



INTERNATIONAL SECONDARY CERTIFICATE EXAMINATION
NOVEMBER 2024

HOSPITALITY STUDIES

MARKING GUIDELINES

Time: 3 hours

200 marks

These marking guidelines are prepared for use by examiners and sub-examiners, all of whom are required to attend a standardisation meeting to ensure that the guidelines are consistently interpreted and applied in the marking of candidates' scripts.

The IEB will not enter into any discussions or correspondence about any marking guidelines. It is acknowledged that there may be different views about some matters of emphasis or detail in the guidelines. It is also recognised that, without the benefit of attendance at a standardisation meeting, there may be different interpretations of the application of the marking guidelines.

SECTION A**QUESTION 1 MULTIPLE CHOICE**

- 1.1 C cashew nuts
 1.2 D sunflower seeds
 1.3 A peanuts
 1.4 B flaxseeds
 1.5 D baklava and spanakopita
 1.6 B business
 1.7 A/C Cap Classique OR Champagne
 1.8 A property rent and marketing
 1.9 C choux
 1.10 A form the cavity

QUESTION 2 MATCH THE COLUMNS

	2.1	2.2	2.3	2.4	2.5
Column B	D	B	F	C	A
Column C	v	vii	ii	i	vi

QUESTION 3

- 3.1 3.1.1 Blancmange – a gelatinised starch-based dessert other two made from gelatine.
- 3.1.2 Barquettes – prepared from shortcrust pastry and the other two puff pastry. Barquettes are boat shaped and the other two are round.
- 3.1.3 Venison – game meat the other two offal.

3.2

A	Red wine vinegar
B	Cooked pineapple
C	Chopped pork sausage
D	Double thick yoghurt
E	45% of the volume consists of Amarula
F	Fresh figs in season
G	Whipped egg whites

SECTION B**QUESTION 4**

4.1 4.1.1 A small, bite-sized appetiser or snack typically served before the starter course. Gift from the chef Stimulates the appetite

4.1.2 To cleanse the palate after a fish course. To refresh the tastebuds

4.2

	Formal lunch	Banqueting lunch
Number of guests	Smaller groups 10-49	50 – 100 guests
Number of courses	5 –12	4 – 5

4.3 4.3.1 Pollo-pescatarian guests – chicken and fish.
Any fish or poultry dish.

4.3.2 Lacto-ovo vegetarian guests – milk and eggs.
Any milk/egg option.

4.4 4.4.1

A	Allergy	
B	Intolerance	x

4.4.2 Chapati – gluten/wheat.
Crème brulee – lactose. (Any 1)

4.5 4.5.1

Ingredients	Quantity used	Quantity purchased	Purchasing price	Calculated cost of ingredients used
Sweet potatoes	1200 g	1 kg	R45,00	R54,00
Butter	60 g	500 g	R65,00	R7,80
Eggs	1	18	R85,00	R4,72
Coconut cream	60 ml	165 ml	R22,00	R8,00
Vanilla extract	5 ml	50 ml	R180,00	R18,00

4.5.2 (a) Converted metrication of sugar if 250 ml = 200 g.

$$180 \text{ ml} / 250 \text{ ml} \times 200 \text{ g} = 144 \text{ g}$$

	Ingredient	Quantity used	Cost of ingredients
	Sugar	180 ml = (a) 144 g (1)	R4,73
	Honey	180 ml	R41,27
	Egg whites	3	R14,17
	Cream of tartar	2,5 ml	R1,35
(b)	Total food cost		61,52 + 92,52 = 154,04
(c)	Overhead cost		154,04 × 0,40 = 61,62
(d)	Labour		185 × 0,75 = 138,75

4.5.3

Sweet potato coconut pudding with marshmallow fluff		
Total cost	R354,41	Calculations: 354,41 / 6 =
Yield	6	
Cost per portion	59,07 / 60,00	

- 4.6
- Correctly issuing stock.
 - Accurate measurements, processing and cooking.
 - Standardised portioning.
 - Avoiding excess trimming loss, shrinkage and wastage.
 - Make use of leftovers
 - FIFO – rotation of stock (Any 3)

QUESTION 5

5.1 5.1.1 Fillet

5.1.2

A boneless cut with three loosely connected muscles.	
A boneless, tender cut with no fat.	X

5.2 5.2.1 Connective tissue/silver skin.

