



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

EXEMPLAR 2014

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 wrote 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 E.

EXAMPLE:

1.1.11 Sushi is ...

- A an open tart filled with baked egg custard.
- B cooked or raw fish served with rice.
- C finely minced meat, fish or poultry.
- D small round balls of chocolate.

ANSWER: 1.1.11 B

1.1.1 A cocktail consisting of white rum, lemon juice, sugar, mint, ice and soda water:

- A Daiquiri
- B Martini
- C Bloody Mary
- D Mojito

(1)

1.1.2 A disease that is spread by drinking contaminated water is ...

- A HIV/Aids.
- B tuberculosis.
- C cholera.
- D gastro-enteritis.

(1)

1.1.3 People suffering from heart disease should exclude ... from their diet.

- A fruit salad
- B fried hake
- C whole-wheat bread
- D skim milk

(1)

- 1.1.4 Identify the white wine:
- A Chardonnay
 - B Merlot
 - C Pinotage
 - D Shiraz
- (1)
- 1.1.5 A rich pudding containing dried fruit and mixed spice which is often steamed is ... pudding.
- A Christmas
 - B ginger
 - C malva
 - D coconut
- (1)
- 1.1.6 The process of conserving food is called ...
- A oxidation.
 - B gelatinisation.
 - C preservation.
 - D coagulation.
- (1)
- 1.1.7 Identify the food that is preserved by the application of heat and salt:
- A Canned beans
 - B Dried pulses
 - C Frozen meat
 - D Smoked salmon
- (1)
- 1.1.8 A chemical used in fruit juice that prevents oxidation is ...
- A benzoic acid.
 - B sodium benzoate.
 - C salicylic acid.
 - D spirit vinegar.
- (1)
- 1.1.9 A type of vegetarian diet that includes only milk and dairy products is known as a ... diet.
- A pesco-vegetarian
 - B ovo-vegetarian
 - C lacto-vegetarian
 - D lacto-ovo-vegetarian
- (1)
- 1.1.10 The technique of piercing small holes into the pastry before baking is called ...
- A rolling.
 - B docking.
 - C folding.
 - D glazing.
- (1)

- 1.2 Choose a role and responsibility from COLUMN B to match the managerial position in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10).

COLUMN A Positions		COLUMN B Roles and responsibilities	
1.2.1	Security	A	communicates creatively the image of the hotel
1.2.2	Accountant	B	advertises, hires and trains new staff
1.2.3	Administrator	C	controls and implements proper safety procedures
1.2.4	Parking attendant	D	signs contracts with reliable service providers
1.2.5	Sales and marketing manager	E	ensures correct systems are in place and used to their full capacity
1.2.6	Hospitality trainer	F	do routine maintenance such as renovation
1.2.7	Human resources manager	G	receiving the guests at their vehicles
1.2.8	Housekeeper	H	pays staff salaries
1.2.9	Financial manager	I	controls access of vehicles to the premises
1.2.10	Maintenance manager	J	develops staff where needed
		K	responsible for cleaning and preparing rooms for arriving guests
		L	responds to equipment breakages in the hotel

(10 x 1)

(10)

1.3 Give ONE word or term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 Enzymes that break down proteins
- 1.3.2 A dessert of ice cream on a sponge-cake base, covered with meringue and caramelised
- 1.3.3 A popular South African vegetable relish often served with pap
- 1.3.4 A marketing tool that is distributed relatively cheaply
- 1.3.5 Squares or strips of choux pastry deep fried and dusted with icing sugar
- 1.3.6 An attractive set of containers for salt, pepper, oil and vinegar
- 1.3.7 Edible organs and intestines of an animal
- 1.3.8 A list describing the dishes served at a restaurant
- 1.3.9 Stock is issued from the stores when this form is received from the kitchen
- 1.3.10 A category of wine that contains no bubbles (10)

1.4 From the list below, select FIVE CORRECT statements relating to the housekeeping department. Write only the letters (A–H) of the correct statements next to the question number (1.4) in the ANSWER BOOK.

