



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2012

MARKS: 200

TIME: 3 hours

This question paper consists of 17 pages and a 1-page answer sheet.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A: Short questions	(40)
SECTION B: Hospitality concepts and health and safety	(40)
SECTION C: Food preparation	(80)
SECTION D: Food and beverage serving	(40)
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Answer SECTION A on the attached ANSWER SHEET. Write the centre number and your examination number at the top of the ANSWER SHEET, detach it and place it in the FRONT of the ANSWER BOOK.
5. Answer SECTIONS B, C and D in the ANSWER BOOK.
6. 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:

1.1.11 A good source of vitamin C is ...

- A milk.
- B oranges.
- C meat.
- D bread.

ANSWER:

A	<input checked="" type="checkbox"/>	C	D
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1.1.1 A marketing plan describes

- A your administration or record-keeping system.
- B your cash position on a monthly basis.
- C the target market you intend capturing.
- D the legal requirements in your business.

(1)

1.1.2 A form of advertising that gives personal attention to an individual is a/an ...

- A newspaper.
- B flyer.
- C e-mail.
- D television.

(1)

1.1.3 A plan that shows the detail costs of manufacturing, delivering, stock control, marketing and storing:

- A Operating plan
- B Staffing plan
- C Financial plan
- D Marketing plan

(1)

- 1.1.4 ONE of the following activities will NOT result in the transmission of HIV and Aids:
- A Sharing needles
 - B Casual kissing
 - C Unprotected sex
 - D Breastfeeding a baby
- (1)
- 1.1.5 A broken or sprained limb is immobilised by using a ...
- A sling.
 - B splint.
 - C strap.
 - D brace.
- (1)
- 1.1.6 When treating a minor burn, ... reduces the temperature and prevents a blister from forming.
- A oil
 - B ointment
 - C water
 - D butter
- (1)
- 1.1.7 A guideline that should be taken into consideration when storing linen:
- A Inverted folds should face inwards to facilitate counting.
 - B Linen should be covered to avoid dust settling on it.
 - C Additional linen should not be held in the food service area.
 - D Different sizes of linen can be packed together on shelves without a lining.
- (1)
- 1.1.8 Gross profit is the difference between the selling price and the ...
- A total cost.
 - B overhead cost.
 - C food cost.
 - D labour cost.
- (1)
- 1.1.9 ONE of the following is NOT a course on a formal dinner menu:
- A Hors d'oeuvres
 - B Dessert
 - C Entrée
 - D Tea and coffee
- (1)

1.1.10 A serving style in which the main course with vegetables is placed in different dishes allowing guests to help themselves:

- A Gueridon
- B Family
- C Silver
- D Plated

(1)

1.2 MATCHING ITEMS

Choose a definition from COLUMN B that matches the term 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 TERMS	COLUMN B DEFINITIONS
1.2.1 Canapé	A a small crêpe served with caviar
1.2.2 Paté	B a sweetbread with roast tomatoes and feta cheese
1.2.3 Croûte	C fish rolled with rice, wrapped with nori leaves and sliced into rounds
1.2.4 Caviar	D toasted bread cut into different shapes and sizes and served as appetizers
1.2.5 Sushi	E fish roe from sturgeon fish served on blini
	F cubes of fried bread served with soup
	G a finely textured spread of minced chicken liver served with Melba toast
	H a slice of bread with a savoury topping

(5 x 1)

(5)

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 A touch-screen computer that relays messages to the kitchen to place orders is known as a ...
- 1.3.2 A small oval or boat-shaped case made from shortcrust pastry is a ...
- 1.3.3 The French term for a vanilla egg custard sauce is ...
- 1.3.4 A ... coloured roller mark on meat indicates that it is very tender.
- 1.3.5 ... wine is produced when extra alcohol is added to stop the fermentation process. (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 An entrepreneur who presents a threat by opening the same business as you
- 1.4.2 The operating plan that refers to expenses and production costs
- 1.4.3 Meals prepared daily and delivered to people who are unable to cook for themselves
- 1.4.4 The term that indicates absolute confidence in the ability of chefs to deliver an excellent service product
- 1.4.5 A burn caused by an acid or an alkali
- 1.4.6 An order written by staff for goods required in a restaurant
- 1.4.7 The label on Jewish food products indicating that dairy products have been used
- 1.4.8 The procedure done on a regular basis to ensure correct records of equipment in the hospitality industry
- 1.4.9 A fee charged when guests take their own alcohol into a restaurant
- 1.4.10 Equipment that uses candles or flammable gel to keep food hot (10)