5.2.2 Will not melt or soften, will tighten up causing the fillet to twist.

5.3 D

- 5.4
- Meat should never be washed before cooking.
 - Seasoning the meat too far ahead of the cooking process will draw out the valuable meat juices (sarcoplasm).
 - Both these actions will cause the end product to be dry and without flavour.
 - This leads to a loss of sarcoplasm.

5.5

Colour of meat	A	Bright to light red
	B	Grey to light red
	C	Bright to cherry red
Fat	A	White to creamy in colour
	B	White to pink in colour
	C	Creamy to yellow in colour

- 5.6 5.6.1
- Animal's age.
 - Quantity of fat.
 - Shape and size of the carcass. (Any 2)

- 5.6.2
- Not roller-marked.
 - Pork is tender, roller-marking indicates tenderness.

QUESTION 6

- 6.1 Vinegar and cane sugar /sea salt. (Any 2)
- 6.2
- Large opening and straight sides.
 - Transparent.
 - No cracks or chips.
 - Sterilised.
 - No sign of rust on lid.
 - Metal lids have a plastic lining, metal must not come into contact with food.
 - Lid seal properly.
 - Made of glass (Any 3)
- 6.3 The product will be compromised. Quality of the product will be compromised
Metals like aluminium or some types of steel can corrode and alter the composition of the contents of the bottle which can lead to food poisoning / gastroenteritis. Product could become toxic.
NOT oxidation
- 6.4
- Recommended time by which it is sold.
 - Use the product by the **use-by date** for optimal quality, consuming them after the use-by date might pose a health risk. / Recommended date to consume a product while it is at its best.

QUESTION 7**7.1 Swiss**

- 7.2
- Whip egg whites to soft peak stage.
 - Add the sugar slowly and beat to stiff peak stage.

- 7.3 7.3.1
- Hard meringues are made with twice as much sugar to egg white.
 - Soft meringues are made with equal or less parts of sugar to egg white.

- 7.3.2
- Created by a shorter cooking time.
 - Oven set at a higher temperature.

- 7.4
- Bowl and beaters not clean.
 - Eggs not room temperature.
 - Presence of fat. (Any 2)

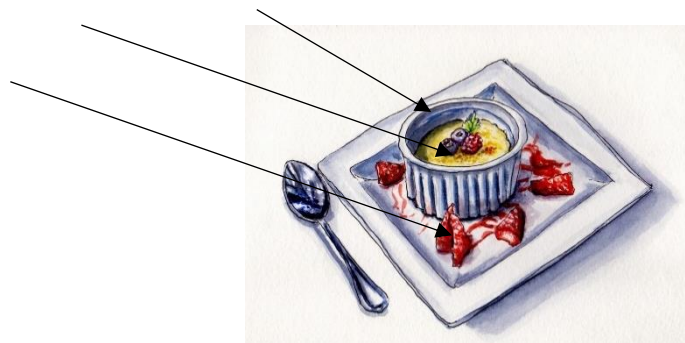
- 7.5 7.5.1 Crème anglaise: stirred custard.

- 7.5.2 Crème brûlée: baked custard.

7.6

Marks are allocated for

- Indicating that the crème brûlée is served in a vessel and not inverted.
- Sugar crust.
- Garnishing.



QUESTION 8

- 8.1 TWO types of beans (learners may refer to specific types like butter/red kidney).
- Lentils.
 - Peas. (Any 3)
- 8.2
- Good source of protein.
 - Good source of low GI.
 - Good source of dietary fibre.
 - Low in fat – excellent for guests with high cholesterol.
 - Rich in vitamins and minerals.
 - Anti-oxidant.
 - Gluten free (Any 2)
- 8.3 8.3.1 The addition of tomatoes slows down the cooking process.
- 8.3.2 Add pinch of bicarbonate of soda to soaking liquid to prevent the compounds (gases) developing that cause digestive discomfort.
- 8.4 8.4.1 Soya beans
- 8.4.2 Dishes that include tofu, seitan, or TVP. (Any 2)

QUESTION 9

- 9.1 9.1.1 Laminated
- 9.1.2
- Hundreds of light, flaky layers.
 - Golden brown.
 - Rich delicate taste.
 - Uneven surface. (Any 2)
- 9.2 9.2.1
- Cold hands when working with pastry.
 - Cold equipment.
 - Keep butter and ingredients cold.
 - Cold working environment. (Any 2)
- 9.2.2 The butter needs to be kept cold during preparation, if the butter softens or melts before baking the layers will not form and the pastry will be dense and oily.
- 9.3 A rich blend of chocolate and cream that is melted together.
- 9.4 9.4.1 Can freeze for up to 3 months.
- 9.4.2 Can be stored in an airtight container.

