



Province of the  
**EASTERN CAPE**  
EDUCATION

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2013**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**

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This question paper consists of 16 pages, including an answer sheet.

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**INSTRUCTIONS AND INFORMATION**

This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Hospitality concepts and Health and Safety	(40)
SECTION C:	Food Production	(80)
SECTION D:	Food and Beverage Service	(40)

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

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

Various possible options are provided as answers to the following questions. Choose the answer and make a cross (X) in a block (A – D) next to the question number (1.1.1 – 1.1.15) on the attached ANSWER SHEET.

**EXAMPLE:**

1.1.16 Wine grape varieties that are the building blocks of the wine craft is:

- A Cultivar
- B Vintage
- C Fortified
- D Origin

**ANSWER:**

1.1.16 

X A	B	C	D
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1.1.1 A collar of firm, dense foam reaching slightly above the rim of the glass when beer is poured is known as ...

- A foam.
- B crown.
- C hat.
- D flow.

(1)

1.1.2 When serving plated food the meat dish should be placed at the ... position.

- A 6 o'clock
- B 12 o'clock
- C 3 o'clock
- D 9 o'clock

(1)

1.1.3 A piece of equipment heated by means of candles or flammable gel, used for serving warm food on buffet tables is known as ...

- A chafing dish.
- B bain-marie.
- C hot tray.
- D gueridon trolley.

(1)

- 1.1.4 Abdominal thrust is a first aid treatment used when a person is ...  
A coughing.  
B breathing.  
C shocking.  
D choking. (1)
- 1.1.5 An enzyme found in raw pineapple that will cause a gelatine mixture not to set:  
A Ficin  
B Bromelin  
C Papain  
D Casein (1)
- 1.1.6 People who are most likely to buy entrepreneur's products are known as ...  
A customers.  
B market mix.  
C guests.  
D target market. (1)
- 1.1.7 The type of media that includes e-mails, websites and cellphones which is widely used to market products is known as ...  
A audio.  
B visual.  
C electronic.  
D audio-visual. (1)
- 1.1.8 Everything to do with how each individual arrives at his/her personal appearance is personal:  
A Grooming  
B Welfare  
C Feeling  
D Wellbeing (1)
- 1.1.9 The meat that is very tender, light in colour and obtained from calves is known as ...  
A poultry.  
B beef.  
C veal.  
D venison. (1)

- 1.1.10 When a person is suffering from diabetes, it means that the body does not produce enough ...
- A cholesterol.
  - B calories.
  - C immune.
  - D insulin.
- (1)
- 1.1.11 The virus that destroys the blood cells responsible for normal functioning of the immune system is called ...
- A rota virus.
  - B staphylococcus virus.
  - C human immune virus.
  - D salmonella virus.
- (1)
- 1.1.12 The difference between the actual cost to produce an item and the money it was sold for is known as ...
- A gross profit.
  - B actual cost.
  - C direct cost.
  - D net profit.
- (1)
- 1.1.13 Vegetables with double seamed pods containing a single row of seeds are called ...
- A nuts.
  - B legumes.
  - C gourds.
  - D shoots.
- (1)
- 1.1.14 The most popular flavouring for desserts that is produced from cocoa beans is:
- A Cream
  - B Coffee
  - C Mousse
  - D Chocolate
- (1)
- 1.1.15 The process of heating alcohol and separating the vapours that rise from the residue to form a liquid of stronger alcohol content is known as ...
- A distilling.
  - B decanting.
  - C reducing.
  - D concentrating.
- (1)

1.2 **MATCHING ITEMS**

Match the term in COLUMN A with the description in COLUMN B. Write ONLY the letter (A – F) next to the question number (1.2.1 – 1.2.10) on your ANSWER SHEET.

