



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

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MARKS: 200

TIME: 3 hours

This question paper consists of 15 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A: Short questions (all topics)	(40)
SECTION B: Kitchen and restaurant operations	
Hygiene, safety and security	(20)
SECTION C: Nutrition and menu planning	
Food commodities	(80)
SECTION D: Sectors and careers	
Food and beverage service	(60)
2. Answer ALL the questions in the ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

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

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

EXAMPLE:

1.1.11 Quiche is ...

- A an open tart filled with baked egg custard.
- B a savoury egg roll with a filling.
- C finely minced meat, fish or poultry.
- D small round balls of chocolate.

ANSWER: 1.1.11 A

1.1.1 A disease where the body fails to produce sufficient insulin:

- A High cholesterol
- B Heart disease
- C Hypertension
- D Diabetes

(1)

1.1.2 ... is a contagious bacterial or viral disease.

- A Gastroenteritis
- B HIV
- C Hepatitis A
- D Tuberculosis

(1)

1.1.3 The number of snacks per person for a cocktail function where no dinner will be served:

- A 3 to 5
- B 5 to 7
- C 6 to 8
- D 10 to 12

(1)

1.1.4 The maximum number of guests per waitron for a table d'hôte meal:

- A 6
- B 12
- C 20
- D 30

(1)

- 1.1.5 ... is an example of a fixed cost used when calculating the selling price of a menu.
- A Electricity
 - B Equipment
 - C Stationery
 - D Labour
- (1)
- 1.1.6 A thin slice of meat (3 to 5 mm thick) cut from the thick flank is known as ... steak.
- A rump
 - B porterhouse
 - C club
 - D minute
- (1)
- 1.1.7 The equipment that uses a flammable gel to keep food warm over simmering water:
- A Hot tray
 - B Chafing dish
 - C Carving unit
 - D Bain-marie
- (1)
- 1.1.8 The first person to be served at a table is the ...
- A host at the head of the table.
 - B female to the right of the host.
 - C female to the left of the host.
 - D male to the left of the host.
- (1)
- 1.1.9 ... is an example of a non-alcoholic cocktail.
- A Absolut Vodka
 - B A beer shandy
 - C A Virgin Mojito
 - D A Bloody Mary
- (1)
- 1.1.10 Port is an example of a ... wine.
- A natural
 - B still
 - C fortified
 - D de-alcoholised
- (1)

1.2 Choose the meat terminology from COLUMN B that matches a description in COLUMN A. Write only the letter (A–I) next to the question number (1.2.1–1.2.6) in the ANSWER BOOK.

COLUMN A DESCRIPTION		COLUMN B MEAT TERMINOLOGY
1.2.1	Browning the surface of meat at a high temperature	A marbling
1.2.2	Inserting strips of fat into a large cut of meat	B barding
1.2.3	Covering a piece of meat with thin slices of fat or bacon	C basting
1.2.4	Soaking meat in a mixture of oil and vinegar to add flavour	D searing
1.2.5	Slitting the meat membrane by cutting through the fat at 3 cm intervals to prevent the meat from curling	E larding
1.2.6	Spooning melted fat or meat drippings over the meat during the cooking process	F trimming
		G carving
		H marinating
		I dressing

(6 x 1) (6)

1.3 Identify the INCORRECT word(s) between brackets below. Write only the word(s) next to the question number (1.3.1–1.3.4) in the ANSWER BOOK.