- A Provides aesthetic appeal of all facilities
- B Cleans offices, guestrooms and banqueting halls
- C Provides information to management on departmental revenue
- D Decorates and replaces furnishings
- E Constantly checks all public areas
- F Prepares financial reports
- G Cleans and issues uniforms
- H Maintains an accurate record of all guest transactions. (5)

- 1.5 From the list below, select FIVE reasons why fat would ooze out of a baked jam tartlet. Write only the letters (A–I) of the relevant statements next to the question number (1.5) in the ANSWER BOOK.

- A Too much water was used.
- B The edges were not sealed properly.
- C Over-handling of the dough.
- D The fat was too soft.
- E Too much fat was used.
- F The dough was too soft.
- G Uneven folding and rolling of the dough.
- H There was no resting time.
- I The oven was too cold.

(5)

TOTAL SECTION A: 40

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

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

Bela's pizza restaurant recently opened in Fort Beaufort with Mrs Smith as the manager. The service is excellent and they use the finest ingredients to prepare the pizzas. The staff is friendly and efficient in taking orders while ensuring that customers receive their meals timeously.

Although Mrs Smith does an excellent job in keeping the staff motivated and customers happy, her contract as manageress was terminated after she was diagnosed with HIV/Aids. The *Daily News* reported that HIV positive food preparation workers should not be restricted from work.

2.1.1 Describe THREE ways in which Mrs Smith can interact with others to encourage the staff to display a professional and positive attitude. (3)

2.1.2 Evaluate the action taken by the management of Bela's pizza restaurant in terminating Mrs Smith's contract. (5)

2.2 Recommend ONE use and TWO benefits of computers under each of the following headings:

2.2.1 Administration of kitchen and restaurant operations (3)

2.2.2 Room division (3)

2.3 Workers at Bela's pizza restaurant are exposed to many food-borne diseases.

Compare the following food-borne diseases with regard to causes, incubation period and symptoms. Tabulate your answer as follows.

DISEASE	CAUSES	INCUBATION PERIOD	SYMPTOMS
2.3.1 Hepatitis A			
2.3.2 Gastroenteritis			

(3 x 2)

(6)
[20]

TOTAL SECTION B: 20

**SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES****QUESTION 3**

- 3.1 Mr and Mrs Grizzo are celebrating their 10th wedding anniversary. The head chef has presented the couple with the following menus:

MENU A	MENU B
MENU	MENU
Bouillabaisse (Seafood Soup)	Spinach and Feta Pies
*****	Asparagus Parcels
Biltong, Feta and Beetroot Salad	Canapés with Pear, Pecorino and
*****	Cambozola
Crown Roast on a bed of Couscous	Crumbed Parmesan Squares
and Seasonal Vegetables	Prawn Rissoles
*****	Stuffed Mushrooms
Berry Custard Tartlets	

Coffee	
18 November 2014	R80,00 per person

- 3.1.1 Identify the type of function that is suitable for MENU A and MENU B respectively. (2)
- 3.1.2 Identify the number of courses in MENU A. (1)
- 3.1.3 Explain the process used to make biltong in MENU A. (2)
- 3.1.4 Suggest TWO other suitable types of functions when Menu B may be served, other than the one in QUESTION 3.1.1. (2)
- 3.1.5 Recommend THREE suitable bases for the canapés in MENU B. (3)
- 3.1.6 One of the guests is allergic to seafood. Replace the starter in MENU A with another soup to accommodate the guest. (1)

- 3.1.7 Evaluate the suitability of MENU A for Jewish guests. Motivate your answer. (6)
- 3.1.8 Explain the aspects you have taken into consideration when planning MENU A to Mr and Mrs Grizzo. (4)
- 3.1.9 Suggest to Mr and Mrs Grizzo how MENU B could be presented. (5)
- 3.1.10 Berry custard is used as a dessert in MENU A.
- (a) Classify the custard used in the berry tartlets under the correct dessert heading. (1)
 - (b) Give the French name for the custard used in the berry tartlets. (1)
 - (c) Chocolate can be used as a decoration for the berry custard tartlet. Recommend the most suitable chocolate to use for chocolate work and motivate your answer. (2)