QUESTION 10

10.1 10.1.1 When inverting, the mixture got too hot due to the method used (hot waterdip / blowtorch / warm cloth) causing the pannacotta to start melting. Not kept in fridge – taken out long before serving

- 10.1.2 • Grainy texture – gelatine is overheated or the type of chocolate used. (Any 1)
- Gel layer – the gelatine mixture must have the consistency of thick egg white before the cream is folded in; if not it separates.

- 10.2 • Stay calm, listen and respond positively. Apologise
- Demonstrate understanding and speak kindly.
 - Maintain eye contact and positive body language.
 - Remove the pannacotta and return the plate to the kitchen, ask chef to plate a new dessert.
 - Suggest an alternative

10.3 Positive

- Customised designs.
- Less food wastage.
- Efficiency. Save time and effort
- Precision.
- No chance for human error
- Cuts down on labour costs (Any 2)

Negative

- Expensive set up.
- Lack of human touch.
- Taste not the same.
- Unreliable
- Job losses
- Extra cost for initial training
- Slower process
- Power outages could have an effect (Any 2)

- 10.4 • Speed and efficiency with orders (improved service).
- Menu management.
 - Creates a link between the kitchen and the restaurant.
 - Inventory management.
 - Accurate and precise
 - Shows the popular and less popular dishes
 - Increase in profits (Any 3)

QUESTION 11

11.1 11.1.1 Canapés with smoked oyster spread – Moët & Chandon (sparkling wine)

11.1.2 Bacon-wrapped venison bites – Cabernet Sauvignon (red wine)

11.1.3 Smoked salmon sushi rolls – Riesling (white wine)

- 11.2
- Limited space for movement of food service staff.
 - Standing around – guests get tired.
 - Catering for a diverse menu with different dietary needs.
 - Temperature control – keeping food out of the danger zone.
 - Service of beverages – ensuring a variety to suit the various type of appetisers.
 - **THIS QUESTION IS ABOUT SERVICE** (Any 3)

11.3 Vintage/harvest year

11.4 The product has to have less than 0,5% or 0.05% alcohol.
Very low levels of alcohol.

11.5 Degree of sweetness

11.6 11.6.1 A cocktail contains alcohol and a mocktail does not.

- 11.6.2
- Built – ingredients mixed in the glass in which it is served. The ingredients float on top of each other.
 - Flip – a drink made with eggs.

11.7 11.7.1

A	B
On-consumption	Off-consumption

- 11.7.2
- No person under the age of 18 may be served alcohol. Be of legal age.
 - Adequate toilet facilities.
 - Meals must be served.
 - Sold between 10:00 am and 2:00 am.
 - Closed days: Christmas, Sunday, Good Friday – sold to people having meals.
 - Cannot sell to inebriated guests.
 - All liquor must be consumed on premises. (Any 3)

11.7.3 Corkage fee

11.8 11.8.1 Adulteration

- 11.8.2
- Economic impact – Loss of income at many levels.
 - Toxic substances added dangerous to health of consumers.
 - Illegal practice – imprisonment leading to other implications.
 - Liquor licence revoked

SECTION C**QUESTION 12 CASE STUDY****Refer to Source A**

- 12.1
- The web page is very informative.
 - All the information needed is available such as location / vicinity / attractions, contact details, and availability of accommodation.
 - It is short and to the point/easy to follow.
 - Big lettering that is easy to read is used.
 - Interesting/relevant pictures and photos.
 - Simple language free from spelling mistakes used.
 - Products offered are clearly outlined.
 - The layout is neat/organised/looks professional.
 - Outreach is greater/is visible to a worldwide/large audience.
 - Effective
- (Any 6)

Refer to Source B

- 12.2
- 12.2.1
- Maintenance manager – to oversee the general maintenance of the Manor.
 - Gardening – upkeep and maintenance of the gardens.
 - Caretaker – feeding and taking care of giraffe.
 - Electrician - with suitable explanation
 - Plumber - with suitable explanation
- 12.2.2
- HR is responsible for recruiting, hiring, and training hotel staff, including front office personnel.
 - They work with the front office to understand staffing needs and personnel.
 - HR ensures that staff are properly trained in using hotel management software, point-of-sale (POS) systems, and other IT tools necessary for their roles.
 - Front office relies on IT systems for booking reservations, managing guest check-ins and check-outs, and processing payments.
 - The IT department manages the hotel's technology infrastructure.
 - IT works closely with the front office to ensure that systems, such as key card systems, and guest Wi-Fi, are functioning properly.
 - IT works with HR to provide technical support and training to staff on using IT systems effectively. (Any 5)
- 12.3
- 12.3.1
- Housekeeping – guest laundry
 - Restaurant – food and beverage
- 12.3.2
- Importance of these areas ensures profitability and sustainability of the establishment.