1.3.1 Examples of steaks cut from the fillet:
(medallion; tournedos; porterhouse; Châteaubriand)

1.3.2 Examples of offal:
(liver; neck; tongue; kidneys)

1.3.3 Symptoms of hepatitis A:
(dry cough; diarrhoea; tiredness; fever)

1.3.4 White wine cultivars:
(Chardonnay; Riesling; Sauvignon Blanc; Cabernet Sauvignon) (4)

- 1.4 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) in the ANSWER BOOK.
- 1.4.1 Number of guests served at a function
 - 1.4.2 Serving utensil used to lift food portions and place them on a plate
 - 1.4.3 A wallet-like cover in which a bill is handed to guests
 - 1.4.4 Wine that is carbonated by inserting carbon dioxide
 - 1.4.5 Beverages made with fruit juices and flavourings, usually diluted with water or lemonade
 - 1.4.6 Illegal addition of water to liquor in a bottle in order to make a profit
 - 1.4.7 Wafer-thin biscuits shaped as soon as they come out of the oven
 - 1.4.8 Inability of the body to fully digest or process certain food
 - 1.4.9 Fresh or cooked fruit dipped in batter and deep fried
 - 1.4.10 An aspect of the marketing mix that protects the product and makes it easier to recognise (10)
- 1.5 Choose TWO desserts from the list below for EACH of the descriptions of desserts. Write only the letters (A–H) next to the question number (1.5.1–1.5.3) in the ANSWER BOOK.
- A Crème caramel
 - B Dried fruit compote
 - C Malva pudding
 - D Orange sorbet
 - E Crème brûlée
 - F Pears in red wine
 - G Lemon soufflé
 - H Strawberry granita
- 1.5.1 Baked custard prepared from a mixture of eggs, milk, sugar and flavourings (2)
 - 1.5.2 Desserts that are stewed or poached (2)
 - 1.5.3 Frozen desserts made from fruit purée, sugar and water (2)

1.6 Choose FOUR products in the list below that are prepared using phyllo pastry. Write only the letters (A–H) next to the question number (1.6) in the ANSWER BOOK.

- A Baklava
- B Beef Wellington
- C Custard slices
- D Apple strudel
- E Palmiers
- F Greek milk tart
- G Cheese bouchée
- H Spanakopita

(4)

TOTAL SECTION A: 40

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

2.1 Study the extract below and answer the questions that follow.

A popular resort gets its water from a nearby dam. It is suspected that there is an outbreak of cholera in the area. Some of the guests have displayed typical symptoms of cholera and have been hospitalised. The manager has requested the health authorities to investigate the matter thoroughly to prevent the disease from spreading.

- 2.1.1 State FOUR symptoms of cholera. (4)
- 2.1.2 Motivate why the guests have been hospitalised. (2)
- 2.1.3 Explain how the water from the dam could have contributed to cholera. (2)
- 2.1.4 Predict which other guests are most likely to get cholera. (2)
- 2.1.5 Evaluate the manager's response to the situation. (2)
- 2.2 What do you understand by the term *professionalism*? (2)
- 2.3 Critically discuss the use of computers for accounting purposes in the hospitality industry. (4)
- 2.4 Motivate the advantages of using computers to make reservations at a hotel. (2)

TOTAL SECTION B: 20

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

QUESTION 3

3.1 Study the extract below and answer the questions that follow.

The Confederation of African Football (CAF) awards ceremony will be hosted in Polokwane. The function venue offers cocktail and formal dinner functions. The function coordinator requested a welcome cocktail function for the first evening. He briefed the executive chef on the dietary needs of the guests as the cholesterol levels of the players are closely monitored. The executive chef is very enthusiastic and wants to showcase local South African delicacies to the guests.

- 3.1.1 Justify why the function coordinator requested a cocktail function. (4)
- 3.1.2 Outline THREE points to consider when choosing snacks for the guests above. (3)
- 3.1.3 Describe SIX savoury cocktail snacks using springbok. (6)
- 3.1.4 Are eggs filled with mayonnaise a suitable choice for the players? Motivate your answer. (3)

3.2 Study the extract below and answer the questions that follow.

You are doing a quotation for a function. The following costs are provided:

Seafood soup	R18,50
Greek salad	R13,00
Chicken roulade	R27,00
Potato wedges	R9,00
Berry cheesecake	R15,00
Honey mustard sauce	R10,50
Overhead costs	R1 200,00
Labour costs	R1 500,00

- 3.2.1 State FOUR aspects, other than those provided above, that must be included on the quotation form. (4)
- 3.2.2 Calculate the cost of the menu items. Show ALL calculations and formulas. (2)
- 3.2.3 Calculate the total cost of the food for 40 guests. Show ALL calculations and formulas. (2)
- 3.2.4 Calculate the total cost for 40 guests. Show ALL calculations and formulas. (2)

