basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2026

MARKING GUIDELINES

MARKS: 200

These marking guidelines consist of 16 pages.

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SECTION A: SHORT QUESTIONS

QUESTION 1

1.1 **MULTIPLE-CHOICE QUESTIONS**

1.1.1	D✓	M99/F178
1.1.2	C✓	M190/F34
1.1.3	C✓	M171/F65
1.1.4	B✓	M27/F81
1.1.5	B✓	M118/F213
1.1.6	A✓	M10/F131
1.1.7	B✓	M99/F178
1.1.8	A✓	M158/F53-54
1.1.9	D✓	M76/F18
1.1.10	B✓	M161/F65

(10)

1.2 **MATCHING ITEMS**

1.2.1	G✓
1.2.2	E✓
1.2.3	D✓
1.2.4	B✓
1.2.5	A✓

M132
F163
(5)

1.3 **MATCHING ITEMS**

1.3.1	F✓
1.3.2	C✓
1.3.3	A✓
1.3.4	B✓

M89-92
F201-202, 192
(4)

1.4 **ONE-WORD ITEMS**

1.4.1	Bain-marie✓	M174/F31
1.4.2	Entrepreneur✓	M8/F129
1.4.3	Soufflé ✓	M136/F147
1.4.4	Jewish ✓	M44/F3
1.4.5	Lemon juice/vinegar/cream of tartar/tartaric acid✓	M141/F150
1.4.6	Very rare/bleu/rare✓	M88/F203
1.4.7	Hypertension/High blood pressure✓	M49
1.4.8	Pickling/canning/bottling✓	M152/F168
1.4.9	Sparkling water/carbonated water✓	M160/F62
1.4.10	Tolerance/considerate✓	M30/F88

(10)

1.5 **SELECTION ITEMS**

1.5.1	B✓ E✓ F✓ H✓	**Any order**	M186 F45	(4)
1.5.2	B✓ D✓ E✓ H✓	**Any order**	M115	(4)
1.5.3	A✓ B✓ E✓	**Any order**	M124 F185	(3)

TOTAL SECTION A: 40

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

QUESTION 2

2.1 2.1.1

- It streamlines the purchasing process✓
- It is convenient/easier✓
- The costs of processing an order are reduced as unnecessary buying will be limited/It will save costs✓
- The product catalogues includes colour photos of the items as well as prices and technical specifications✓
- Offers access to a wide range of products using the same portal✓
- It makes it easier to have access to competitive prices/ comparison of prices are easier✓
- It saves time/quick/efficient as the manager will not have to leave the premises/ from the convenience of your office✓

(Any 3) M36 F94 (3)

2.1.2

- The unique identification code/product code✓
- Description of the goods✓
- The pack size/volume/mass✓
- The price per unit✓
- The quantity that was received✓
- Quantity issued✓
- Reorder level/new balance on the stock/minimum and maximum stock levels✓
- A cash column✓
- The details of suppliers✓

(Any 3) M36 F95 (3)

2.1.3 Correct ✓ (1)

- He used the most recent version on his web browser ✓
- He made use of a computer privacy filter that limits others from viewing his screen ✓

Incorrect

- He did not use a secure connection that started with 'https' ✓
- Clicked on a hyperlink that caused the business to be charged double for a single order of perishable foods ✓
- He didn't make sure that he was on the correct website before he placed the order✓
- He didn't do business with a reputable company✓
- He compromised the credit card details/he did not check for the padlock icon which would have indicated that his details are being protected✓

(1 mark correct/incorrect +Any 3) M36 F94 (4)

2.2 2.2.1

- Hepatitis A✓
- Gastroenteritis✓
- E-coli✓

(Any 1) M22-24 F76-77 (1)

2.2.2 The hotel must ensure that:

- All liquids are chemically treated, boiled and pasteurised✓
- They use treated water/bottle water to wash fruits and vegetables✓
- They must cook food properly/not serve raw/undercooked food✓
- Water is not contaminated/use bottled water/boiled water/Chemically treated water (chlorine) ✓
- The employees wash hands/with antiseptic soap/soap✓
- All food is covered/pre-packed to protect it from flies✓
- They do not serve uncooked fish or shellfish✓ (Any 4)

M25 F78 (4)