1.5 MATCHING ITEMS

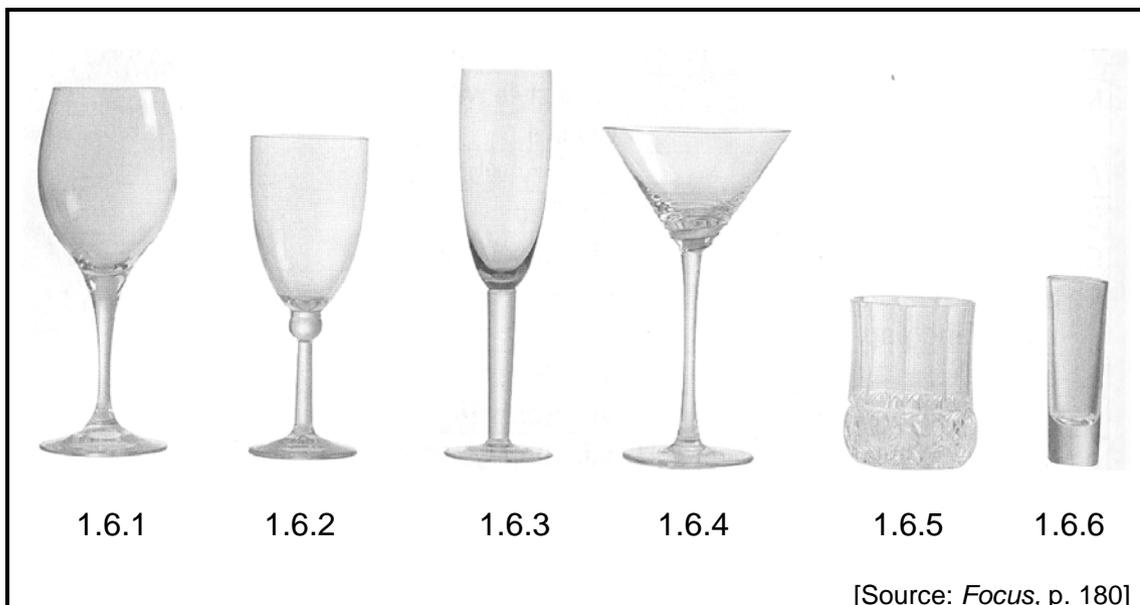
Select TWO statements from the list below that are applicable to each of the following religions. Write only the letters (A–F) next to the correct religion on the attached ANSWER SHEET. Tabulate your answer as follows:

RELIGION	ANSWER
1.5.1 Christianity	
1.5.2 Judaism (Kosher)	

- A Hot cross buns and Easter eggs are consumed
- B Strictly forbidden to eat dairy products and meat together
- C Alcohol and products containing alcohol are forbidden
- D Bread and wine are served at Holy Communion
- E No shellfish or snails may be eaten
- F The food eaten must be halaal (2 x 2) (4)

1.6 IDENTIFICATION ITEMS

Identify the types of glasses below. Write only the name of the glass next to the question number (1.6.1–1.6.6) on the attached ANSWER SHEET.



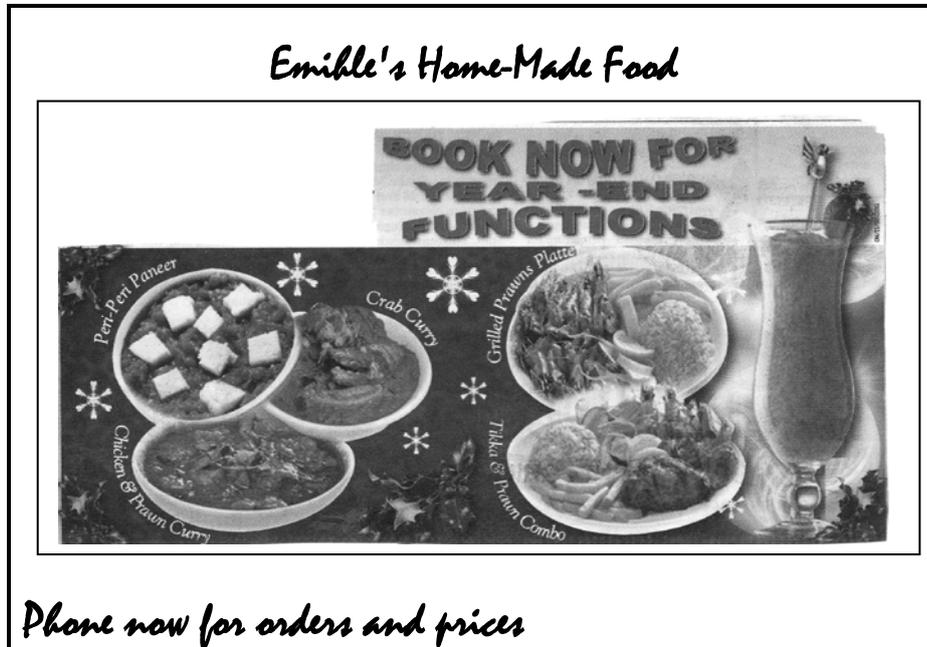
(6)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY

QUESTION 2

2.1 Study the marketing tool below and answer the questions that follow.



- 2.1.1 Identify the type of advertisement used by Emihle. (1)
- 2.1.2 State THREE disadvantages of using this advertisement. (3)
- 2.1.3 Name THREE food-related opportunities available to Emihle as an entrepreneur. (3)
- 2.1.4 Do you consider the above advertisement appropriate? Motivate your answer. (7)

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

'I have experienced unforgettable service excellence at the Southern Sun Hotel. The staff displayed a professional dress code and showed superb teamwork. Southern Sun is more than just a place of good food and authentic dining. It has become "a home away from home" for many guests.'
This was a comment from a regular guest.

- 2.2.1 The Southern Sun Hotel staff displayed good teamwork. Explain how this was achieved. (5)
- 2.2.2 What do you understand by a *professional dress code*? (4)

2.3 Read the extract below and answer the questions that follow.

An elderly person in a restaurant experiences some difficulty in swallowing due to eating in a hurry and not taking time to chew the food properly.

2.3.1 Identify the problem being experienced by the person. (1)

2.3.2 Describe the procedure that should be performed in the situation above. (3)

2.3.3 State whether the same procedure is suitable for babies. Motivate your answer. (2)

2.4 Distinguish between the symptoms of gastro-enteritis and tuberculosis. Tabulate your answer as follows:

DISEASE	SYMPTOMS
Gastro-enteritis	
Tuberculosis	

(6)

2.5 Study the statement below and answer the questions that follow.

A guest with a food allergy visits a restaurant.

2.5.1 Name ONE food that can cause an allergy. (1)

2.5.2 Name TWO symptoms of food allergies. (2)

2.5.3 Suggest TWO precautions that the guest should take when ordering food to avoid a bad reaction to the meal. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

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

The head chef is preparing a cocktail party for a friend's 21st birthday. The friend has a budget of R30 per person. The head chef calculated the cost of the dishes below.

DISHES REQUESTED	FOOD COST FOR EACH DISH (10 PORTIONS EACH)
A Petit medallions on croûte	R50
B Marinated mini beef kebabs with pepper sauce	R40
C Spicy meatballs	R28
D Vegetarian spring rolls	R15
E Basil pesto palmiers	R10

- 3.1.1 Explain how the head chef can use the computer to assist with the menu planning for the function above. (4)
- 3.1.2 Calculate the total food cost per person. Show ALL calculations. (3)
- 3.1.3 Calculate the selling price of the menu for one person if the profit percentage is 40%. Show ALL calculations. (2)
- 3.1.4 Determine whether it is possible to prepare this menu to suit the friend's budget. Motivate your answer. (2)
- 3.1.5 Name TWO expenses other than food costs. (2)

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

Effective stock control is important in a catering establishment in order to receive maximum returns.

- 3.2.1 Discuss the above statement. (3)
- 3.2.2 Suggest TWO ways of maintaining large kitchen appliances. (2)

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

The COP 18 International function will be hosted at the Durban International Convention Centre. A welcoming cocktail party and a gala dinner will be prepared for the delegates.

3.3.1 Suggest FOUR savoury cocktail snacks that can be served to vegans on the above occasion. (4)

3.3.2 Describe the aspects that will determine the number of snacks to be served per guest. (2)

3.3.3 Name TWO local game products that can be served at the function. (2)

3.4 At the conference you are advised that certain international guests will be present. Name ONE traditional dish that can be served to the delegates from the following countries:

3.4.1 China (1)

3.4.2 America (1)

3.4.3 India (1)

3.5 Study the list of dishes below and answer the questions that follow.

Spinach and feta stuffed salmon
Deep-fried crumbed mushroom
Honey-glazed gammon
Grilled lamb chops
Medley of steamed vegetables
Grilled skinless chicken breast
Croquembouche
Fruit salad

From the list above, name FOUR dishes that you will remove from a diabetic diet and give ONE reason for each. (8)

