



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2010**

MARKS: 200

TIME: 3 hours

This question paper consists of 16 pages and an answer sheet.

INSTRUCTIONS AND INFORMATION

Read these instructions carefully before answering the questions.

1. This question paper consists of FIVE questions. Answer ALL the questions.
2. Answer SECTION A on the attached ANSWER SHEET.
3. Answer SECTIONS B, C, and D in the ANSWER BOOK.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Write neatly and legibly.

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 (A – D) next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

EXAMPLE:

1.1.16 A frozen dessert in a round mould is a ...

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

ANSWER:

A	B	C	D
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1.1.1 A dessert made by beating egg white and sugar:

- A Soufflé
- B Meringue
- C Sponge
- D Crêpes

(1)

1.1.2 One of the following forms part of a marketing plan:

- A Income
- B Staff
- C Profit
- D Competitors

(1)

1.1.3 An operational plan determines the ...

- A staff requirements for a business.
- B manufacturing costs, delivery, stock control, merchandising and storing.
- C expenses, income and storing.
- D clear targets of what you want to achieve.

(1)

1.1.4 Teamwork can be achieved by ...

- A being biased.
- B highlighting one's success.
- C competing with one another.
- D sharing successes and failures.

(1)

- 1.1.5 HIV/Aids can NOT be transmitted by the following:
- A Saliva
 - B Blood
 - C Injections
 - D Mother's milk
- (1)
- 1.1.6 ... is caused by a viral infection.
- A Cholera
 - B HIV
 - C Gastroenteritis
 - D Tuberculosis
- (1)
- 1.1.7 The type of burn wound caused by caustic soda:
- A Dry
 - B Cold
 - C Chemical
 - D Electrical
- (1)
- 1.1.8 A refrigerator is considered to be a ... item in a business.
- A capex
 - B consumable
 - C collector's
 - D calculated
- (1)
- 1.1.9 An example of a medium dry wine is ...
- A doux.
 - B demi-sec.
 - C brut.
 - D sec.
- (1)
- 1.1.10 A wine served with grilled sole:
- A Merlot
 - B Shiraz
 - C Pinotage
 - D Chardonnay
- (1)

1.2 MATCHING ITEMS

Choose a specific use from COLUMN B that matches a beef cut in COLUMN A. Write only the letter (A – H) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

COLUMN A (Beef cut)	COLUMN B (Specific uses)
1.2.1 Shin	A stews and Dutch steaks
1.2.2 Brisket	B T-bone steaks and porterhouse steaks
1.2.3 Thick flank	C minute steak and beef olives
1.2.4 Rump	D club steaks and rib-eye steaks
1.2.5 Loin	E lady steaks and prego steaks
	F fillet steaks and steak tartare
	G pickled and corned beef
	H stocks and braised dishes

(5 x 1)

(5)

1.3 MATCHING ITEMS

Choose a wine from COLUMN B that matches the food in COLUMN A. Write only the letter (A – H) next to the question number (1.3.1 – 1.3.5) on the attached ANSWER SHEET.

COLUMN A (Food)	COLUMN B (Wine)
1.3.1 Oysters	A dessert wine
1.3.2 Vegetable lasagne	B liqueur
1.3.3 Pavlova	C sauvignon blanc
1.3.4 Camembert	D blanc de noir
1.3.5 Coffee	E pinot noir
	F champagne
	G port
	H cocktails

(5 x 1)

(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 – 1.4.5) on the attached ANSWER SHEET.

- 1.4.1 A group of customers that will most likely buy an entrepreneur's product or services
- 1.4.2 A characteristic that shows your ability to deliver excellent service
- 1.4.3 To brush a decorated pie before baking to achieve a golden brown appearance
- 1.4.4 Food presented in a set manner on crockery and served to guests
- 1.4.5 All items of equipment in the hospitality establishment that have value (5 x 1) (5)

1.5 ONE-WORD ITEMS

Give ONE word/term for each of the following statements. Write only the word/term next to the question number (1.5.1 – 1.5.5) on the attached ANSWER SHEET.

- 1.5.1 A function in which a variety of finger foods are served
- 1.5.2 A menu designed for people who do not eat meat
- 1.5.3 An informal way of serving food where dishes are set up and guests help themselves
- 1.5.4 A formal dinner party that caters for a large group
- 1.5.5 Dishes on a menu which are ordered and paid for separately (5 x 1) (5)

1.6 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 (1.6.1 – 1.6.10) on the attached ANSWER SHEET.

- 1.6.1 The public promotion of a product or service is called ...
- 1.6.2 ... is a name, sign or symbol used to identify products or services of an organisation.
- 1.6.3 ... is medication used in the treatment of HIV/Aids.