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

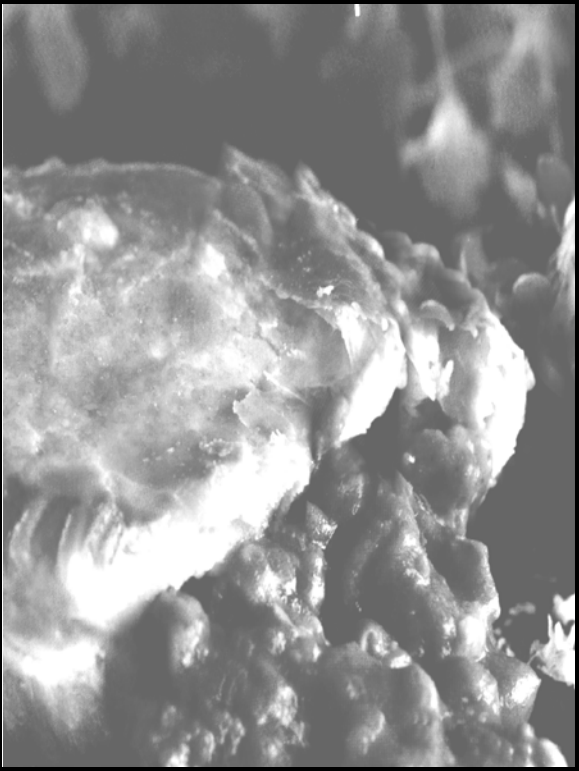
A chef prepares a fruit jelly made with fresh grapes, gelatin powder, sugar, grape juice and champagne.



- 3.3.1 Classify the dessert in the photograph above. (1)
- 3.3.2 Identify the first step that has to be followed when using gelatin powder. Substantiate the answer. (2)
- 3.3.3 Explain how the fruit jelly should be prepared to ensure that the grapes are on top of the jelly when it is unmoulded. (2)
- 3.3.4 Suggest whether it would be wise to substitute the grapes with fresh pineapple when grapes are out of season. (3)
- 3.4 A crème anglaise is a suitable accompaniment for this dessert, but it can curdle easily during preparation. Explain how you would ensure a successful end product. (2)
- 3.5 A crème anglaise can also be used as the base of a bavarois or a parfait. Distinguish between these two desserts. (4)
- [40]**

QUESTION 4

4.1 Study the label below and answer the questions that follow.

Juicy meat-free pies with cheese in a rich short crust pastry	
<p style="text-align: center; margin: 0;">Fry's Family</p> <p style="text-align: center; margin: 0;">MEAT-FREE (TVP)</p> <p style="text-align: center; margin: 0;">TWO MUTTON-STYLE CURRY PIES</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> A non-GM product No preservatives No artificial colouring </div> <p style="text-align: center; margin: 0;">Pastry Ingredients: oil, butter, eggs, sugar, flour, milk</p> <p style="text-align: center; margin: 0;">FROZEN</p>	

- 4.1.1 Name the main ingredient of TVP. (1)
- 4.1.2 Determine the nutritional advantages of using TVP for vegetarians. (3)
- 4.1.3 Suggest THREE types of vegetarians that will not buy this product. (3)
- 4.1.4 Name and describe a technique that should be applied to the pastry before it is baked to give the pastry a shiny golden brown appearance. (2)
- 4.1.5 State THREE ways in which shrinking of the pastry can be prevented during the preparation process. (3)
- 4.1.6 The ingredients on the label above are incorrect.

