 | <ul style="list-style-type: none"> <li>- The food handler/ staff should not work if they have diarrhoea/ staff must inform the employer✓</li> <li>- Good personal hygiene is of the utmost importance✓/wash hand/sanitise after using the toilet/handling refuse/after touching your body, hair and nose✓</li> <li>- Wash and sanitise equipment and surfaces after handling raw meat and poultry✓</li> <li>- Food should be thoroughly cooked✓</li> <li>- Eliminate insects and rodents from the kitchen✓</li> <li>- Comply with proper storage regulations/ keep cold food in the refrigerator/food that must be kept at -18 °C must be stored in the freezer✓</li> <li>- Keep food covered✓</li> <li>- Keep food below 5 °C or above 60 °C/High temperatures destroys bacteria/ keep food out of the food danger zone✓</li> <li>- Avoid cross-contamination between raw and cooked foods/ separate raw and cooked food/have segregated working areas for raw and high-risk foods✓</li> <li>- Use screen on windows to keep insects, rodents and birds out ✓</li> <li>- Do not store food on the floor ✓</li> <li>- Do not allow waste to accumulate✓</li> <li>- Keep lids on waste bins✓</li> <li>- Food establishments should not use spoiled food✓</li> </ul> | M24<br>F77<br>(3) |

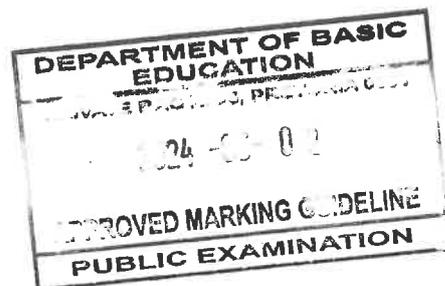


2.2 2.2.1

Good✓	Bad✓
<b>Professional ethics and service excellence</b>	
<ul style="list-style-type: none"> <li>- Waiter is listening to the guest/he did not ignore the guests✓</li> <li>- The waiter is productive✓</li> <li>- He did serve the food to the guests✓</li> </ul>	<ul style="list-style-type: none"> <li>- The waiter is not displaying respect and the professional attitude to the customers✓</li> <li>- He is not being alert/ sensitive to the customers' needs ✓</li> <li>- Waiter's body language/posture looks negative/ hand gesture/ shrugging his shoulders to the customers/ facial expression✓</li> <li>- He is arguing with the customers/ lack of self-control✓</li> <li>- Guest expectations are not met✓</li> <li>- Guests do not look satisfied with the service✓</li> </ul>
<b>Appearance</b>	
<ul style="list-style-type: none"> <li>- He is wearing clean uniform✓</li> <li>- He is wearing a uniform according to restaurant requirements✓</li> <li>- Hair out of his face✓</li> <li>- Well shaven and clean✓</li> <li>- He is not wearing jewellery✓</li> </ul>	<ul style="list-style-type: none"> <li>- His shirt is not white✓</li> <li>- He is not carrying a service cloth✓</li> </ul>

(1 mark for Good or Bad+ Any 4 correct evaluation)

M30  
F86  
(5)



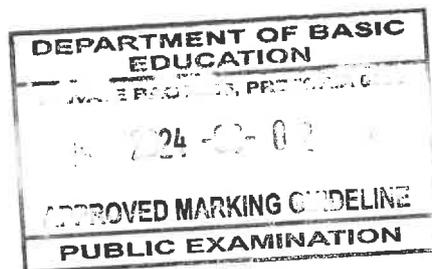
- 2.3
- The type of institution determines the type of service offered by the organisation✓/when formal restaurant offers Gueridon service one can expect to pay much more for the dishes and receive professional service✓
  - The more guests are paying for excellent customer service or the type of service, the more profit the restaurant will make✓
  - Fast food outlets deliver limited service as they aim to serve customers as quickly as possible✓, thus less money will be made✓
  - The price of dishes is linked to service ✓/the more expensive the dish, the better the service ✓
  - The managements decide what level of service they would like in their restaurant✓/may decide on the fine dining service with a high level of customer service or fast food with limited service✓
  - The level of training differs✓/ well trained waiters work in up-market restaurants where clients are willing to pay for high level of service✓
  - Good levels of service will promote positive word of mouth✓ which will increase the number of customers and increase profitability✓
  - When service is good customers will be willing to pay more✓
- (Any 4)

M33  
F91  
(4)