- 1.6.4 The Aids virus attacks the ... cells in the human body.
- 1.6.5 Crumbing down is a procedure performed after the main course and before ...
- 1.6.6 The temperature at which most sweet wines are served is ...
- 1.6.7 The bill is offered to the ... at the table.
- 1.6.8 ... is a setting agent that is obtained from the skin, hides, bones and hooves of cattle and sheep.
- 1.6.9 Raw ... prevents the setting of gelatin dishes.
- 1.6.10 Baking a crust before adding the filling in pastry is known as ... (10)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

2.1 Study the adapted extract from *The Daily News* below and answer the questions that follow.

Some restaurants have no standards of hygiene

I have observed that the owners of many big restaurants and food outlets do not have any regard for food hygiene. Many were not wearing gloves and mixing food and dough for pizzas with their bare hands. In addition, as there is no air conditioning in these kitchens and the staff are sweating profusely. I have also witnessed some of their staff picking their noses, touching (bleeding) cold sores on their lips and/or wiping their sweat onto the kitchen cloths in the restaurant preparation area.

Aswin K Singh – Durban

2.1.1 Identify FOUR diseases that can be transmitted by the above practices. (4)

2.1.2 Based on your current knowledge, explain how the above practices will have an adverse effect on the establishment. (2 x 3) (6)

2.2 Explain how you will administer first-aid treatment to a staff member who has a minor burn on his/her arm. (5)

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

BETSIÉ'S PIES	
Name of business	Betsie's Pies
Business description	Pies on wheels
Short-term goal	To sell at least 600 pies daily
Long-term goal	To open a pie-manufacturing industry in the near future
Operational plan	Buy stock from local supermarkets and shops. Buy ingredients on a cash basis. Work alone. Deliver goods when the order has been completed.
Product description	Mutton, chicken, vegetable, sweetcorn and burger pies at R12,50 each
Marketing plan	No marketing plan

- 2.3.1 Evaluate the above business plan and suggest ways in which Betsie can improve the plan. (5 x 2) (10)
- 2.3.2 Do you think the above business will contribute to the local economy? Motivate your answer. (4)
- 2.3.3 Explain the aspects that should be included in Betsie's marketing plan in order to improve the sales. (6)
- 2.3.4 Betsie places an advertisement in the local newspaper for additional staff members.
- List FIVE characteristics that Betsie will look for when interviewing applicants with regard to the following:
- (a) Professional appearance (2)
- (b) Attitude, ethics and values (3)
- TOTAL SECTION B: 40**

SECTION C: FOOD PRODUCTION**QUESTION 3**

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

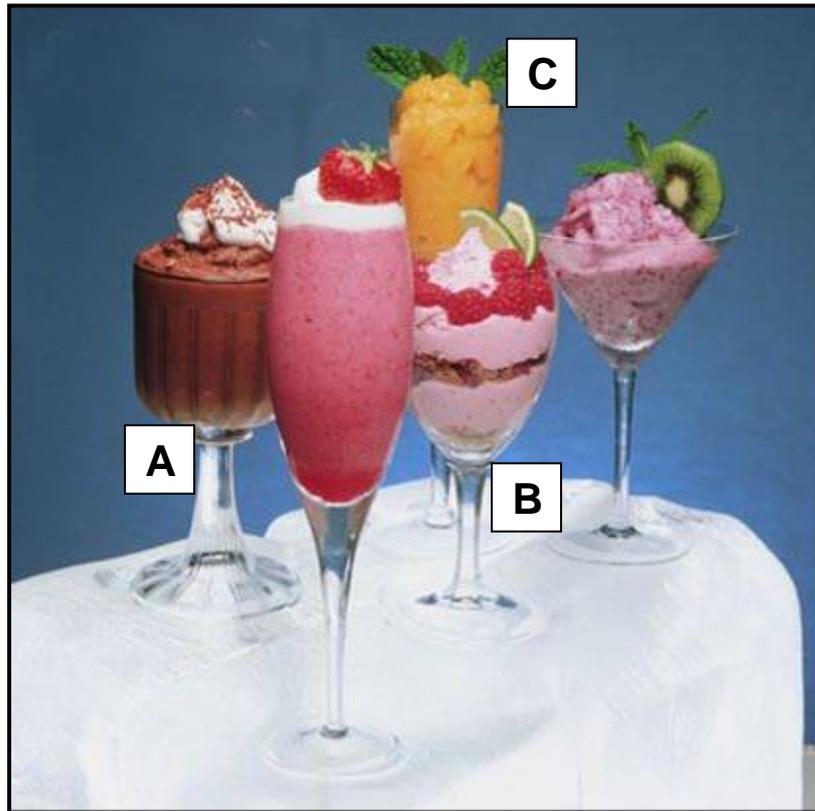
The school principal of a high school asks the local church group to cater for a cocktail function. One hundred guests are expected.

The following additional information is available:

- Selling price of menu is R14 000,00
- Food cost is R5 500,00
- Additional overheads are R2 000,00

- 3.1.1 Calculate what it will cost the church group to cater for this cocktail function. (2)
- 3.1.2 Calculate the total net profit. (2)
- 3.1.3 Give TWO examples of overhead costs for the above cocktail function. (2)
- 3.1.4 Suggest snacks that are suitable for each of the following guests:
- (a) People with no religious or dietary requirements (3)
 - (b) Ovo-lacto vegetarians (3)
 - (c) Muslim people (2)
 - (d) Jewish people (2)
- 3.1.5 Recommend THREE suitable drinks that could be served for the above function. (3)

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



- A – chocolate mousse
- B – raspberry trifle
- C – naartjie sorbet

3.2.1 Differentiate between desserts A and C with regard to ingredients and texture. Tabulate your work as follows:

Dessert	Ingredients	Texture
A – chocolate mousse	(2)	(1)
C – naartjie sorbet	(2)	(1)

(6)

3.2.2 Give a brief explanation of how dessert B is prepared.

(3)

3.2.3 (a) Explain why dessert C is included in a menu.

