



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2015

MARKS: 200

TIME: 3 hours

This question paper consists of 16 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 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 oysters wrapped in bacon.

ANSWER: 1.1.11 B

1.1.1 ... is a symptom of hepatitis A.

- A Shortness of breath
- B Yellowish eyes
- C Rapid dehydration
- D Coughing up blood (1)

1.1.2 One of the following groups of food has to be avoided when a person is suffering from high cholesterol:

- A Brown bread and brown rice
- B Whole-wheat bread and whole-wheat pasta
- C Rye bread and rye flour
- D White bread and white rice (1)

1.1.3 The proportion of flour to fat when preparing puff pastry is ...

- A 1 : 1.
- B 1 : 2.
- C 1 : 3.
- D 1 : 4. (1)

1.1.4 Glacé cherries are preserved using ...

- A salt.
- B acid.
- C sugar.
- D chemicals. (1)

- 1.1.5 ... are examples of food that can be fermented.
- A Cheese and yoghurt
 - B Bakkems and biltong
 - C Corned beef and ham
 - D Marmalade and curd
- (1)
- 1.1.6 A traditional sauce served with tongue:
- A Mint sauce
 - B Apple sauce
 - C Red-currant sauce
 - D Raisin sauce
- (1)
- 1.1.7 A ... is made from two sets of lamb ribs.
- A noisette
 - B kebab
 - C crown roast
 - D Saratoga chop
- (1)
- 1.1.8 Short crust pastry is used to prepare ...
- A quiche Lorraine and Cornish pasties.
 - B cream horns and jam tartlets.
 - C baklava and spring rolls.
 - D custard slices and fruit tartlets.
- (1)
- 1.1.9 A ... nut has a unique green colour and is used in pastries and desserts.
- A cashew
 - B pecan
 - C pine
 - D pistachio
- (1)
- 1.1.10 A restaurant liquor licence allows the owner to sell liquor ...
- A on Sundays with a meal.
 - B to a person older than 16.
 - C to an intoxicated person.
 - D at 09:00 in the morning.
- (1)

- 1.2 Choose a dessert from COLUMN B that matches a description in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A DESCRIPTION		COLUMN B DESSERT
1.2.1	A light meringue shell with a marshmallow texture inside	A crêpe
1.2.2	A dessert made with confectioner's custard into which stiffly beaten egg whites are folded	B parfait
1.2.3	A thin pancake made with a rich batter and flambéed with brandy	C malva pudding
1.2.4	A baked dessert made with apricot jam and served with hot custard	D ginger pudding
1.2.5	An ice cream dessert layered with fruit, sauce and nuts and served in a tall glass	E Pavlova
		F Hertzog teacake
		G vacherin
		H soufflé

(5 x 1)

(5)

- 1.3 Choose a meat dish from COLUMN B that matches a cooking method in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A COOKING METHOD	COLUMN B MEAT DISH
1.3.1 Boiling	A schnitzels
1.3.2 Stewing	B leg of lamb
1.3.3 Shallow frying	C offal
1.3.4 Oven roasting	D lasagne
1.3.5 Braising	E potjiekos
	F steak Tartare
	G bobotie
	H beef olives

(5 x 1)

(5)

- 1.4 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.9) in the ANSWER BOOK.
- 1.4.1 The reservation system used to make accommodation bookings in any hotel affiliated to one group (1)
- 1.4.2 A formal meal usually hosted for a large number of people to celebrate a certain event (1)
- 1.4.3 A bacterial infection caused by salmonella (1)
- 1.4.4 Browning meat quickly over high heat (1)
- 1.4.5 Minced and flavoured liver spread served with Melba toast (1)
- 1.4.6 Purèed fruit, with or without sugar syrup, served with dessert (1)
- 1.4.7 A special trolley on which meat joints, chicken or game are portioned (1)
- 1.4.8 A person who establishes his/her own business with new and creative ideas (1)
- 1.4.9 Utensils that are moved down during the crumbing-down process (2)
- 1.5 Select TWO correct descriptions for EACH of the following terms. Write only the letters (A–H) next to the question number (1.5.1–1.5.3) in the ANSWER BOOK.
- 1.5.1 Ripening
- 1.5.2 Thawing
- 1.5.3 Trimming
- A A process to prevent a lot of moisture being lost
- B Improving the appearance of the cut or joint
- C The process during which muscle protein breaks down due to enzyme action
- D The outside layer of the meat becomes tough and dry
- E A temperature of -18°C to -45°C is required
- F Meat left in hot water or in the sun
- G A process that can take place at room temperature
- H To remove gristle and sinew (6)