- 2.4 The computerised system will:
- Record dish sales and do dish analysis ✓
  - Menu analysis will increase profitability of the popular menu items✓
  - Project the ingredient costs as well as the production costs and calculate the selling prices✓
  - Use an online dictionary to translate the names of ingredients/ dishes from other languages to English/ spelling errors can be corrected✓
  - Developing and changing recipes/menus are simplified/made easier ✓
  - Store and retrieve recipes/menus and ingredients easily✓
  - Compile order lists easily and accurately✓
  - Do metric conversions for the ingredients automatically✓
  - Print portion sizes on a recipe, which makes planning for functions easier✓
  - Determine the nutritional value of food✓
  - Saves time✓
  - Minimises paperwork✓
- (Any 3)

M38  
F99-  
100  
(3)

**TOTAL SECTION B : 20**

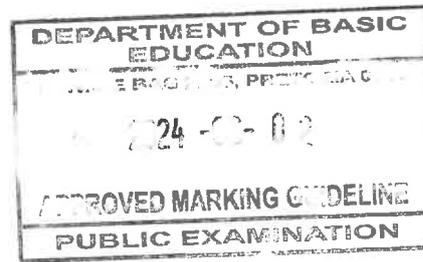




- 3.1.4
- The Lamb Riblets/ Sushi Roll contains fat/ is deep fried which makes the dishes unhealthy✓/diabetics should limit fat intake✓
  - Pulled Pork Tacos could be high in cholesterol owing to the marbling✓/ diabetics should decrease total fat, especially saturated fat and cholesterol✓
  - Sushi is made with white rice which is a refined starch✓/diabetics should avoid/ restrict refined starch✓
  - Custard Pancakes, Chocolate Ganache Cakes and Lemon Meringue Tart contain refined starch, fat, cholesterol and sugar✓/diabetics should avoid fat, cholesterol, sugar and refined starch use in preparation of the desserts✓
  - The basting sauce used to prepare Lamb Riblets contain a lot of salt and sugar ✓ diabetics should limit salt and sugar intake✓
- M48  
F5  
(5)  
(Any 5)
- 3.2
- The number of staff members required for a formal banquet function may be more/number of guests attending will determine the number of staff required✓
  - The type of staff, Kitchen staff, Restaurant staff and Bar staff✓
  - The capacity and level of skills of the staff must be considered ✓
- M46  
F10  
(2)  
(Any 2)
- 3.3
- 3.3.1
- Kudu✓
  - Springbok✓
  - Blesbok✓
  - Impala✓
  - Duiker✓
  - Wild buck/ buck✓
  - Porcupine✓
  - Warthog✓
  - Bushpig✓
  - Rabbit/Hare✓
  - Eland✓
  - Waterbuck✓
  - (Gazella)/Gemsbok✓
- 
- M79  
F189  
(2)  
(Any 2)
- 3.3.2
- The venison must be barded owing to the leanness/absence of fat or marbling✓
  - It will add flavour✓
  - It prevents drying of the venison/ the venison tends to get dry during cooking ✓ and add juiciness✓
  - It will improve the appearance✓
  - It decreases the gamy taste✓
- M79  
F189  
(2)  
(Any 2)
- 3.3.3
- Wrap meat correctly in plastic/ vacuum pack/ freezer bags✓
  - Ensure that all the air is removed from packaging✓
  - Freeze the venison steak quickly ✓slow freezing produces ice crystals that tend to break the cells✓
  - Freezer temperature must be constant at -18 °C✓
  - Leave space between two to three packages to allow cold air to circulate✓
  - Label the packaging with meat cut name, date and number of portions/weight✓
- M84  
F199  
(3)  
(Any 3)