**EXAMPLE:**

1.2.11      L  

COLUMN A		COLUMN B	
1.2.1	Waitron's friend	A	Small containers used for keeping pepper, salt, vinegar and oils
1.2.2	Gueridon service	B	The process of brushing the crumbs using the folded serviette
1.2.3	Carving unit	C	The preparation done by the restaurant personnel before and after the function
1.2.4	Cruets	D	Transferring food from a serving dish to a plate on a side table or trolley in the presence of guests
1.2.5	Service gear	E	The year in which wine especially wine of high quality was produced
1.2.6	Crumbing down	F	The most commonly used tool that includes corkscrew, blade and bottle opener
1.2.7	Mise-en-place	G	Equipment used for holding wine cooler
1.2.8	Fortified	H	Serving spoon and fork, but may consist of knives especially fish knives used during silver service
1.2.9	Hot tray	I	Used to keep plates, serving dishes and food warm
1.2.10	Vintage	J	Used for carving joints, poultry or game
		K	The type of wine that has extra alcohol added to it

(10)

### 1.3 ONE WORD ITEMS

Give ONE word or term for each of the following description. Write ONLY the word or term next to the question number (1.3.1 – 1.3.10) on the attached ANSWER SHEET:

- 1.3.1 All foods prepared according to the Islamic laws (1)
- 1.3.2 A small section of a perpetual inventory chart used to record the quantities of goods received in the stores and issued from the stores (1)
- 1.3.3 Formal or informal function that is organised for a large number of people (1)
- 1.3.4 The type of wine that could be served with caviar and oysters (1)
- 1.3.5 Method of marketing a product using brochures, coupons, free samples and hand-outs (1)
- 1.3.6 A person who starts his/her own business and is willing to take calculated risks (1)
- 1.3.7 To decorate food by adding something to improve its appearance and taste (1)
- 1.3.8 Band or string twisted tightly around the limb to stop the flow of blood (1)
- 1.3.9 The process of filling the interior of prepared joints of meat with forcemeat (1)
- 1.3.10 The colourless, odourless substance that is extracted from the bones and cartilage of animals (1)

### 1.4 MISSING WORDS OR TERMS

Choose the appropriate word(s) or term(s) from the list given in the box to fill the gaps in the following statements. Write only the word(s) or term(s) next to the question number (1.4.1 – 1.4.5) on your attached answer sheet.

**Packed, Water, Waiter's cloth, Coaster, Pax, Cork, Issued**

- 1.4.1 ... refers to the number of guests being served. (1)
- 1.4.2 Stock is ... from the central stores when a requisition is received. (1)
- 1.4.3 ... is needed by the body to transport dissolved nutrients throughout the body and to lubricate joints. (1)
- 1.4.4 ... is used by waiters to protect hands and wrists from burning when carrying hot plates. (1)
- 1.4.5 When opening sparkling wines the ... should not pop out of the bottle, it should come out with a sigh. (1)

**TOTAL SECTION A: 40**

## SECTION B: HOSPITALITY CONCEPTS, HEALTH AND SAFETY

### QUESTION 2

2.1 Study the poster below and answer the questions that follow:



“The longer you stay, the lesser you pay”

Stay 2 nights &  
Save 15%

Stay 4 nights &  
Save 25%

Stay 3 nights &  
Save 20%

- 2.1.1 Evaluate the above poster with regards to the guidelines to be followed when designing a poster. (5)
- 2.1.2 Suggest FOUR entrepreneurial opportunities that could be outsourced by the Lagoon Beach hotel. (4)
- 2.1.3 Explain how the above establishment could contribute towards the local economy. (2)

2.2

To ensure a successful business, the entrepreneur needs to compile a comprehensive business plan. Among the information that should be included in a business plan is the financial plan.

Suggest FIVE points to be considered when a financial plan is drawn. (5)



2.3 Teamwork is very important for the Lagoon Beach Hotel to be functional.

Recommend SIX ways of achieving teamwork in the above establishment. (6)

2.4 Read the article below and answer the questions that follow.

A group of tourists fell ill after they had lunch in one of the local restaurants. The illness was associated with water consumption. Eight employees of the restaurant were ill too. Investigations showed that a septic pit connected to the building was found to contaminate the tank supplying the restaurant's water. Specimens of two tourists' and one restaurant employee's stools and water were taken for investigation purposes.

2.4.1 Identify the disease that could have caused the tourists to get ill. Give a reason for your answer. (2)

2.4.2 Give FOUR symptoms that the above tourists could have experienced. (4)

2.4.3 Briefly discuss the preventative measures that could have been followed by the restaurant employees to avoid the above situation. (4)

2.5 A chef burned himself with hot oil while preparing fried fish.

Explain the procedure to be followed when treating the chef's burns. (4)

2.6 Allergies are very likely to occur in the food and beverage establishments.

Give FOUR symptoms of the allergic reaction. (4)

**TOTAL SECTION B: 40**

**SECTION C: FOOD PRODUCTION****QUESTION 3**

3.1 You are a new Information technology manager at Walter Sisulu College. You wish to buy and install a computerised system for the Hospitality Department.