1.6 Choose FOUR food items in the list below that are suitable for a person suffering from high blood pressure. Write only the letters (A–H) next to the question number (1.6) in the ANSWER BOOK.

- A Low-fat vanilla yoghurt
- B Salami sandwich
- C Haddock with cheese sauce
- D Instant chocolate pudding
- E Coriander lentil salad
- F Brown rice and fish paella
- G Grilled chicken fillet
- H Smoked mussel soup

(4)

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.

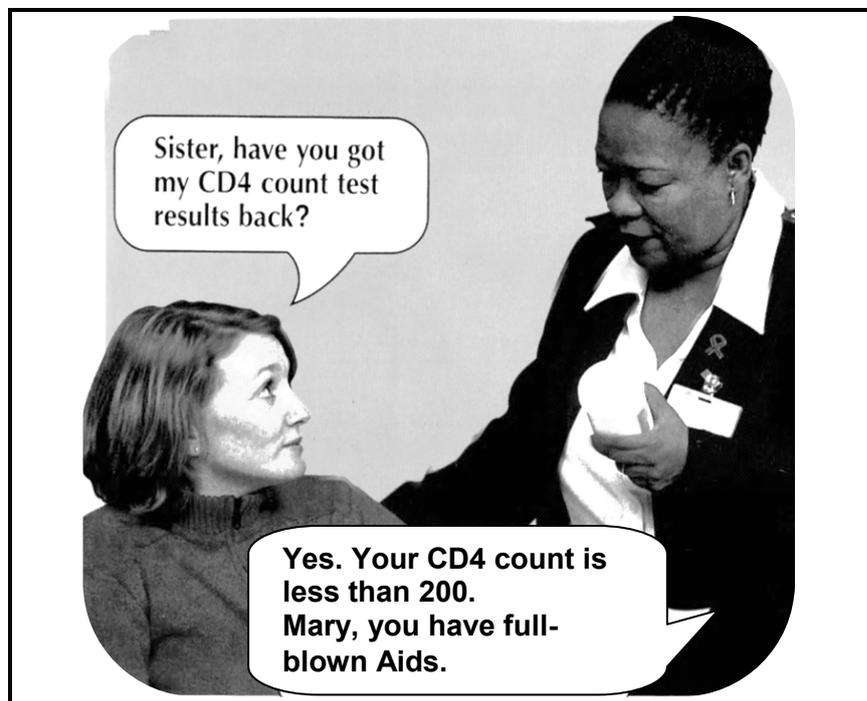
During an induction programme for the front of house the following aspects were highlighted:

- Body language
- Attitude

2.1.1 Briefly discuss the ideal body language and attitude for front of house staff. (2 x 3) (6)

2.1.2 Motivate why first impressions are lasting. (2)

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



2.2.1 Mary cannot be prevented from working in the kitchen environment. Motivate this statement. (3)

2.2.2 Discuss the precautionary measures that Mary should take when working in a kitchen environment. (3)

2.2.3 Suggest THREE activities that Mary can engage in that will not affect others in the workplace. (3)

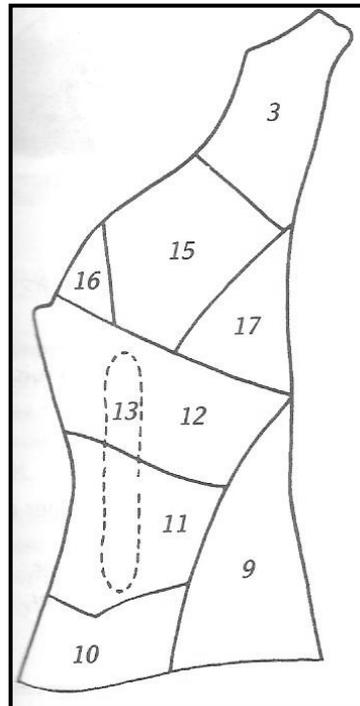
2.3 Explain how the POS system can increase productivity in a restaurant. (3)