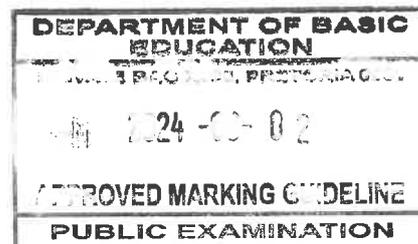
NSC – Marking Guidelines

- 3.4 3.4.1 Food Cost = R20,00+R120,00+ R100,00+R20,00✓  
 = R260,00✓  
 Selling Price= Food cost ÷Food cost percentage ✓  
 = R260÷ 0.35 OR R260÷35 ×100÷1✓  
 = R742,86✓
- OR**
- Sweet Potato Soup= R20,00 ÷ 0.35 =R57,14✓  
 Crayfish Thermidor= R120,00 ÷ 0.35 =R342,85✓  
 Grilled Sirloin = R100,00 ÷ 0.35= R285.71✓ M62  
 Chocolate Eclairs= R20,00 ÷ 0.35= R57.14✓ F21  
 Selling Price: R742.84. (Any 4) (4)
- 3.4.2 Gross Profit= Selling Price- Food Cost ✓ M62  
 = R742,86 / R742.84 - R260,00✓ F21  
 =R482,86 /R482.84✓ (3)
- 3.5.1 3.5.1 - Beignets✓ M125  
 - Churros✓ F186-  
 - French Crullers✓ 187  
 (Any 2) (2)
- 3.5.2 - Icing sugar✓ M125  
 - Castor sugar✓ F186-  
 - Glaze✓ 187  
 - Melted chocolate✓ (Any 2) (2)  
 - Glacé icing✓  
 - Cinnamon sugar✓  
 - Caramel/ chocolate sauce✓
- 3.5.3 (a) Eggs coagulate during baking✓ to stabilise the walls of the M122  
 cavity/ Eggs help to hold the form when baked✓ F185  
 - It also emulsifies the butter and water✓ (Any 2) (2)
- (b) During baking water is converted into steam✓, which acts as M122  
 a raising agent ✓ F186  
 - Water will help create even size choux pastry when baked✓ (Any 2) (2)  
 - The steam will help create the cavity✓
- 3.5.4 - It can be frozen for up to three months✓ M126  
 - Open freeze on a baking tray until solid✓ F187  
 - Once solid place in a freezer bag/ airtight container and seal✓ (Any 2) (2)

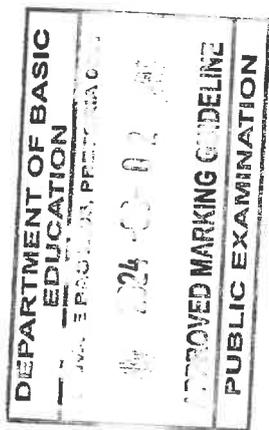


**QUESTION 4**

- |     |       |   |  |
|-----|-------|---|--|
| 4.1 | 4.1.1 | <ul style="list-style-type: none"> <li>- Discard the water that the lentils were soaked in✓</li> <li>- Soaked lentils can be simmered in boiling water✓</li> <li>- Simmering slowly in a covered saucepan✓</li> <li>- Do not boil the lentils/ boiling liquid can overflow/Lentils may break or separate from their skins when boiled✓</li> <li>- Do not add salt during cooking as this slows down the cooking process✓</li> </ul> | <p>M104<br/>F183<br/>(Any 3)<br/>(3)</p> |
|     | 4.1.2 | <ul style="list-style-type: none"> <li>- Legumes/pulses/beans (any examples)✓/peas✓</li> <li>- TVP/Texture Vegetable Protein/soya ✓</li> <li>- Tofu✓, miso✓ tempeh</li> <li>- Chickpeas✓</li> </ul> <p>(Any other relevant THREE protein rich vegetarian products)</p>  | <p>M98<br/>F178<br/>(3)</p>              |
| 4.2 | 4.2.1 | <ul style="list-style-type: none"> <li>- Shortening remains hard ✓ and forms layers between the pastry✓</li> <li>- For better rising✓</li> <li>- To improve flakiness✓</li> <li>- To not melt the butter✓</li> </ul>  | <p>M118<br/>F208<br/>(Any 2)<br/>(2)</p> |
|     | 4.2.2 | <p>Glazing✓</p>   | <p>M116<br/>F211<br/>(1)</p>             |
|     | 4.2.3 | <ul style="list-style-type: none"> <li>- No, the chef would not glaze the quiche✓ (1)</li> <li>- There's no pastry cover on the quiche that can be glazed✓</li> <li>- The quiche does not have a crust on top✓</li> <li>- The topping is a custard that will bake and set therefore does not need to be glazed✓ (Any 1)</li> </ul> <p>(1 mark for determining + 1 mark for motivation)</p>  | <p>M116<br/>F211<br/>(2)</p>             |