3.1.1 Convince the rector on how computers in the kitchen can benefit menu planning. (5)

3.1.2 Suggest FOUR safe practices you will follow when purchasing kitchen equipment through the internet. (4)

3.2 Read the extract below and answer the questions that follow:

Betty is planning to serve chocolate mousse as a dessert in her establishment. She is not sure of how much she should sell the dessert for. She would like to make 35% profit on the sales. Assist Betty in doing the calculations using the following information.

**Ingredients:**

120 g dark chocolate	@ R24,50 per 250 g
20 g coffee	@ R12,99 per 100 g
4 large eggs	@ R14,45 per dozen
125 ml cream	@ R11,99 per 250 ml
5 g gelatine	@ R9,00 per 50 g
60 g castor sugar	@ R18,00 per 1,5 kg

3.2.1 Calculate the total cost of the ingredients. Show ALL calculations. (14)

3.2.2 Calculate the profit that Betty will make on the above dessert. (2)

- 3.3 Study the menu below and answer the questions that follow.

MENU	
Salmon Tart	****
Root Vegetable Frittatas	****
Spinach Quiche	****
Bacon wrapped Dates	****
Spicy Chicken Wings	****
Beef Kebabs	****
Cheese Balls	****
Cucumber Cups	****
Profiteroles with Chocolate Sauce	
28 August 2013	

- 3.3.1 Suggest the type of function that the above menu should be served for. (1)
- 3.3.2 Give FOUR benefits of having the above function. (4)
- 3.3.3 Evaluate the above menu according to whether the number of snacks is suitable for the function where no dinner will be served. (2)
- 3.3.4 Identify ONE dish that is not suitable for Muslims and give ONE reason for your answer. (2)
- 3.4 Recommend THREE dietary guidelines for a person suffering with hypertension/high blood pressure. (3)
- 3.5 Give the full description of the following types of vegetarians:
- 3.5.1 Lacto vegetarians (1)
- 3.5.2 Vegans (1)
- 3.5.3 Pesco-vegetarians (1)

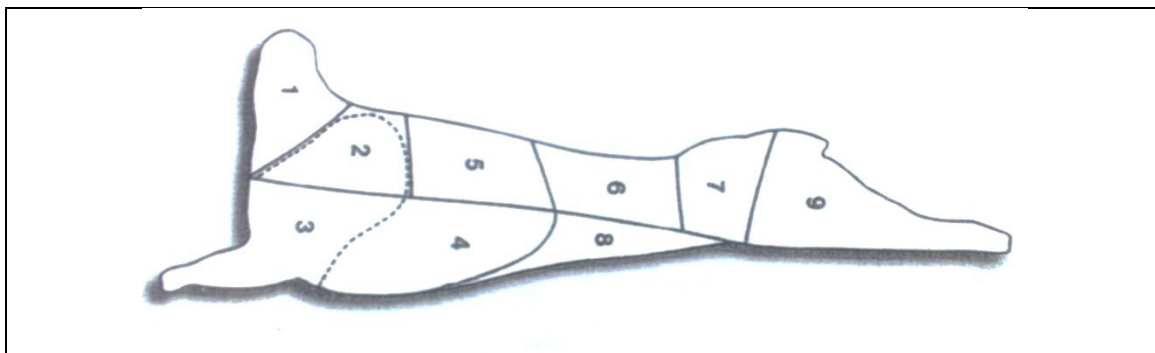
**QUESTION 4**

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



- 4.1.1 Identify the type of pastry used in the above dish. (1)
- 4.1.2 Suggest any TWO other dishes that could be prepared using the pastry in QUESTION 4.1.1. (2)
- 4.1.3 Give THREE characteristics of a baked pastry in QUESTION 4.1.1. (3)

4.2 Study the illustration below and answer the questions that follow:



- 4.2.1 Identify the meat cuts numbered 1, 2, 6 and 8. (4)
- 4.2.2 Recommend the cooking method suitable for each meat cut in QUESTION 4.2.1. (4)
- 4.2.3 Suggest THREE factors that influence the cooking time of meat. (3)

