



# education

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Department:  
Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2008**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 19 pages and a 2-page answer sheet.**



**INSTRUCTIONS AND INFORMATION**

**READ THESE INSTRUCTIONS CAREFULLY BEFORE ANSWERING THE QUESTIONS.**

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and clearly.
5. Answer SECTION A on the ANSWER SHEET provided.
6. Answer SECTIONS B, C, and D in the ANSWER BOOK.



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

Various options are provided as possible answers to the following questions. Choose the answer and make a cross (X) in the block next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

**EXAMPLE**

1.1.11 A frozen dessert set in round mould is a .....

- A mousse.
- B bombe glacéé.
- C parfait.
- D vacherin.

ANSWER:

A	<del>B</del>	C	D
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1.1.1 A disease that is transmitted through bodily fluids:

- A Tuberculosis
- B Hepatitis
- C HIV
- D Gastro-enteritis

(1)

1.1.2 ... is caused by a viral infection or bacteria.

- A Gastro-enteritis
- B Cholera
- C HIV
- D Tuberculosis

(1)

1.1.3 When choosing products and services bearing the Proudly South African logo, you are contributing to ...

- A buying inferior products.
- B building the international economy.
- C building the local economy.
- D buying expensive products.

(1)



- 1.1.4 An advantage of internet buying is that it always offers a better ...
- A quality.
  - B price.
  - C service.
  - D variety.
- (1)
- 1.1.5 A/An ..... is used to order stock from the storeroom.
- A receipt
  - B requisition form
  - C invoice
  - D delivery note
- (1)
- 1.1.6 ... is an ingredient in a Waldorf Salad.
- A Peanuts
  - B Cashew nuts
  - C Coconuts
  - D Walnuts
- (1)
- 1.1.7 Basting refers to ...
- A covering meat with strips of bacon.
  - B spooning fat over meat during roasting.
  - C soaking meat in a mixture of oil, vinegar and seasoning.
  - D covering cooked meat with aspic jelly.
- (1)
- 1.1.8 The roller marks on a carcass indicates the age ...
- A and the weight of the animal.
  - B of the animal and the amount of bones.
  - C and the amount of connective tissue.
  - D of the animal and the amount of fat.
- (1)
- 1.1.9 A highly sophisticated method of service:
- A Plate
  - B Buffet
  - C Gueridon
  - D Cafeteria
- (1)
- 1.1.10 Vegan meals include ...
- A meat and legumes.
  - B nuts and legumes.
  - C eggs and dairy products.
  - D eggs and vegetables.
- (1)



## 1.2 MATCHING ITEMS

Choose a description from COLUMN B that matches a dessert in COLUMN A. Write only the letter (A – I) next to the question number (1.2.1 – 1.2.6) on the attached ANSWER SHEET.

COLUMN A		COLUMN B
1.2.1	Soufflé	A paper thin pancake often served with a fruit filling
1.2.2	Trifle	B egg white, sugar and flour beaten till stiff and baked in the oven
1.2.3	Pavlova	C layers of bread, cake or finger biscuits, dried fruit and custard
1.2.4	Bavarois	D sponge cake or finger biscuits soaked in sherry with bite size pieces of fruit, nuts, custard and jelly topped with whipped cream
1.2.5	Crepés	E a large meringue filled with whipped cream and fruit
1.2.6	Tuilles	F a light dessert made with egg custard, gelatine and stiffly beaten egg whites
		G a light, fluffy baked dish made with egg yolk and stiffly beaten egg whites
		H a base of sweet or short crust pastry with various fillings, but does not have a top crust
		I wafer thin biscuits made with equal weights of butter, icing sugar, flour and egg whites and are baked in different shapes

(6 x 1)

(6)



**1.3 FILL IN THE MISSING WORD/S**

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1 – 1.3.5) on the attached ANSWER SHEET.