4.2.4



	PUFF PASTRY	PHYLLO PASTRY
(a) Quality Characteristics	<ul style="list-style-type: none"> <li>- It is rich ✓</li> <li>- It is not brittle ✓</li> <li>- It is thicker/ multiple thin layers ✓</li> <li>- It is flaky ✓</li> <li>- Golden brown colour ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> <li>- It is not very rich</li> <li>- It is brittle /breaks easily ✓</li> <li>- Paper thin ✓</li> <li>- Not flaky ✓</li> <li>- Light straw colour ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>
(b) Layering/Laminating of the pastry	<ul style="list-style-type: none"> <li>- Laminated/ layered pastry ✓</li> <li>- Layers are separated by air and butter ✓</li> <li>- The trapped air expands and lifts the pastry to create multiple layers ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>	<ul style="list-style-type: none"> <li>- Non-laminated ✓</li> <li>- Layers are created by brushing melted butter onto the pastry sheets and it is layered on top of each other before baking ✓</li> </ul> <p style="text-align: right;">(Any 1)</p>

M113  
-115  
F206-  
207  
(4)

4.3

4.3.1

- Syneresis/curdling occurs when the egg protein is overheated or over cooked ✓
  - The protein shrinks and water is lost/oozes from the protein network ✓
  - The crème brûlée will have undesirable bubbles/lumps the texture will not be smooth ✓
  - The crème brûlée will have an egg taste ✓
  - Overcooking of the topping will create a burnt taste/dark appearance ✓
- (Any 3)

M137  
F148  
(3)

4.3.2

- Mixture should be cooked in a bain-marie/ water bath ✓
  - Do not cook at too high temperatures ✓
  - Do not bake for too long/set a timer ✓
- (Any 2)

M137  
F148  
(2)

4.3.3

- Sprinkle castor sugar on top ✓
  - The sugar is caramelised on the baked custard before serving with a blow torch/in the oven grill ✓
  - It is served in the mould/it is not unmoulded on a plate/It is not inverted ✓
  - The guests will use the back of dessert spoon to crack the caramelised top ✓
- (Any 2)

M138  
F-  
(2)

4.3.4

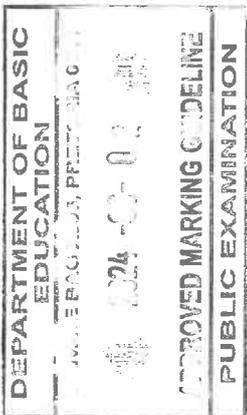
- Hydration/Sponging/Blooming: ✓ gelatin is soaked in cold water/ sprinkled over cold water/soak till very soft/liquid absorbed ✓
- Dispersion: ✓ Melt the hydrated gelatin over steam/hot water bath/ or bain-marie/Melt gelatin in the microwave for a few seconds ✓
- Gelation: ✓ The gelatin mixture is refrigerated to set or form a solid gel. ✓

M129-  
130  
F162  
(6)

(1 mark for naming each stage + 1 mark for explanation)

- 4.3.5 - The large quantity of air from the whipped cream will decrease the firmness of the gel✓ M132
- It will take longer to set/will not hold shape✓ F163
- Softer/weaker gel✓ (1)
  
- 4.3.6 - It will set quicker/quickly✓ M131
- It will be rubbery✓ F163
- It will be more firm ✓ (Any 1) (1)
  
- 4.4 4.4.1 - Vacuum packing/Vacuum sealing✓ M150
- 4.4.2 - Fresh or cooked food is placed in special plastic/vacuum bag✓ F166
- The vacuum deprives the bacteria of the oxygen that it needs to survive✓ thereby slowing down the spoiling process.✓ (Any 2) (1)
- 4.4.3 - The brand name✓
- The name of the product✓
- Lot identification/batch or serial number✓
- Mandatory warnings✓
- Ingredients of packaged food/ nutrient content✓
- The food additives✓
- The allergens✓
- Name and address of the manufacturer✓
- The instructions for use✓
- Manufacturing date✓
- The sell by date/ use by date/ best before /expiry date✓
- Portions✓
- Directions for use✓
- Net mass/ in kg/grams✓
- Grading ✓ M153
- Barcode✓ F177
- Country of origin ✓ (Any 3) (3)
  
- 4.5 4.5.1 - Wash glass jars in hot soapy water and rinse well✓
- Boil them for about 10 minutes/ sterilise the bottles✓
- Dry them upside down in a warm oven✓
- Sterilise the lids in the same way✓ M151
- Alternatively, bottles/jars can be microwaved until the water boils and evaporates.✓ (Any 4) (4)