TOTAL SECTION B: 20

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

QUESTION 3

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



- 3.1.1 Identify the part of the carcass illustrated above. (1)
- 3.1.2 Identify the meat cuts numbered **12**, **13** and **15**. (3)
- 3.1.3 Motivate why strips of vegetables or fat should be inserted into the meat cut numbered **15**. (3)
- 3.1.4 You would like to prepare a beef roll with a stuffing. Recommend **THREE** suitable cuts from the above carcass that you can use. (3)

3.2 Read the scenario below and answer the questions that follow.

Your teacher entered the Grade 12 learners in an interschool baking challenge. You choose to prepare beignets as one of your products.

- 3.2.1 Explain to the judges what a *beignet* is. (2)
- 3.2.2 Describe **THREE** quality characteristics that the judges would look for when they evaluate the beignets. (3)
- 3.2.3 Explain how you would store left-over beignets. (2)
- 3.2.4 Suggest **THREE** other examples of sweet items that can be prepared from the left-over mixture used to make the beignets. (3)

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



3.3.1 Identify the above preservation method. (1)

3.3.2 Briefly discuss the above process. (4)

3.4 Read the paragraph below and answer the questions that follow.

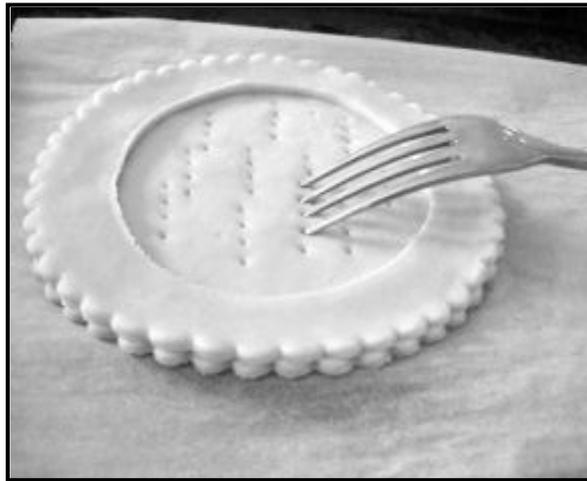
Steven is preparing tomato chutney to sell for an entrepreneur's project at the flea market. His grandmother, who is assisting him, advises him not to use iron or copper pots when cooking the chutney.

3.4.1 Motivate why Steven should not use iron or copper pots. (1)

3.4.2 Recommend TWO suitable cooking utensils and equipment that Steven should use when preparing the chutney. (2)

3.4.3 Give TWO examples of preservatives that he can add to the chutney. (2)

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



3.5.1 Identify the technique used in the photograph above. (1)

3.5.2 Explain the end result if the above technique is omitted. (2)

3.5.3 List THREE rules to apply when preparing the above pastry to prevent a hard tough crust. (3)

3.6 During a practical lesson you prepare a yoghurt jelly. Give a reason for EACH of the following steps:

3.6.1 Hydrate gelatine in cold water. (1)

3.6.2 Disperse the gelatine over hot water. (1)

3.6.3 The gelatine should not boil. (1)

3.6.4 Rinse the mould with cold water before pouring the yoghurt jelly into it. (1)

[40]