- 1.3.1 In the industry a place setting prepared for a guest at the table is known as a ... .
- 1.3.2 The pre-preparation of a restaurant before service is known as ... .
- 1.3.3 A popular service used in restaurants where guests help themselves is known as ... service.
- 1.3.4 A menu that offers a wide variety of choices from which a guest can order is known as an ... menu.
- 1.3.5 A ... cloth is used by waiters to protect their hands and wrists from burning and to assist with serving. (5)

**1.4 ONE-WORD ITEMS**

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1 – 1.4.10) on the attached ANSWER SHEET.

- 1.4.1 Meat obtained from cattle younger than 9 months
- 1.4.2 Yellow connective tissue, found in meat
- 1.4.3 A plant protein that is soaked before cooking to shorten the cooking time
- 1.4.4 A finely textured spread, for example, minced chicken liver
- 1.4.5 A religious group that consumes only food that is halaal
- 1.4.6 Coating a baked product with syrup or apricot jam to give it a shiny appearance
- 1.4.7 Small choux pastry puffs that may be sweet or savoury
- 1.4.8 A type of pastry that is used for preparing samoosas
- 1.4.9 A sauce that is traditionally served with roast lamb
- 1.4.10 Inserting strips of bacon or vegetables into meat before roasting (10)



## 1.5 MATCHING ITEMS

Choose a description from COLUMN B that matches a service in COLUMN A. Write only the letter (A – G) next to the question number (1.5.1 –1.5.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B
1.5.1	Silver	A food is presented to guests on a plate
1.5.2	Plate	B food cooked on a trolley in the presence of guests
1.5.3	Family	C guests wait in a queue and collect food items on a tray
1.5.4	Guéridon	D food brought from the kitchen on platters and set before the person at the head of the table
1.5.5	Cafeteria	E a method where serving dishes are placed on the dining table allowing guests to select or help themselves
		F an informal setting where guests help themselves
		G a technique of transferring food from the serving dish to the guest's plate

(5 x 1)

(5)



## 1.6 MATCHING ITEMS

Choose the explanation in COLUMN B that matches a method in COLUMN A. Write only the letter (A – F) next to the question number (1.6.1 – 1.6.4) on the attached ANSWER SHEET.

COLUMN A		COLUMN B
1.6.1	Stewing	A meat cooked in rapidly boiling liquid
1.6.2	Grilling	B meat placed with the fat side up on a rack in a shallow pan and cooked in the oven
1.6.3	Braising	C most tender cuts of meat are cooked under direct heat
1.6.4	Roasting	D a combination of dry and moist heat cooking methods that can be used for tough and tender meat cuts
		E crumbed meat cooked in a pan with oil
		F tough cubes of meat cooked slowly in liquid

(4 x 1) (4)

**TOTAL SECTION A: 40**



**SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY****QUESTION 2**

2.1 Read the case study below and answer the questions that follow.

The Grade 12 Hospitality class has decided to sell chicken pies and tea during breaks on Wednesdays and Fridays. The pie and the cup of tea will sell for R12,00.

- 2.1.1 Explain why chicken must be thoroughly cooked before it is used as a filling in the pie. (1)
- 2.1.2 Recommend the most suitable method that the Grade 12 class can use to heat the pies before selling it to customers. (1)
- 2.1.3 You have been asked to create a poster for the sale of chicken pies. Recommend some of the important information that should be included in the poster. (10)
- 2.1.4 Indicate the marketing strategy the Grade 12 Hospitality class can use in order to expand their business. (4)



2.2

The sketch below reveals that the employees are displaying a happy team spirit.



2.2.1 Name FOUR characteristics that the employees should have when working in a team. (4)

2.2.2 Discuss how an appropriate uniform can contribute to the following in the workplace, substantiate with examples:

- (a) Atmosphere (2)
- (b) Teamwork (2)
- (c) Productivity (2)

2.3

Tuberculosis has an adverse effect on the hospitality industry.

2.3.1 List FOUR symptoms of TB. (4)

2.3.2 Explain why a food handler diagnosed with TB should not continue working in the kitchen. (3)



2.4

A chef accidentally cuts his hand while cooking.