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

The following quote for Menu A was given to Mr and Mrs Grizzo:

Table A: Quote

The selling price of the menu	R11 000
Number of guests	100

Table B: Costs

Food costs	R3 600
Overhead cost	R1 800
Labour cost	R1 150

Calculate the following costs and show ALL calculations based on Tables A and B above:

- 3.2.1 Gross profit (3)
- 3.2.2 Net profit (3)
- 3.2.3 Cost per person (2)

3.3 Name TWO examples of overhead costs related to the kitchen. (2)
[40]

QUESTION 4

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

The pastry chef has a special request from a regular guest to make vegetable quiche, spicy shrimp vol-au-vents and éclairs.

4.1.1 Identify the pastry and proportions of flour to fat (shortening) used to prepare the above-mentioned dishes. Tabulate your answer as follows:

DISHES	TYPE OF PASTRY	PROPORTIONS
Vegetable quiche	(1)	(1)
Shrimp vol-au-vents	(1)	(1)
Éclairs	(1)	(1)

(6)

4.1.2 Name a substitute pastry that is suitable for the vol-au-vents. (1)

4.1.3 State FOUR quality characteristics of baked shrimp vol-au-vents. (4)

4.1.4 Suggest TWO sweet fillings that can be used in the éclairs. (2)

4.2 4.2.1 Name and explain the THREE-phase process that a chef would use when preparing panna cotta. (6)

4.2.2 Describe how the chef would unmould the panna cotta. (4)

4.3 Distinguish between a *pesco-vegetarian* and a *vegan* in terms of the food they eat. (4)

4.4 Describe the quality of beef under the following headings:

4.4.1 Colour (1)

4.4.2 Texture (1)

4.4.3 Fat (1)

4.5 Explain the following methods used to prepare meat:

4.5.1 Marinating (2)

4.5.2 Stuffing (2)

4.5.3 Trimming (2)

4.6 Describe FOUR aspects to consider when preparing a container for bottling preserves. (4)

[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.

**TRAINING OF EXAMINERS AT
THE ROSE HOTEL AND CONFERENCE CENTRE**

The Department of Basic Education has made a reservation at the Rose Hotel for the training of 80 examiners. The training will be over two days and all guests will be accommodated on a dinner, bed and breakfast tariff

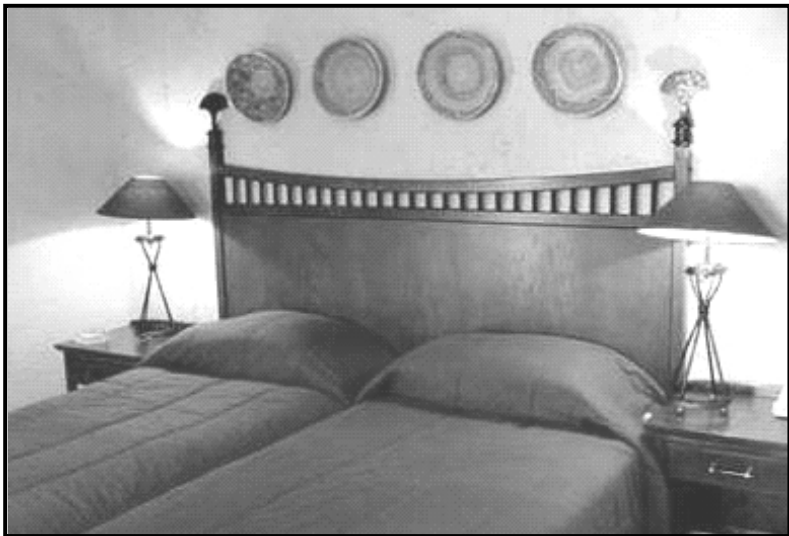
- 5.1.1 (a) Name TWO possible career/job opportunities at the Rose Hotel in the front-office department. (2)
- (b) Briefly describe TWO roles and responsibilities of EACH career/job opportunity you chose in QUESTION 5.1.1(a) above. (4)
- 5.1.2 The Rose Hotel would like to outsource some services. List THREE entrepreneurial opportunities in the food and beverage sector. (3)
- 5.1.3 Discuss the Rose Hotel's contribution to the economy of South Africa. (5)
- 5.2 Marketing is an important aspect in the hospitality industry.
- 5.2.1 Name FOUR marketing tools that the Rose Hotel could use to advertise their hotel. (4)
- 5.2.2 Name and briefly explain THREE important P's in the marketing of a hospitality initiative. (6)