- 4.3 A guest is ready to order a dessert after having the main course. She is not sure whether to choose a Chocolate Russe or a Charlotte Royale.
- 4.3.1 Differentiate between the Charlotte Russe and Charlotte Royale. (2)
- 4.3.2 Discuss THREE stages that are important when preparing a gelatine dish. (6)
- 4.3.3 Explain the effect of the following ingredients in the gelatine dish:
- (a) Raw pineapple (3)
- (b) Too much sugar (2)
- (c) Milk (2)
- 4.4 Some guests prefer to replace meat with Textured Vegetable Protein (TVP).
- 4.4.1 Discuss FIVE advantages of using textured vegetable protein. (5)
- 4.4.2 Give THREE points on the correct storage of beans. (3)
- [40]**

**TOTAL SECTION C: 80**

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

5.1 Read the case study below and answer the questions that follow.

Priscilla is appointed as a stock controller at the Lagoon Restaurant. She is very enthusiastic about her new job and is determined to do her work to the best of her ability. As a person who is more experienced in stock controlling processes, you are asked to help Priscilla with some information regarding stock control.

- 5.1.1 Advise Priscilla on the items to be checked when receiving deliveries for alcoholic beverages. (5)
- 5.1.2 Suggest THREE points on how the linen should be maintained in the above restaurant. (3)
- 5.2 Recommend the suitable wines for the following dishes served in the Blue Lagoon restaurant:
  - 5.2.1 Strawberry cream (1)
  - 5.2.2 Cheese platter (1)
  - 5.2.3 Beef casserole (1)
  - 5.2.4 Coffee (1)
- 5.3 Briefly discuss the basic principles of wine and beer with regard to the following:
  - 5.3.1 Pouring of wine (3)
  - 5.3.2 Reasons for storing beer in a dry place (3)
  - 5.3.3 Serving temperatures for each (Wine and Beer) (2)

- 5.4 Study the picture of table setting for Lagoon Restaurant and answer the questions that follow.



- 5.4.1 Identify the type of the function for the above table setting. (1)
- 5.4.2 Explain in SIX points how the opening mise-en-place could be performed in the above restaurant. (6)
- 5.4.3 Describe the procedure to be followed when bill is presented in the above table. (4)

- 5.5 Professional appearance in the establishment contributes to the sense of order, discipline and neatness of the establishment.

Advise the personnel of the Lagoon Restaurant on how to maintain a professional dress code. (5)

- 5.6 Suggest how the atmosphere of an informal ethnic theme could be achieved in the above table setting. (4)

**TOTAL SECTION D: 40**  
**GRAND TOTAL: 200**

NAME AND SURNAME: \_\_\_\_\_ GRADE 12: \_\_\_\_\_

**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
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D
1.1.14	A	B	C	D
1.1.15	A	B	C	D

(15 x 1) (15)

**1.2 MATCHING ITEMS**

- 1.2.1 \_\_\_\_\_
- 1.2.2 \_\_\_\_\_
- 1.2.3 \_\_\_\_\_
- 1.2.4 \_\_\_\_\_
- 1.2.5 \_\_\_\_\_
- 1.2.6 \_\_\_\_\_
- 1.2.7 \_\_\_\_\_
- 1.2.8 \_\_\_\_\_
- 1.2.9 \_\_\_\_\_
- 1.2.10 \_\_\_\_\_

(10 x 1) (10)

**1.3 ONE WORD ITEMS**

- 1.3.1 \_\_\_\_\_
- 1.3.2 \_\_\_\_\_
- 1.3.3 \_\_\_\_\_
- 1.3.4 \_\_\_\_\_
- 1.3.5 \_\_\_\_\_
- 1.3.6 \_\_\_\_\_
- 1.3.7 \_\_\_\_\_
- 1.3.8 \_\_\_\_\_
- 1.3.9 \_\_\_\_\_
- 1.3.10 \_\_\_\_\_

(10 x 1) (10)

**1.4 MISSING WORDS OR ITEMS**

- 1.4.1 \_\_\_\_\_
- 1.4.2 \_\_\_\_\_
- 1.4.3 \_\_\_\_\_
- 1.4.4 \_\_\_\_\_
- 1.4.5 \_\_\_\_\_

(5 x 1) (5)

**TOTAL SECTION A:****40**