2.4.1 Discuss the procedure to follow when treating the above injury. (5)

2.4.2 What precautionary measures should be taken when treating the above injury to prevent the spreading of HIV/Aids? (2)

**TOTAL SECTION B: 40**



**SECTION C: FOOD PRODUCTION**

**QUESTION 3**

3.1 Computers have simplified the control and management in the kitchen.

3.1.1 Discuss the advantages of the above statement. (7)

3.1.2 Explain the importance of stock control systems in the kitchen. (3)

3.2 Study the extract below. Redraw and complete the bin card using the information given below.

Thandi uses the manual system to record stock.  
 Today she received 10 cans (500 g) of tomato puree.  
 There were 2 cans of the same product left on the shelf after she had issued 4. The last issue was made one week before.  
 The chef requires 11 cans today.

Bin Card				
Commodity:				
Package Size:				
Date	Receipt or issue voucher number	Received	Issued	Balance

(8)



3.3 Study the recipe below and answer the questions that follow.

<b><u>Choux Puffs</u></b>	
<b><u>Ingredients</u></b>	
50 g	butter
250 mℓ	water (1 cup)
Pinch of	salt
250 mℓ	cake flour
4	eggs
<b><u>Method</u></b>	
1.	Place butter, salt and water in a saucepan and bring to boil
2.	Add all the flour and mix well using a wooden spoon
3.	Cook for a few minutes over gentle heat until the mixture leaves the sides of the pan
4.	Allow the mixture to cool slightly
5.	Add the eggs one at a time and beat thoroughly after each addition
6.	Take spoonfuls and place on a greased baking sheet
7.	Bake in a hot oven at 230 °C (450 °F) for 10 – 15 minutes
8.	Reduce heat to 190 °C (375 °F) for about 20 minutes or until golden brown
9.	Remove from the oven. Make a small opening on the side of each puff
10.	Allow to cool

3.3.1 Provide a reason for each of the following procedures:

- (a) Do not overboil water (2)
- (b) Cool mixture slightly before adding eggs (2)
- (c) Add eggs gradually and beat vigorously after each addition (2)
- (d) Bake at a high temperature for 10 – 15 minutes and lower temperature until done (2)
- (e) Make an opening on the side (2)

3.3.2 Butter is a better choice than oil when preparing choux puffs. Explain this statement. (1)



- 3.4 During the preparation of puff pastry the butter became soft and started to melt. Explain how you will prevent the butter from becoming soft and melting. (3)
- 3.5 Compare the mixing methods used for preparing shortcrust pastry and puff pastry. Tabulate your answer. (4)
- 3.6 Meringues and pancakes have been leftover after a function. Recommend TWO suitable storage methods (each) that you will use to prevent spoilage.
- 3.6.1 Meringues (2)
- 3.6.2 Pancakes (2)
- [40]**

**QUESTION 4**

- 4.1 Study the menu below and answer the questions that follow.

MENU DINNER	
Steamed Asparagus	
Roast Sirloin with Pepper Sauce	
Pumpkin Ravioli	Sautéed Vegetables
Greek Salad	
Baked Custard	
Coffee	
10 November 2008	