(1)

(b) When is dessert C served?

(1)

- 3.3 Use the items listed below and draw up a formal four-course dinner menu suitable for a person who follows a low-cholesterol diet.

- | | |
|--------------------------|--|
| • Beef consommé | • Bouchée with creamy tuna filling |
| • Greek salad | • Fresh fruit salad with yoghurt |
| • Green salad | • Grilled calamari with tomato pesto |
| • Fried steak | • Deep-fried octopus with tartar sauce |
| • Chips | • Chocolate mousse |
| • Steamed potatoes | • Trifle |
| • Poached chicken | • Chicken and mushroom pie |
| • Croissants | • Beef Dombolo |
| • Fried eggs | • Cape Malay Curry |
| • Oven-baked vegetables | • Creamy butternut soup |
| • Creamed spinach | |
| • Potato Lyonnaise | |
| • Baked cheese mushrooms | |

(10)
[40]

QUESTION 4

- 4.1 Read the case study below and answer the questions that follow.

Abongile is a manager at The Zulu Inn and has to train Zola in receiving stock. Zola is a junior staff member who has only recently joined the hotel. Part of her duties would be to capture information for record-keeping after stock is received.

- 4.1.1 Advise Abongile on the correct procedures that should be followed when receiving stock. (6)
- 4.1.2 Explain the importance of keeping information on the computer. (4)
- 4.1.3 List SIX aspects that Zola should include on an inventory bin card. (6)
- 4.2 Explain the following changes that occur during the cooking of meat:
- 4.2.1 Muscle proteins shrink and moisture is lost (2)
- 4.2.2 Colour changes (2)
- 4.2.3 Connective tissue softens (2)

4.3 Study the illustration below and answer the questions that follow.



4.3.1 Identify the pastry that is used to make the above cocktails. (1)

4.3.2 State THREE other uses of the pastry identified in QUESTION 4.3.1. (3)

4.3.3 Suggest TWO local commodities or ingredients that could be used as a filling for the cocktails above. (2)

4.4 4.4.1 Differentiate between *profiteroles* and *beignets*. (2)

4.4.2 Name the functions of the following ingredients in choux pastry:

(a) Liquid

(b) Eggs

(c) Flour (3)

4.5 Study the illustration below and answer the questions that follow.



- 4.5.1 Identify TWO types of legumes in the above illustration. (2)
- 4.5.2 Describe a suitable preparation method for legumes. (3)
- 4.5.3 Explain how the above legumes should be stored. (2)
- [40]**

TOTAL SECTION C: 80

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

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



- 5.1.1 Identify the large equipment in the illustration. (1)
- 5.1.2 Name ONE function of the equipment identified in QUESTION 5.1.1. (1)
- 5.1.3 Name TWO additional pieces of small equipment that a chef would need when using the equipment in the above illustration. (2)
- 5.1.4 Suggest FOUR ways in which a stock controller could ensure efficient control of the small equipment mentioned in QUESTION 5.1.3. (4)
- 5.1.5 Explain the procedure that should be followed to keep a record of the maintenance of small equipment. (4)
- 5.2 Refer to the menu that you have drawn up in QUESTION 3.3, and answer the following questions:
- 5.2.1 Compile a list of cutlery to be used in a formal dinner menu. (3)
- 5.2.2 Name other items that could be placed on the table besides cutlery. (2)
- 5.3 Suggest FOUR guidelines to take into consideration when selecting table decorations. (4)

5.4	5.4.1	Describe how a beverage steward will present wine to a guest.	(5)
	5.4.2	Wine bottles are stored lying on their sides to ensure that the wine is in constant contact with the cork. Explain why this procedure is followed.	(2)
5.5		Explain the procedure that should be followed when taking food orders.	(5)
5.6		Describe how tables are cleared after a meal.	(4)
5.7		Discuss how crockery must be stored in the storage area in a dining room.	(3)
TOTAL SECTION D:			40
GRAND TOTAL:			200

CENTRE NUMBER:

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EXAMINATION NUMBER:

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SECTION A: QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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 x 1)(10)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5 x 1) (5)

1.3 MATCHING ITEMS

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5 x 1) (5)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

(5 x 1) (5)

1.5 ONE-WORD ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5 x 1) (5)

1.6 FILL IN THE MISSING WORD(S)

1.6.1	
1.6.2	
1.6.3	
1.6.4	
1.6.5	
1.6.6	
1.6.7	
1.6.8	
1.6.9	
1.6.10	

(10 x 1) (10)

TOTAL SECTION A: 40