**TOTAL SECTION C: 80**



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

**QUESTION 5**

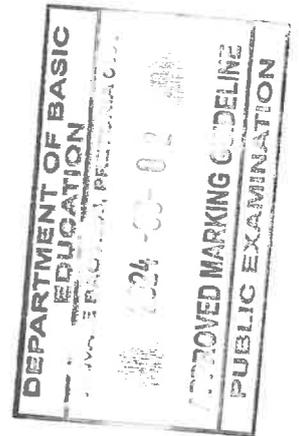
5.1 5.1.1

Aya and Maya must be:

- hardworking✓
- willing to take risks/risk taker✓
- fearless ✓
- committed and determined/loyal /motivated✓
- creative/innovative✓
- self-reliant/self-driven ✓
- adaptable/ flexible/resilient ✓
- responsible✓
- equipped with organisational and managing skills✓
- adventurous to try new things✓
- energetic and have a sense of humour✓
- good communication skills ✓
- ability to see/identify opportunities✓
- must have a business orientated mindset✓
- passionate/enthusiastic✓
- honest✓

(Any synonyms for the above listed characteristics)

M8  
F12  
(3)



5.1.2

TWO Strengths	TWO Weaknesses
<ul style="list-style-type: none"> <li>- Cultural food background✓</li> <li>- Uncle's financial support✓</li> <li>- Menu/recipe creators✓</li> <li>- They have a name for the stall✓</li> <li>- They have staff✓</li> <li>- They have a passion for cooking✓</li> </ul> <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> <li>- Limited market information✓</li> <li>- No money/lack of finance/ capital of their own/ they have a loan✓</li> <li>- No equipment✓</li> <li>- No transport ✓</li> <li>- Inexperienced✓</li> <li>- They do not have a draft business plan✓</li> <li>- No premises to start the business✓</li> </ul> <p style="text-align: right;">(Any 2)</p>

M10  
F  
(4)

5.1.3

- Private chefs/private catering✓
- Meals on wheels -Food delivery ✓
- Drinks on wheels✓
- Home industry/ Cake business/baking and selling cakes✓
- Food trucks✓
- Pop-up restaurants✓
- Social media influencer/food blogger/content creator ✓

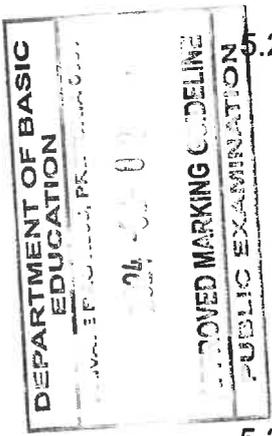
(Any 3)

M8-9  
F128-  
129  
(3)

- 5.1.4 Afri-Stop:
- will create job opportunities/ employment✓
  - Creates wealth in the country/ economic growth is stimulated✓
  - Increases local income/ multiplier effect✓
  - Funds used to improve country's infrastructure✓
  - Tourists come in with valuable currency ✓
  - Esteem and living standards of country improves✓
  - Funds are provided for preserving, maintenance and responsible use of natural resources✓
- (Any 3) M1  
F108  
(3)

- 5.1.5
- Cover page with details/name of business/owners✓
  - Business description / type of business/short-, medium- and long-term goals/ branding/ location/address ✓
  - Operational plan✓ personal plan/ purchasing and suppliers✓
  - Product or service description✓
  - Marketing plan✓
  - Financial plan✓ Cash flow analysis/income statement/balance sheet/ break-even analysis/ budget✓
- (Any 4) M11  
F131  
(4)

- 5.2 5.2.1
- Social media users✓
  - Food enthusiasts/ people who love African cuisine✓
  - International/local tourists✓
  - Visitors to Johannesburg✓
  - People working around the Johannesburg Food Market✓
  - Corporate companies✓
  - Young People ✓
- (Any 1) M16  
F134  
(1)



- 5.2.2
- He/she organises all marketing activities such as promotions and special events✓
  - He/she will post live videos/ content on social media to introduce the products and services offered by Afri-Stop ✓
  - Attend cooperate functions to advertise Afri-Stop✓
  - Build the brand✓
  - Build customer loyalty✓
  - Update target market on the new products on the market/ awareness/attracts people✓
- (Any 3) M5  
F120  
(3)

- 5.2.3
- TV✓
  - Video walls/Movie theatres✓
  - Digital shows/slide shows/screen advertising in large public areas✓
  - Promotional videos✓
  - SMS/WhatsApp✓
  - Website✓
  - Radio on a tv set or cellphone ✓
  - Emails ✓
- (Any 3) M20  
F140  
(3)