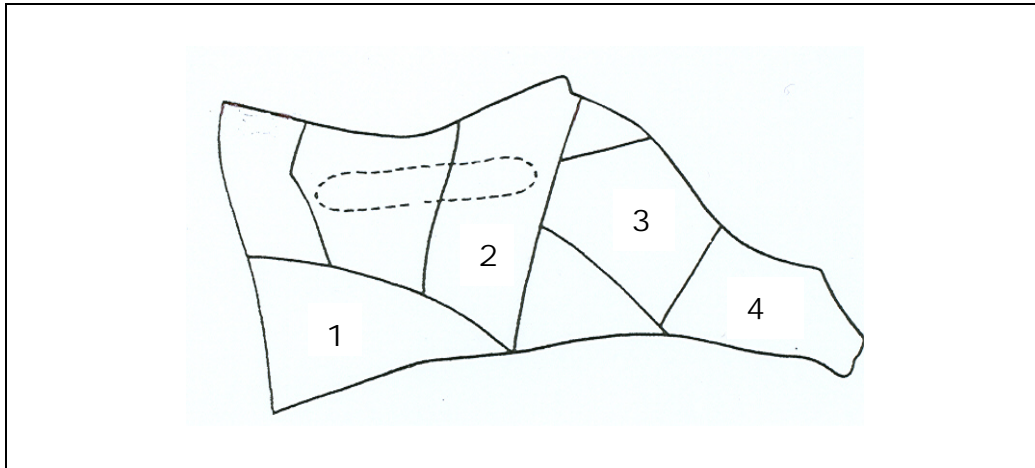
- 4.1.1 Identify the number of courses in the above menu. (2)
- 4.1.2 Recommend TWO local South African commodities you could use to replace the starter and the meat dish in the above menu. (2)
- 4.1.3 Do you consider the menu appropriate for Jewish guests? Motivate your answer. (3)
- 4.1.4 Recommend how the above menu can be changed to suit a person suffering from hypertension. (5)
- 4.1.5 Explain why you consider Textured Vegetable Proteins (TVP) to be a good alternative for the meat dish in the above menu. (4)



- 4.2 The following information regarding the dinner menu for 40 guests is available:
- Selling price of the menu R3 200
  - Food cost of the menu R1 400
  - Overheads R800
- 4.2.1 Calculate what it will cost the caterer to prepare the dinner for each person. (2)
- 4.2.2 Calculate the total net profit. (1)
- 4.2.3 Give TWO examples of overhead costs for the above dinner. (2)
- 4.3 The school would like to show their appreciation to the parents for their support to the school by inviting them to an end-of-year cocktail function.
- 4.3.1 State TWO advantages of a cocktail function for the above group. (2)
- 4.3.2 It is essential that the 'opening mise-en-place' is done for the cocktail function. State the requirements that you will take into consideration for the 'opening mise-en-place'. (4)
- 4.3.3 Recommend FOUR types of drinks that can be served at this cocktail function. (4)
- 4.3.4 It is advisable to provide a variety of snacks at a cocktail function. Explain the factors that should be considered when choosing the snacks. (3)



4.4 Study the section of the beef carcass below and answer the questions that follow.



- 4.4.1 Identify the section of the beef carcass illustrated above. (1)
  - 4.4.2 Identify the meat cuts labelled 1 – 4. (4)
  - 4.4.3 List ONE characteristic of the meat cut identified in QUESTION 4.4.1 (1)
- [40]**

**TOTAL SECTION C: 80**





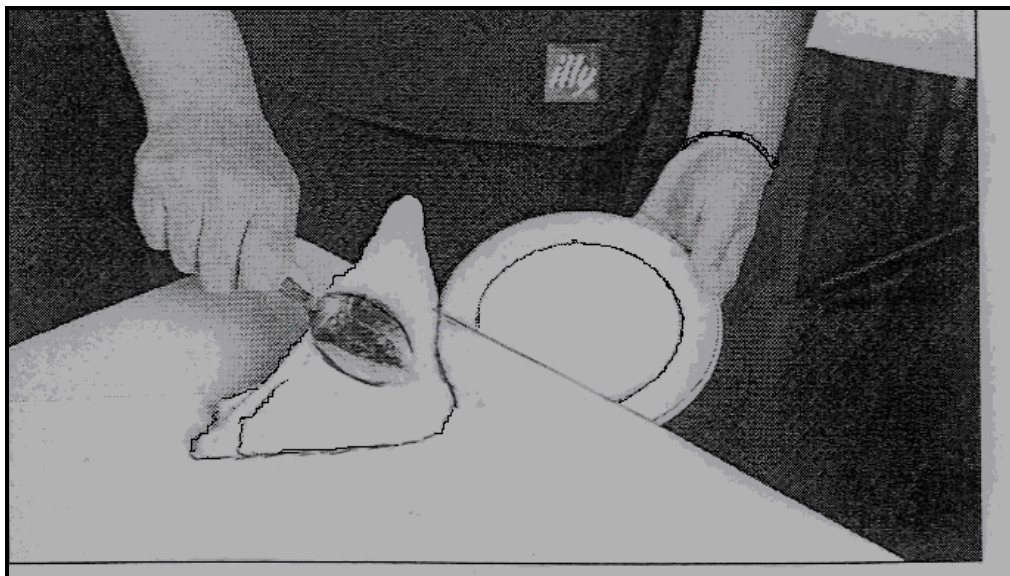
**SECTION D: FOOD AND BEVERAGE SERVICE****QUESTION 5**