Select THREE correct ingredients used in rich short crust pastry and arrange them in the correct order. (3)

- 4.2 4.2.1 Recommend THREE suitable cuts in a mutton carcass that can be used to prepare a meat pie. (3)
- 4.2.2 Name and explain the most suitable moist-heat method to cook the meat cubes for the filling. (3)
- 4.2.3 Explain why all elastin should be trimmed off the meat before cooking it. (2)
- 4.2.4 Determine the colour of the roller mark that would be found on a mutton carcass. Give a reason for the answer. (2)
- 4.3 The pies are sold frozen and contain no chemical preservatives.
- 4.3.1 Explain how the preservation method above preserves the pies for use later. (3)
- 4.3.2 Some companies use chemical preservatives in food products.
Justify the statement. (4)
- 4.3.3 Suggest TWO warnings that should appear on a food label. (2)
- 4.4 Discuss the role of each of the following when baking choux pastry:
- 4.4.1 Temperature (4)
- 4.4.2 Water (2)
- [40]**

TOTAL SECTION C: 80

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

5.1 Study the extract below and answer the questions that follow.

Mr Clive owns a b.&b. He has hired Adrianna as an accountant. He has requested your assistance to expand his business to a guest house with a higher star grading.

- 5.1.1 State THREE characteristics that Mr Clive should have as an entrepreneur. (3)
- 5.1.2 Explain FOUR of Adrianna's responsibilities at the b.&b. (4)
- 5.1.3 Suggest TWO suitable revenue-generating areas that Mr Clive could add to the guest house to generate income. Motivate EACH suggestion. (4)

5.2 Study the business plan below and answer the questions that follow.

PUME'S BOUTIQUE HOTEL

Business Plan

Pume's Boutique Hotel will be located at 25 Smith Street, Harding. It aims to accommodate business people as well as domestic and international tourists. About 10 people will be employed on a full-time basis. Pume's Boutique Hotel will be advertised at travel agents, in newspapers and by radio stations.

- 5.2.1 Identify the target market of Pume's Boutique Hotel. (3)
- 5.2.2 Recommend FOUR food and beverage-related entrepreneurial opportunities Pume's Boutique Hotel can outsource. (4)
- 5.2.3 State FIVE guidelines that should be followed when designing an effective visual marketing tool for a local newspaper. (5)
- 5.2.4 Evaluate the above business plan. (7)

[30]

QUESTION 6

6.1 Study the scenario below and answer the questions that follow.

You were expecting 10 people for a celebratory lunch at your restaurant. The host agreed to a four-course menu comprising the following dishes:

- Lime-grilled Chicken Caesar Salad
- Smoked Salmon and Caviar
- Lamb Shanks with a Tomato Olive Concassé
- Cherry Turnovers with Macadamia Nut Ice Cream

As a restaurant manager you need to decide before the function on the style of service you will use on the day of the function. You have a choice between silver service and plated service.

- 6.1.1 On the day of the function the host decided that the salad would no longer be the appetizer, but rather a soup.

What procedure would you follow if the menu change is taken into consideration? (1)
- 6.1.2 Explain how the waiter would carry out the procedure identified in QUESTION 6.1.1. (2)
- 6.1.3 Distinguish between the following service styles with regard to technique and special equipment used. Tabulate the answer as follows:

	SILVER SERVICE	PLATED SERVICE
Technique	(1)	(1)
Special equipment	(1)	(1)

 (4)
- 6.1.4 Name THREE advantages of plated service. (3)
- 6.1.5 Match each dish named in the scenario above with a suitable wine cultivar. (4)
- 6.1.6 Advise the restaurant manager on how to store the wine correctly. (4)

6.2 Study the photograph below and answer the questions that follow.



Explain the use of the equipment above in the restaurant.

(2)

6.3 After the guests had enjoyed six bottles of wine, Samuel started to cause a scene in the restaurant by being loud and banging on the table. When the group tried to calm him down he became angry and aggressive.

Discuss how the waiter had to handle Samuel without disturbing the dining experience of the other guests.

(4)

6.4 The unattractive cocktail below was served as a welcome drink to the guests.



6.4.1 Suggest THREE ways in which the barman could improve the appearance of the above cocktail.

(3)

6.4.2 State ONE method the barman could use to control the beverages in the bar.

(1)

6.4.3 Explain how the method stated in QUESTION 6.4.2 could benefit the hospitality establishment.

(2)

[30]

TOTAL SECTION D:

60

GRAND TOTAL:

200