2.2.3 The hotel did not meet the guest expectations ✓ (1)

- The front office personnel did not have a positive attitude/ they were not helpful/the front office staff delayed the check-in process/did not respond in a timely manner✓
- Mr and Mrs Hanekom were not made to feel welcomed/ front office personnel did not greet them✓
- The treatment that Mr and Mrs Hanekom received was not good and this could influence their decision to book again✓
- Mr and Mrs Hanekom expected the service to be at a higher level than what they received because it is a five star hotel/ they were allocated the wrong room✓
- The staff were not trained properly on how to deliver excellent service✓

OR

Despite the mistakes the following also occurred:

- The front office manager apologised ✓
- The front office manager immediately responded to the complaint✓
- The front office manager compensated Mr and Mrs Hanekom for the shortcomings/ they were upgraded to a deluxe sea view room and given a complimentary basket✓

(Any 4 reasons)

M32 F89-91 (5)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

3.1 3.1.1 Not suitable✓ (1)

Diabetics should avoid:

- Foods high in fat/garlic cheese rolls✓/mayonnaise used in the tartar sauce✓/cream used in the Charlotte Russe✓/oil to fry beer battered hake/ Crumbed chicken✓
- Refined starches✓/flour in bread rolls, batter and crumbed chicken✓/ finger biscuits in the Charlotte Russe✓
- Alcohol ✓/beer used in the batter for the hake✓
- High fat cooking methods use a lot of oil to deep fry the beer battered hake✓
- High sugar intake in the Charlotte Russe✓

Suitable

Diabetics would consume:

- Butternut soup as it is high in vitamins and minerals✓
- Stir fried vegetables are low in sugar, sautéed in very little to no oil, high in fibre and vitamins and minerals✓ M48 F5

(One mark for suitable/not suitable + Any 4) (5)

3.2 3.2.1 Chef must choose foods that have a variety of:

- colours/contrasting colours✓
- texture✓
- cooking methods✓
- flavour/chef must not repeat flavours/not too many spicy items✓
- shapes✓
- The chef must not include too many heavy items/ starchy items✓
- The chef must use seasonal and local produce because it is easier to obtain and could be of better quality when in season✓
- The chef must make use of different temperatures because warm and cold foods often complement each other✓
- The chef must not include too many rich/oily/fatty foods/include low energy/kJ foods✓ M43
- Include food from different food groups/consider nutritional value✓ F2

(Any 4) (4)

3.2.2 It would not be suitable✓ M74

A dinner will follow the function✓ /The number of snacks per guest should be 2–5 snacks✓ F16 (2)

3.2.3 Mushrooms✓ M50

Flour✓ F4

Milk/cream✓ (Any 1) (1)

	3.2.4	Puff pastry/pâte feuilletée ✓	M114 F206 (1)
	3.2.5	• It aids in the leavening of the pastry/creates layers/flakiness✓ • It creates texture and mouthfeel✓ • It provides a rich flavour✓ • It contributes to the golden colour of the pastry✓ (Any 3)	M112 F208 (3)
	3.2.6	Excess flour will change the ratio of the flour required✓ and make the dough dry and hard✓ It may cause cracks in the pastry✓	M119 F212 (2)
	3.2.7	• It should be stored in the refrigerator for a few days✓ • Keep pastry covered/airtight container✓ (Any 1)	M119 F 213 (1)
3.3	3.3.1	Selling price per person = R11 000÷50✓ = R220✓	M62 F21 (2)
	3.3.2	Gross Profit = Selling price – Food cost✓ = R11 000- R3 600✓ = R7 400✓	M66 F21 (3)
	3.3.3	Net Profit = Selling Price – Total Cost✓ = R11 000- (R3 600+R1 800+R1 150) ✓ = R11 000- R6 550✓ = R4 450✓	M62 F21 (4)
	3.3.4	• Property rent/ rent of City Hall✓ • Insurance✓ • Tax✓ • Water and electricity/ gas✓ • Cleaning materials✓ • Telephone services✓ • Wi-fi✓ • Packaging/ printing✓ • Hiring of equipment✓ • Decor✓ • Uniforms✓ • Marketing✓ (Any 3)	M60 F20 (3)
3.4	3.4.1	Leaf/sheet gelatine✓	M129 F161 (1)
	3.4.2	Step 1 - Hydration✓ Step 3 - Dispersion✓	M129 130 F161 (2)