- 5.1      5.1.1      Explain why some linen should be replaced during a stock take.      (2)
- 5.1.2      Describe the procedure that should be followed to control linen in the storeroom.      (3)
- 5.1.3      Name FOUR procedures to follow when receiving stock in the beverage department.      (4)

5.2      You are requested to make the seating arrangements for a banquet to honour the Springbok Rugby Squad's World Cup victory.

- 5.2.1      List the information required in order to plan the seating arrangements for the banquet.      (5)
- 5.2.2      Copies of the seating plans are required to ensure the success of the function. Explain why THREE copies are necessary and name the personnel to whom a copy must be forwarded.      (4)

5.3      Study the photo below and answer the questions that follow.




- 5.3.1      Identify the procedure being performed in the picture above.      (1)
- 5.3.2      Describe the procedure followed in QUESTION 5.3.1 in detail.      (3)

5.4 Study the photo below and answer the questions that follow.

**LIGHTS  
OUT ...**

To avoid being caught in the dark, South Africans have to invest in alternative sources of power or learn to save.

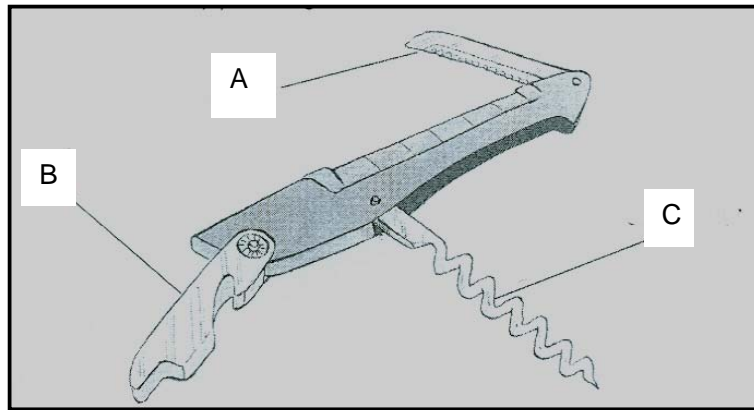
**Picture:  
Halden Krog**



[Source: *City Press*, 27 January 2008]

- 5.4.1 Discuss how electricity can be saved in the Hospitality industry. (7)
- 5.4.2 Discuss THREE ways in which a restaurant manager can use his entrepreneurial skills in order to ensure that 'load shedding' does not affect his business. (3)

5.5 Study the picture below and answer the questions that follow.



5.5.1 Name the above equipment. (1)

5.5.2 State ONE use for each of the parts labelled A, B and C. (3)

5.6 Describe the correct procedure that should be followed when presenting a bill to a guest. (4)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**

**ANSWER SHEET**

<b>EXAMINATION NUMBER:</b>														
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**SECTION A**

**QUESTION 1**

**1.1 MULTIPLE-CHOICE QUESTIONS**

Make a cross (X) over the letter of your choice.

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D

(10)

**1.2 MATCHING ITEMS**

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	
1.2.6	

(6)



1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	
1.4.7	
1.4.8	
1.4.9	
1.4.10	

(10)

1.5 MATCHING ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

1.6 MATCHING ITEMS

1.6.1	
1.6.2	
1.6.3	
1.6.4	

(4)

**TOTAL SECTION A: 40**