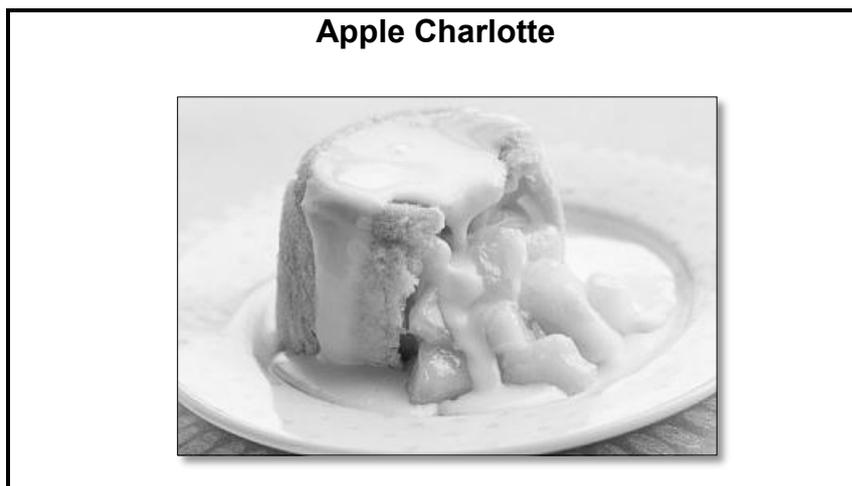
QUESTION 4

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

<p style="text-align: center;">MENU DINNER</p> <p style="text-align: center;">Mulligatawny Soup Bread Rolls *****</p> <p style="text-align: center;">Grilled Hake with Chickpea Salad *****</p> <p style="text-align: center;">Pork Medallions with Coriander Rub, Potato Wedges and Creamed Spinach *****</p> <p style="text-align: center;">Red Wine Fruit Jelly</p> <p style="text-align: center;">28 November 2015</p>
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- 4.1.1 State the nutritional value of the chickpeas. (2)
- 4.1.2 Give TWO examples of beans that can replace the chickpeas in the above salad. (2)
- 4.1.3 Explain why the water in which the beans are soaked, needs to be replaced twice during the soaking process. (1)
- 4.1.4 Motivate why the chef should keep the waiters up to date about using macadamia nut oil in the preparation of the dishes. (3)
- 4.1.5 Classify the fruit jelly. (1)
- 4.1.6 Replace the grilled hake with TWO dishes suitable for a lacto-vegetarian guest. (2)
- 4.1.7 Evaluate the suitability of the above menu for a Hindu guest. (4)
- 4.2 Give ONE reason for EACH of the following guidelines when planning menus:
- 4.2.1 Equipment and premises available (1)
- 4.2.2 Amount of time needed to prepare the meals (1)
- 4.2.3 Skills of the chefs (1)

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



- 4.3.1 Classify the above dessert. (1)
- 4.3.2 Describe TWO quality characteristics of the apple filling of the dessert. (2)
- 4.3.3 Suggest TWO suitable accompaniments for the dessert other than the custard in the picture. (2)
- 4.3.4 Explain THREE aspects that should be taken into consideration when plating the dessert. (3)

4.4 The following costs were incurred by the Bon Appetite catering company in the preparation of a menu for 50 guests:

Food cost: R2 550	Labour cost: R1 000
Overhead cost: R520	Profit: 60%

Calculate the following and show ALL calculations and formulas:

- 4.4.1 Selling price of the menu (5)
- 4.4.2 Gross profit (3)
- 4.4.3 Cost per person (2)

4.5 Study the incident below and answer the question that follows.

A customer orders a 200 g portion of lamb chops at a restaurant, but receives a 300 g portion instead.

Determine the consequences of the above practice. (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.

Carlton Printing Company has made a reservation for a conference at the Black Bird Hotel for 100 employees for four days. Their tariff will be on dinner, bed and breakfast and will include a laundry service.