3.4.3
- If the softened gelatine is not removed from the water there will be too much liquid trapped in the gelatine and then transferred to the mixture✓
- The ratio of the gelatine to the mixture will not be accurate. ✓ M129
- The gel formed will be too soft/no gel will form✓ F161

(Any 1) (1)

3.4.4 (a)
- Lightly grease the mould with oil ✓
- Lightly spray the mould with non-stick spray✓ M130
- Rinse the mould with cold water to which a drop of oil is added✓ F162

(Any 2) (2)

(b)
- Dip the mould in warm water for 1–2 seconds✓
- Wrap a warm cloth around the mould✓
- Briefly use a blowtorch around the side of the mould✓
- Lightly pull it away from the sides of the mould with your fingertips✓
- Try not to insert a knife✓
- Allow air to separate the contents from the mould by tilting and shaking the mould/ invert the mould over a plate or place a plate over the mould and flip them over together✓ M130
- A few drops of water on the plate will allow you to move the gel if it is not in the correct spot ✓ F162

(Any 3) (3)

[40]

QUESTION 4

4.1 4.1.1

- Pineapple✓
- Mango✓
- Strawberry✓
- Kumquat✓
- Orange✓
- Lemon✓
- Apples✓
- Quinces✓
- Cranberries✓
- Honeydew melon✓
- Cantaloupe✓
- Dragon Fruit✓ (Any TWO relevant answers)

M F167 (2)

4.1.2

- It prevents the bananas from being spoiled by enzyme action or micro-organisms✓
- It increases the safe storage period for the bananas/ excess bananas can be kept for later use✓
- It increases the availability of bananas even at far and not easily reachable places✓
- It makes the bananas available all year round✓
- It makes the transportation of bananas easier / lighter to transport✓
- It will be easy to store the bananas✓
- It can save time and labour as certain preparation has already been done✓ (Any 3)

M149 F166 (3)

4.2 4.2.1 Baked Alaska✓ M141 F150 (1)

4.2.2 Egg whites at room temperature will foam better/foams faster/bigger volume than eggs that were kept in the refrigerator✓ M141 F (1)

4.2.3 Not suitable✓ (1)

Plastic tends to retain grease✓ and the smallest amount of grease can prevent the egg whites from foaming/poor quality foam/smaller foam volume✓ It would be better to use glass, porcelain, stainless steel or copper since it does not retain grease✓ (Any 1)

M141 F150 (2)

4.2.4

	SWISS MERINGUE	FRENCH MERINGUE
Preparation method	Egg whites and sugar are placed together✓ on a bain-marie until the sugar is dissolved✓ The mixture is removed from the heat and whipped until stiff peaks form and the mixture is cooled down✓ (Any 2)	Egg whites are beaten to soft peak stage/ no heat involved✓ The sugar is added gradually✓ until it reaches stiff peak stage and becomes glossy✓ (Any 2)

M140
F150
(4)

4.2.5
- Use a blow torch to caramelise the meringue✓
- Placing it under the salamander✓
- Placing it under the grill in the oven✓ (Any 1)

M141
F
(1)

4.3 4.3.1
Water/Milk✓
Shortening/butter/margarine✓
Flour✓
Eggs✓

M122
F 185
(4)

4.3.2
Eclairs – Choux pastry piped into long fingers✓, cut open lengthwise and filled with whipped cream/ Crème Chantilly/ Crème Pâtissière✓ The top half is glazed with melted chocolate or fondant✓ (Any 2)

M125
F 187
(2)

4.4 4.4.1
It is a successful puff✓ because it is: (1)
- Well risen/well puffed✓
- Hollow with filling✓
- Neatly shaped✓
- Correct shape for a Choux puff✓
- Uneven surface ✓ (Any 2)

M124
F 186
(3)

4.4.2
- Beaten egg white✓
- Beaten egg yolk✓
- Whipped cream✓ (Any 2)

M138
F 148
(2)

4.5 4.5.1
- Rib✓
- Loin✓ (Any 1)

M94
F194
(1)

4.5.2
The lamb is more tender✓ than the mutton because it is a younger animal✓
The mutton is less tender/tough✓ because it is an older animal✓ (Any 2)

M81
F196
(2)