3.6 International guests at an upmarket hotel were very upset because they had to wait for a long time to be seated for dinner. Recommend guidelines that should be adhered to in order to avoid this situation. (3)

[40]

QUESTION 4

4.1 Study the cut of lamb below and answer the questions that follow.



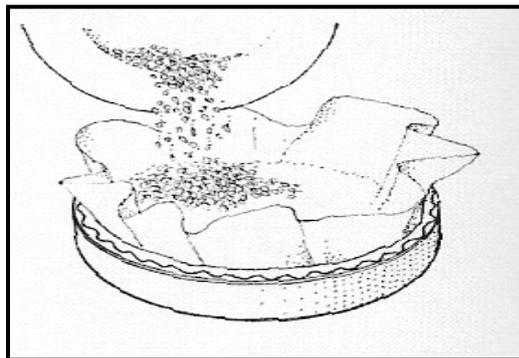
- 4.1.1 Identify the cut of meat used to prepare this dish. (1)
- 4.1.2 Describe THREE factors to consider when purchasing this meat cut. (3)
- 4.1.3 Name ONE traditional sauce served with roast lamb. (1)
- 4.1.4 Suggest ONE local South African dish that can be prepared from this cut when cubed before being cooked. (1)
- 4.1.5 Indicate the type of connective tissue found in this cut. (1)

4.2 Study the following desserts and pastries that were served on the buffet table at the Fantasia Hotel and answer the questions that follow.

Crème brûlée
Fresh fruit salad
Chocolate éclairs
Cream caramel
Pecan nut pie
Vanilla bavarois
Lemon sorbet
Mille-feuille with strawberries and cream

- 4.2.1 From the list above identify THREE desserts with a custard base. (3)

- 4.2.2 The pastry chef likes to prepare different varieties of bavaois. Name TWO fresh fruit purées that are NOT suitable for bavaois. Motivate your answer. (3)
- 4.2.3 Describe TWO different ways of preparing the mould for the bavaois. (2)
- 4.2.4 Identify a dessert that can be served between the fish and the meat course. Motivate your answer. (2)
- 4.2.5 Name the type of pastry used to make the following products:
- (a) Chocolate éclairs (1)
 - (b) Pecan nut pie (1)
 - (c) Mille-feuille with strawberries and cream (1)
- 4.2.6 Study the picture below and answer the questions that follow.



- (a) This procedure was used in preparing a pecan nut pie. Identify and describe the procedure. (3)
- (b) The pastry chef over-handled and stretched the dough during the preparation. Explain the effect that it will have on the final product. (2)
- 4.3 4.3.1 Explain why éclairs are baked at TWO different temperatures. (2)
- 4.3.2 List THREE characteristics of chocolate éclairs. (3)

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

Two finalists at a budding chef's competition are given the following ingredients in a mystery basket. They are expected to prepare a main course and each product may only be used once.

Mystery basket ingredients:

Murogo/Mfino, potato, fish, springbok, chicken, pork fillet, samp and green beans

4.4.1 From the above list, select the ingredients that the contestants should use for the following:

(a) Main course for a pesco-vegetarian (3)

(b) Main course using local South African products for a tourist (3)

4.4.2 On completion of the main course the contestants need to serve the judges. List FOUR guidelines regarding the serving procedure for a plated main course. (4)

[40]

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Study the bin card below and answer the questions that follow.

<u>NEDERBURG SHERRY</u> <u>Shelve DA 443</u>	
Minimum stock 5	Maximum stock 15
09/10/2011 Stock on hand 5 bottles	
10/10/2011 Received 10 bottles	
13/10/2011 Issued 5 bottles	
14/10/2011 Issued 2 bottles	
16/10/2011 Received 12 bottles	

Complete the record sheet below for the liquor stock.

White Diamond Restaurant			
Type of drink: 5.1.1		Par stock: 5.1.2	
DATE	RECEIVED	ISSUED	BALANCE
5.1.3			5
10/10/11	5.1.4		5.1.5
13/10/11		5.1.6	10
14/10/11		2	
16/10/11	5.1.7		5.1.8

(8)

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

A couple is celebrating their first wedding anniversary and they order the following dishes:

A Caviar
 B Roast leg of lamb
 C Chocolate mousse

5.2.1 Suggest a suitable wine for each of these dishes. (3)

5.2.2 Give the French name for a wine waiter. (1)

5.2.3 Describe the procedures that should be followed when pouring wine. (4)

5.2.4 Describe FOUR steps that should be followed when presenting the bill to the guest. (4)

5.2.5 Name TWO methods of payment that can be used to settle a bill. (2)

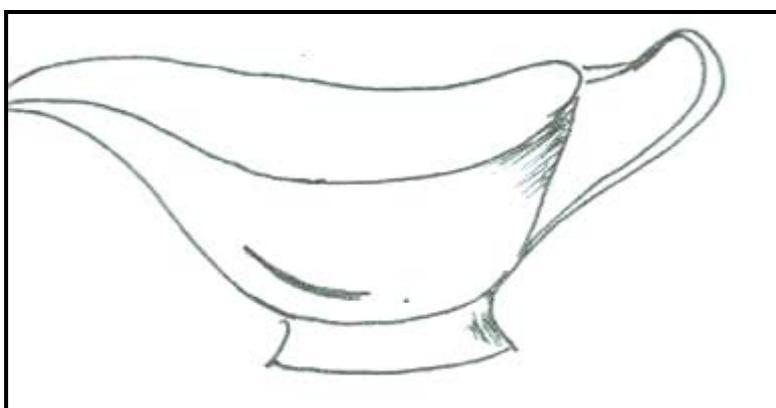
5.3 Your school is hosting a spring ball. Describe how you would achieve a spring theme with regard to the following:

5.3.1 Décor of the hall

5.3.2 Table decorations

5.3.3 Menu card (6)

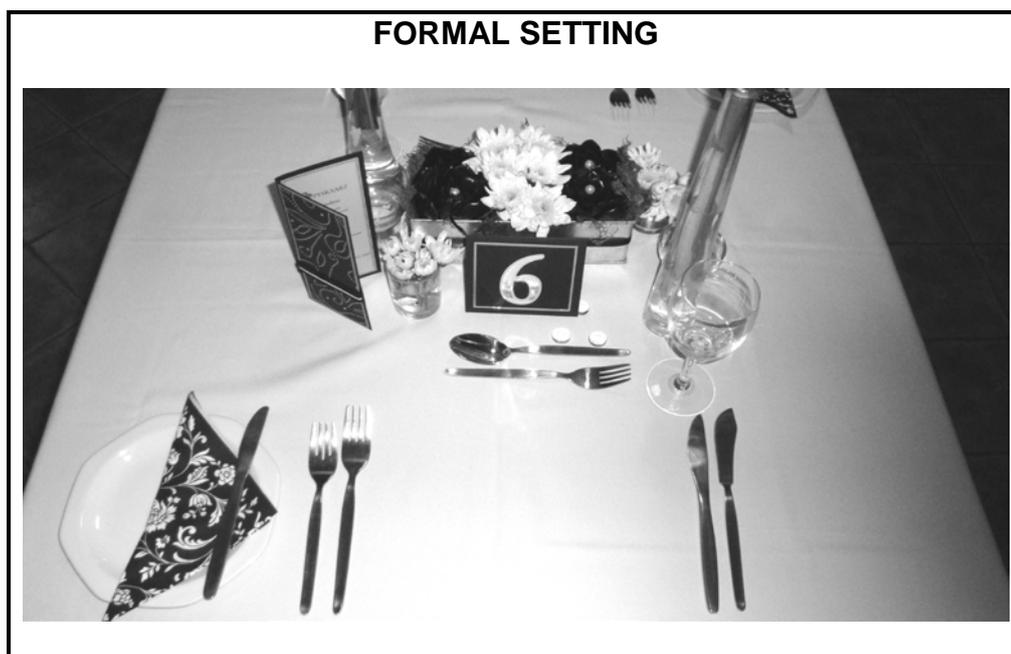
5.4 Study the illustration below and answer the questions that follow.



5.4.1 Identify the equipment in the illustration above. (1)

5.4.2 State ONE use of this above equipment. (1)

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



- 5.5.1 Evaluate the wine glass according to the following headings:
- (a) Position of the glass
 - (b) Number of wine glasses on the table. Motivate your answer. (3)
- 5.5.2 Design a checklist for the opening mise-en-place for this table setting. (4)
- 5.5.3 Indicate the space that should be allowed between the cutlery and the edge of the table. (1)
- 5.5.4 Suggest the type of food that would be served as the first course in this setting. Motivate your answer. (2)
- TOTAL SECTION D: 40**
GRAND TOTAL: 200

ANSWER SHEET

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)

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)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.5 MATCHING ITEMS

1.5.1	Christianity	
1.5.2	Judaism (Kosher)	

(4)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5)

1.6 IDENTIFICATION ITEMS

1.6.1	
1.6.2	
1.6.3	
1.6.4	
1.6.5	
1.6.6	

(6)

TOTAL SECTION A: 40