5.1.1 Identify ALL the revenue-generating areas in the Black Bird Hotel that Carlton Printing Company will be utilising. (4)

5.1.2 The non-revenue-generating areas at the Black Bird Hotel contribute to the profit.
Motive the statement by referring to the front office and the maintenance department. (4)

5.1.3 In your opinion, do you think that the Black Bird Hotel contributes to the local economy? Motivate your answer. (3)

5.2 Explain the duties of the following front-office personnel at the Black Bird Hotel:

5.2.1 Reservation officer (2)

5.2.2 Porter (2)

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

A small business owner in your community has opened an Espresso Café coffee shop. It is situated on the ground level of a shopping centre and is within walking distance of the university campus.

5.3.1 Discuss the marketing-mix aspects that had to be taken into consideration during the planning of the business venture. (3 x 2) (6)

5.3.2 Discuss the type of information that should be included in the following sections of the business plan:
(a) Operational plan (3)
(b) Marketing plan (2)

5.4 Identify the positions described by the following roles or responsibilities of staff members who are employed at the Protea Hotel:

5.4.1 Pays staff salaries (1)

5.4.2 Controls the movement of assets (1)

5.4.3 Draws up employment contracts (1)

5.4.4 Organises promotions and special events (1)

[30]

QUESTION 6

6.1 Study the menu below.

GOURMET DINNER

At the Romantic Restaurant

R450 per person: Welcome Cocktail and Canapés followed by Dinner
 Date: 27 December 2015
 Time: 19:00

DINNER MENU

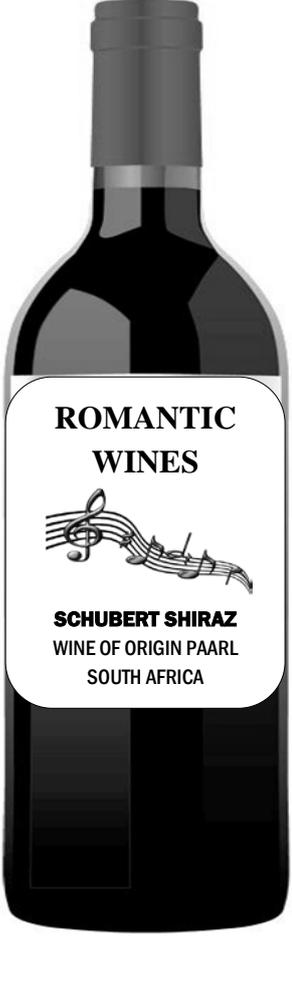
Salmon, Prawn and Mussel Bisque with
 Lemon Pepper Pearls
Schubert Shiraz

Orange Sorbet

Grilled Porterhouse Steak
 Onion Tarte Tatin
 Celeriac Puree
 Green Beans
Wagner Red Blend

Trio of desserts:
 Cherry Sponge Pudding
 Mascarpone Mousse
 Glühwein Ice Cream and Berries
Chopin Hanepoot

Coffee



**ROMANTIC
 WINES**

SCHUBERT SHIRAZ
 WINE OF ORIGIN PAARL
 SOUTH AFRICA

- 6.1.1 Identify the type of cover for the above menu. Motivate your answer. (3)
- 6.1.2 Justify the placement of the sorbet on the menu. (1)
- 6.1.3 Describe the following terms:
 - (a) Canapé (2)
 - (b) Mousse (2)

- 6.1.4 Canapés should be presented in an attractive and appetising manner on the buffet table. Discuss how this could be achieved. (4)
- 6.1.5 The wine label is incomplete. Identify TWO pieces of information that are missing from the wine label. (2)
- 6.1.6 Recommend the best serving temperature for Shiraz. (1)
- 6.1.7 Evaluate the suitability of the wines for each course. (6)
- 6.1.8 Differentiate between the serving of the wine and the cocktails at the function by referring to the use of trays and the sequence in which guests are to be served.

Tabulate your answer as follows:

	SERVING OF WINE	SERVING OF COCKTAILS
Use of trays		
Sequence		

- 6.2 A guest orders a 'built' cocktail. Explain how the barman should build the cocktail. (2)
- 6.3

After enjoying the cocktails and canapés, the guests were invited to dinner in the dining room. One of the guests sustained an injury.

Suggest how the hotel staff should handle this emergency situation. (3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200