4.5.3
- It stretches the number of serving portions✓
- It will enhance the appearance of the prepared dish✓
- It will enhance the flavour of the meat✓
- A variety of interesting dishes/fillings can be prepared✓
- It will add moisture✓ (Any 3)

M85
F199
200
(3)

	4.5.4	Oven roasting✓	M90 95 F194 201 (1)
4.6		• Vacuum-packaging will prolong the shelf-life of the meat due to the exclusion of air/ it is airtight/bacteria won't be able to grow✓ • It makes it easier to store/it will take up less space in the freezer✓ • The packaging is made of thick plastic and is moisture proof✓ and odourless✓ • The packaging is colourless and will make it easier to identify the frozen product✓ • It will prevent freezer burn✓ (Any 3)	M84 F198 (3)
4.7	4.7.1	• Small pebbles or stones can be removed✓ • Pieces of the plant or foreign particles can be removed✓ • Bad or broken chickpeas can be removed✓ • Debris can be removed/ensures clean uncontaminated chick peas✓ (Any 2)	M103 F183 (2)
	4.7.2	• To soften the chickpeas✓ • To rehydrate the chickpeas/allow the chickpeas to expand✓ • To shorten the cooking time✓ (Any 2)	M103 F183 (2)
	4.7.3	It will prevent flatulence/ bloating/intestinal gasses✓	M104 F183 (1) **[40]**

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1	5.1.1	• Busy working parents of children✓ • Busy working class✓ • Teachers from the community✓ • People who are health conscious✓ • People who are vegetarian/ love plant-based foods✓ • Local community members✓ (Any 2)	M16 F135	(2)
	5.1.2	• She has a culinary background – she studied Hospitality Studies as a subject at school✓ • Her employer improved her culinary skills while she was an au pair ✓ • She has many healthy and plant-based food recipes received from her former employer to use✓ • She has two of her Hospitality classmates that she has employed who have a passion for food✓ • She has worked as an au pair so she is aware of children's food preferences✓ (Any 3)	M10 F135	(3)
	5.1.3	• Chef✓ • Cleaner✓ • Driver✓ • Salesperson✓ • Receptionist✓ • Local products /ingredients supplier/farmer✓ • Manufacturers of containers/ labels✓ • Accounting services✓ • Advertiser/ Marketer✓ (Any relevant 4)	M1 F	(4)
	5.1.4 (a)	• Visual✓	M18 F138	(1)
	(b)	• Electronic✓ • Audio visual✓ • Visual✓ • Digital ✓ (Any 1)	M18-20 F138	(1)

5.1.5
- It must have bright colours and be eye catching✓
- The lettering must be easy to read✓
- She should use interesting pictures or photos✓
- If she makes use of the community newspaper, she should advertise on the left-hand side of the newspaper✓
- It should be neat and attractive✓
- She must state and include the name and price of her products and menus✓
- She must give a short clear description of the products✓
- She must display her slogan and special features✓
- She must use understandable language✓
- Free from any spelling mistakes✓
- She must provide the address where she is located and contact details✓ M19 F139
- She must provide information of special offers✓ (Any 4) (4)

5.1.6
- If sound/music and visuals are used, both senses are stimulated and this makes it the most effective tool✓
- It reaches a large target market which include young people/Facebook reaches a wider audience ✓
- Improves awareness of the product✓
- Music could be used which adds another element of promoting the business and products to be sold✓
- The target market can be reached at different times/ people access Facebook at their leisure✓
- Facebook will stir emotions within the viewer/listener which will make them remember the product✓
- The message is short, clear and to the point to draw attention quickly✓
- The information on Facebook can be updated daily ✓
- Products will be presented in colour✓
- People on Facebook can share and like the posts and make comments on more products they would like to see✓
- People on Facebook can give reviews on Sandra's products✓
- It may increase the income of the business✓ M21
- It may attract investors✓ F140

(Any 4) (4)

5.1.7
- Economic growth could be stimulated✓
- Local income will increase✓
- Job creation will be improved✓
- Greater financial growth in a country/ GDP increase✓
- Esteem and living standards will increase as people get jobs✓
- Multiplier effect sets into motion✓
- Natural resources will be preserved, maintained and utilised responsibly✓ M1
- Increased foreign currency due to influx of tourists✓ F108
- Tax will be paid by Sandra's business✓ (Any 4) (4)