Refer to Source C

- 12.4 12.4.1 Sustainable – practices and operations that are environmentally, socially, and economically responsible in order to minimise negative impacts on the environment, support local communities, and ensure longevity.
- 12.4.2 • Energy conservation – installing solar panels or wind turbines.
• Water conservation – collection of rainwater for use in landscaping and other non-drinkable purposes.
• Recycling – implement a comprehensive waste recycling programme for both guests and staff.
• Compost organic waste generated from the kitchen or garden.
• Supporting local businesses.
• Wildlife conservation – join local wildlife organisations to support giraffe and other wildlife protection efforts.
• Green landscaping – using eco-friendly fertilisers and pesticides. (Any 4)
- 12.4.3 • Most beneficial to patrons who suffer from high cholesterol and diabetes.
• Using alternatives to palm oil that are lower in cholesterol on the menu is a drawback for guests.

Refer to Source D

- 12.5 12.5.1 • Painless, 'rice' – watery diarrhoea.
• Rapid severe dehydration.
• Death, if treatment not applied – 'Blue Death'.
• Very dry mouth.
• May vomit.
• Low blood pressure.
• Muscle cramps. (Any 2)
- 12.5.2 • Regularly test the quality of the water supply, ensuring that it is safe from contamination.
• Train staff on proper food handling and hygiene practices to prevent contamination during food preparation and service.
• Implement strict hygiene standards in the kitchen, including handwashing, sanitisation of utensils, and proper storage of food items.
• Maintain clean and well-maintained restroom facilities with regular cleaning schedules.
• Provide handwashing stations with soap and water or hand sanitizer throughout the property.
• Display educational materials in guest areas regarding cholera prevention, symptoms, and the importance of personal hygiene.
• Communicate any specific precautions or recommendations to guests, especially if there is an outbreak in the region.
• Use bottled water
• Staff must go for treatment / quarantine (Any 3)

Refer to Source E

- 12.6
- Exceptional customer service: guests at Giraffe Manor are likely to encounter friendly, attentive, and accommodating staff members who go above and beyond to meet their needs.
 - Personalised guest experience: anticipating and fulfilling specific requests or providing personalised recommendations, attentive staff create memorable and unique experiences that guests appreciate and remember.
 - Attention to detail: immaculate room preparation to fine dining service, every aspect of the guest's stay is carefully considered.
 - Well-trained and knowledgeable staff can enhance the guest experience by providing information about the local area, wildlife, and cultural aspects
 - Efficiency: swift and professional service contributes to guest satisfaction and loyalty.
 - Inclusivity: Giraffe Manor caters to an international clientele, staff members who demonstrate cultural sensitivity and inclusivity contribute to a welcoming environment.
 - Respectful interactions with guests from diverse backgrounds enhance the overall guest experience.
 - A positive work environment, where employees are treated well, motivated, and empowered, translates into positive interactions with guests. Staff members who enjoy their work are more likely to provide excellent service.
 - Flexibility: the ability of staff to adapt to different guest needs and situations contributes to the success of Giraffe Manor. (Any 5)
- 12.7
- Constant exposure on social media platforms, especially Instagram, may lead to overexposure. This could diminish the sense of exclusivity and uniqueness associated with Giraffe Manor, as it becomes more mainstream and loses its appeal as a hidden gem.
 - Unrealistic expectations: Instagram is known for filtered images that may not always reflect the reality of a destination. This may lead to disappointment.
 - Negative comments and reviews: negative experiences or perceptions can be amplified on social media, leading to a negative impact on the brand's reputation.
 - The popularity of destinations on Instagram can be driven by trends and influencers. If Giraffe Manor becomes associated solely with a passing trend, its long-term appeal may suffer when the trend fades, and new destinations gain attention.
 - The influx of visitors driven by social media popularity can pose sustainability challenges. Increased traffic, resource consumption, and waste generation may strain the local environment and compromise Giraffe Manor's commitment to responsible and sustainable tourism.
- (Any 3)

Total: 200 marks