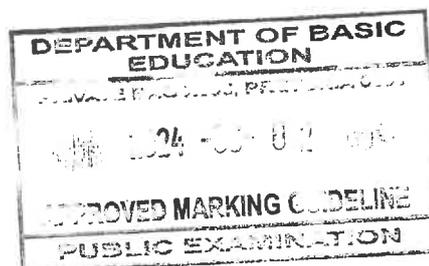
*J. K. ... K. K. ...*

- 5.3      5.3.1      - Making a good impression/ must be friendly when welcoming the guests✓  
 - Offers assistance to guests/ quick to serve the guests✓  
 - Making the guests feel comfortable/at ease✓  
 - Maintains high levels of professionalism when checking in and checking out guests✓  
 - Honest when handling guests' accounts✓  
 - Meets the needs /additional requests of the guests✓  
 - Multi-skilled✓ (Any 2)

M3  
F112  
(2)

- 5.3.2      - Finance and accounting form a link with every department in the establishment including Human resources✓  
 - The finance and accounting department ensures that the hotel income is spent according to the budget and needs of the establishment. ✓  
 - Finance department ensures that the funds are available to the Human resource department for recruitment, hiring and training, therefore these are interrelated.✓  
 - Human resources officers ensure that the recruitment procedures are in place✓ and the staff is trained to perform their duties properly within the allocated budget.✓  
 - Human resources also ensures that the working conditions of the staff is in line with labour laws.✓  
 - Finance department to ensure payment of salaries based on information gathered from human resource for e.g. overtime✓ (Any 4)

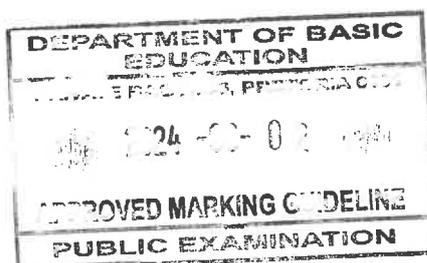
M7  
F122-  
126  
(4)  
[30]



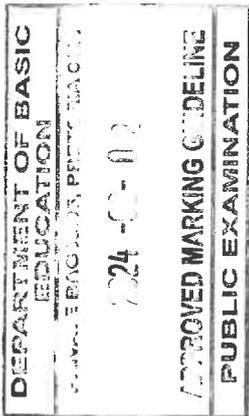
*J. P. van der Merwe*      *M. M. M. M.*      *K. K. K. K.*

**QUESTION 6**

- |     |       |   |   |
|-----|-------|---|---|
| 6.1 | 6.1.1 | <ul style="list-style-type: none"> <li>- Harvest year/vintage✓</li> <li>- Origin✓</li> <li>- Alcohol content✓</li> <li>- Bottle volume✓</li> <li>- Class designation/classification✓</li> </ul>   | <p>(Any 3)</p> <p>M157-<br/>158<br/>F53<br/>(3)</p>   |
|     | 6.1.2 | <ul style="list-style-type: none"> <li>- Pour wine from the right-hand side✓</li> <li>- Do not lift the glass from the table✓</li> <li>- The label must face the guest✓</li> <li>- Serve anti-clockwise✓, ladies first✓ end with the host✓</li> <li>- Fill halfway for red wine✓</li> <li>- After pouring twist and lift the bottle to prevent drips from falling on the table✓</li> <li>- Once you have poured the wine place the bottle on the table/sideboard✓</li> <li>- Drape the napkin around the neck of the bottle✓</li> </ul> | <p>(Any 4)</p> <p>M166<br/>F59-<br/>60<br/>(4)</p>    |
|     | 6.1.3 | <ul style="list-style-type: none"> <li>- It is appropriate/it is correct/suitable✓</li> <li>- Shiraz is a red wine✓</li> <li>- Red wine pairs well with red meat✓</li> <li>- Rich red wines go well with flavoursome red meat dishes ✓</li> <li>- Braised beef short ribs is red meat✓</li> </ul>   | <p>(1)</p> <p>M159<br/>F52<br/>(2)</p>                |
|     | 6.1.4 | <ul style="list-style-type: none"> <li>- 15-20 °C✓</li> <li>- European room temperature✓</li> </ul>   | <p>(Any 1)</p> <p>M167<br/>F60<br/>(1)</p>            |
|     | 6.1.5 | <ul style="list-style-type: none"> <li>- When serving another bottle of wine, present /serve as you did with the first bottle✓</li> <li>- The label must face the guest✓</li> <li>- Pour a little into a clean glass for approval/repeat tasting procedure✓</li> <li>- Because it is a different cultivar that is ordered, each guest must receive a clean glass✓</li> </ul>  | <p>(Any 2)</p> <p>M167<br/>F60<br/>(2)</p>            |
| 6.2 | 6.2.1 | <ul style="list-style-type: none"> <li>- Stirred✓</li> <li>- Triple citrus fizz contains sparkling water and ginger beer which are infused with carbon dioxide/effervescent✓</li> <li>- If any other mixing method is used e.g. shaking/blending the mocktail will spill over/bubbles/fizziness will be lost✓</li> <li>- The mocktail cannot be built, the ingredients will not be able to be floated on top of each other as they are light ingredients✓</li> </ul>  | <p>(1)</p> <p>(Any 1)</p> <p>M161<br/>F65<br/>(2)</p> |