5.2	5.2.1	Marketing manager/website designer✓		M5 F120-125 (1)
	5.2.2	Financial Manager/Accountant✓		M5 F122 (1)
	5.2.3	Human Resource manager✓		M6 F125 (1)
	5.2.4	Security✓/Doorman/ Bellboy/Parking attendant✓	(Any 2)	M6 F124 (2)
5.3	• Accommodation/Hotel/Guest rooms✓ • Function rooms✓ • Bar✓ • Laundry✓ • Food and beverage✓		(Any 2)	M6 F120-125 (2) **[30]**

QUESTION 6

6.1 6.1.1

- Setting up of tables, chairs and large equipment✓
- Cleaning of equipment, crockery, cutlery and glassware✓
- Cleaning and refilling condiments✓
- Checking that tablecloths are cleaned, ironed and are not burnt, shabby or worn out✓
- Ensuring that you have the table decorations, menu cards, serviettes and table numbers and that they are clean✓
- Ensuing that the waiters station carries all the necessities for service✓
- Laying the table covers✓
- Setting up the wine tasting and food pairings✓
- Displaying speciality teas and coffees before the guests arrive✓
- Opening windows/regulating the temperature/ensure proper ventilation✓ M176-177
- Switching on lights✓ F30
- Creating an ambiance with sound or music ✓ (Any 3) (3)

6.1.2

- Ladies are served first✓ and the host or hostess last✓
- Serve food in an anti-clockwise direction moving around the table✓
- Handle warm plates with a service cloth✓
- Handle cutlery by handles ✓
- No touching of food or the inside of plates with your fingers✓
- Place food from the right-hand side of guests✓ M193
- Waiters are not allowed to stretch arms across guests✓ F34

(Any 4) (4)

6.1.3

- The bottle must never touch the glass✓
- Don't pick up the glass✓
- The label should face the guest when pouring✓
- Pour red wine from the right-hand side of the guest✓
- Move in an anti-clockwise direction✓
- Serve ladies first✓
- Start pouring from the right-hand side of the host✓
- Serve the host last✓
- The red wine glasses should be half filled✓
- Twist and lift the bottle to prevent drips from falling onto the table cloth✓
- Ensure that you have enough wine for all the guests✓ M166
- When you finished pouring the wine, place the bottle on the table✓ F60

(Any 4) (4)

6.1.4

UNIQUE NAME/ SENSORY TASTE WINES✓

Producer/Sensory Taste✓
Class designated name/Red wine✓



Cultivar/Merlot✓
Harvest year/Vintage/ 2023✓

Alcohol content/13%✓ Volume/750 ml✓

Origin/ South Africa✓

(1 mark for design + any 5) M157 F53 (6)

6.1.5

- Beef e.g., Beef Wellington, Steak Diane, etc.✓
- Lamb e.g., Lamb Ragout, roast leg of lamb, etc.✓
- Game e.g., Venison stew/pie, Springbok Carpaccio, etc.✓
- Pasta dishes e.g., lasagne, ravioli, etc.✓
- Cheddar cheese e.g., cheese platter✓

(Any 2) M159 F52 (2)

6.2

- A person must be over 18✓
- Must have adequate guest toilet facilities for males and females near the premises✓
- Must be willing to serve ordinary meals during the hours that liquor is sold✓
- A person must not having had a criminal record✓
- A person must not have been a unrehabilitated insolvent✓
- Must not be a wife or husband of any person that has a criminal record or is an unrehabilitated insolvent✓

(Any 4) M168 F55 (4)

6.3 6.3.1

- Side plate✓
- Bread knife/ entree knife/ butter knife✓

M178 F34 (2)

6.3.2

- Clean daily✓
- Refill daily✓

M177 F (2)

6.3.3	(a)	Handle it as little as possible to prevent bacterial contamination/ the napkin in the picture was over handled✓	(1)
6.3.3	(b)	To add decoration✓ Guest can use it to wipe off crumbs/wipe mouths and hands ✓ To add height and colour✓ (Any 1)	M177 F (2)
6.3.4		Fish course /Fish dish/names of fish dishes e.g., grilled salmon, etc.✓	M178 F30 (1) **[30]**

TOTAL SECTION D: 60
GRAND TOTAL: 200

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