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

PHOTOGRAPH A



PHOTOGRAPH B




- 5.3.1 Identify the non-revenue generating area in the photographs above. (1)
- 5.3.2 Distinguish between *revenue-generating* and *non-revenue-generating* areas in PHOTOGRAPH A and PHOTOGRAPH B. (2)
- 5.3.3 Explain the importance of the area shown in PHOTOGRAPH A in an accommodation establishment. (3)
- [30]**

QUESTION 6

6.1 Study the glasses and wine list below and answer the questions that follow.

GLASSES



A B C D

Wine List

Chenin Blanc 2012

Merlot Cabernet 2008

Hanepoot

Champagne

Premium Brandy

6.1.1 Answer the following questions on wine.

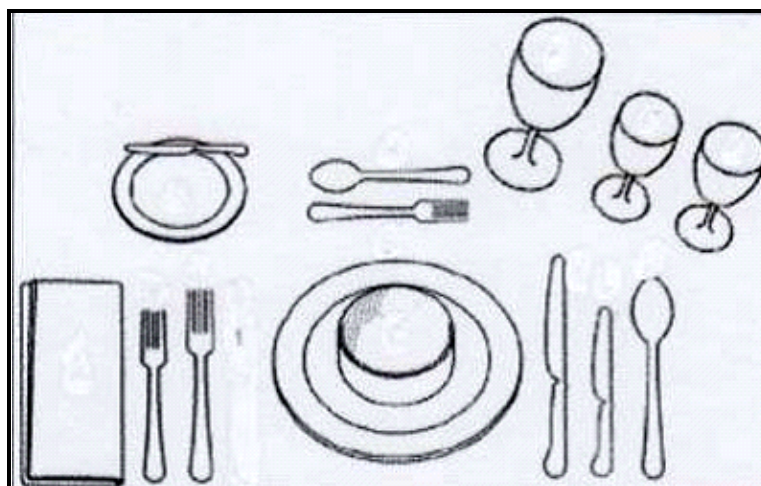
- (a) Identify a wine from the list above that is served in each of the glasses labelled A–D. (4)
- (b) Select a suitable wine from the list above for each of the following menu items:

crown roast; seafood soup; custard tartlets; coffee (4)

6.1.2 Suggest TWO appropriate garnishes for cocktail drinks. (2)

- 6.1.3 Name TWO ingredients that are suitable for non-alcoholic cocktails. (2)
- 6.1.4 Explain what an *on-consumption licence* is. (1)
- 6.1.5 Discuss TWO general requirements that restaurant owners with on-consumption licences should adhere to. (2)

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



- 6.2.1 Name the type of cover in the illustration above. (1)
- 6.2.2 Identify the courses being served. (4)
- 6.2.3 Draw up a checklist that should be used by the waiters during the closing mis-en-place of the above setting. (4)

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

On ordering a medium grilled beef steak the guest was served one that was well done. The guest became very angry and shouted at the waiter.

- 6.3.1 Pretend you are the waiter. Describe how you would handle the above guest in a positive and professional manner. (3)
- 6.3.2 Explain how the bill should be presented to the guest. (3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200