*[Handwritten signatures]*



6.2.2

<b>Cordial</b>	<b>Sparkling water</b>
<ul style="list-style-type: none"> <li>- Consists of fruit juices and other flavouring✓</li> <li>- Made from syrups, prepared from sugar and water/does not contain natural minerals ✓</li> <li>- Concentrated/Diluted in water, lemonade and soda water✓</li> <li>- No carbonation/no bubbles✓</li> </ul> <p style="text-align: right;">(Any 2)</p>	<ul style="list-style-type: none"> <li>- Consists of natural water/ spring water✓</li> <li>- Contain natural minerals found in the soil✓</li> <li>- No need to dilute✓</li> <li>- Charged with carbonated gas/has bubbles✓</li> </ul> <p style="text-align: right;">(Any 2)</p>

M161  
F62  
(4)

6.2.3

- The barman should have a system of minimum and maximum stock levels✓
- The barman should order as soon as minimum stock level is reached✓
- The barman should do daily stock taking✓
- Allow enough time for the delivery of stock to prevent the stock from running out✓
- If using a computerised system the barman should regularly check it as it will highlight what needs to be ordered and what is already in stock✓
- Order for the number of guests you will be hosting✓ (Any 3)

M161  
F71  
(3)

6.3

6.3.1

- To cover food✓
- Prevents food from drying out✓
- Helps to keep food warm✓
- Enhances the quality of service/sophisticated service✓ (Any 2)

M172  
F  
(2)

6.3.2

- Wash in warm soapy water✓
  - Rinse in hot water✓
  - Air dry/polish using a clean cloth✓
  - Use a service cloth to handle the cloche after polishing/ handle the cloche on the inside to prevent fingerprints on the outside ✓
  - If water stains remain after washing, dip equipment in very hot water for a few minutes, polish with a clean dry cloth ✓
- (Any 2)

M176  
F  
(2)

6.4

- Present the menu within two minutes of the guests being seated✓ to the guest from the left-hand side✓
- Present with your left hand✓
- Present it open to the guest✓
- Leave the menu on the table if the guest does not take it from you✓
- Ensure that you place the menu fairly close to the guest✓ (Any 2)

M190  
F34  
(2)

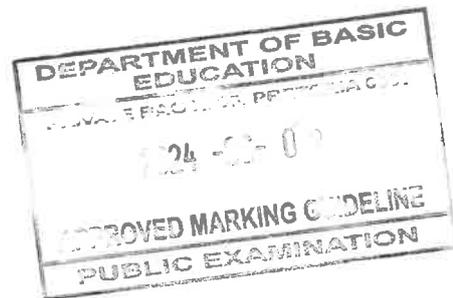
NSC – Marking Guidelines

- 6.5 - Continue to serve beverages if there is clean glassware✓
- Serve beverages in cans/bottles✓
- Have sufficient bottled water available✓
- Serve food and beverages in disposable containers✓
- Water from the containers/Jojo tanks can be used in the bathrooms✓
- There may be a need to close the kitchen when they run out of clean water/crockery/glassware✓
- Phone the municipality to report the water cuts/ to provide water trucks✓  
(Any 3)

M186  
F45  
(3)  
[30]

**TOTAL SECTION D:**  
**GRAND TOTAL:**

**60**  
**200**



*J. K. van*

*K. K. Gaintje*