



Province of the
EASTERN CAPE
EDUCATION



**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2023

**HOSPITALITY STUDIES
(DEAF)**

MARKS: 200

TIME: 3 hours

This question paper has 18 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper has **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
Answer in your **ANSWER BOOK**.

3. **Give** the **answers** the **same numbers** as the **questions**.

4. SECTION A: QUESTION 1: Do NOT leave a line between answers, e.g.
1.1.1
1.1.2

4. Write **neatly**.
Your **work** must be **easy** to **read**.

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

Choose the answer.

Write the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK.

Example: 1.1.11 D

EXAMPLE

1.1.11 A good source of protein is ...

- A oranges.
- B pumpkin.
- C meat.
- D cornflour.

ANSWER: 1.1.11 C

1.1.1 **Type of event NOT to be held in a function room of a hotel:**

- A Medical conference
- B Art exhibition
- C Matric farewell
- D Staff meals

(1)

1.1.2 An **example** of an **employee** who **practises his/her alertness** regarding **safety** and **security** at the **workplace**:

- A Never argues with customers, but handles complaints in a professional manner
- B Co-operate with colleagues by offering help during peak times
- C Immediately report uncommon behaviour or incidents of suspicious persons to supervisor
- D Willing to work overtime without extra payment

(1)

1.1.3 The **best choice** of **salad** for a **Jewish guest**:

- A Biltong and Feta Salad
- B Grilled Vegetable and Pasta Salad
- C Caesar Salad
- D Prawn and Avocado Salad

(1)

1.1.4 **Overhead costs** of a **catering business** may include:

- A Property rent; advertising
- B Tax; salaries of chefs
- C Wages of delivery person; electricity
- D Cost of ingredients; stationery

(1)

- 1.1.5 **Identify the correct equipment for gueridon service:**
- A Side plate and napkin
 - B Spoon and fork
 - C Trolley and gas cooker
 - D Carving knife and fork (1)
- 1.1.6 **Authentic_(real) South African dessert dishes:**
- A Malvapudding; palmiers
 - B Chocolate souffle; ice cream with berry sauce
 - C Milk tart; white chocolate truffles
 - D Koeksisters; Malvapudding (1)
- 1.1.7 The **correct sequence_(order) for writing the dishes for a main course:**
- A Green Salad; Mashed Potatoes; Grilled Pepper Fillet; Roast Vegetables
 - B Grilled Pepper Fillet; Mashed Potatoes; Roast Vegetables; Green Salad
 - C Grilled Pepper Fillet; Green Salad; Mashed Potatoes; Roast Vegetables
 - D Mashed Potatoes; Grilled Pepper Fillet; Roast Vegetables; Green Salad (1)
- 1.1.8 **Crudités, served as snacks, consists of ... and served with a flavoured dip.**
- A raw vegetables
 - B crumbed chicken
 - C rice balls
 - D savoury biscuits (1)
- 1.1.9 **A lung infection that a food handler can easily contract from a co-worker.**
The co-worker **often coughs** and **sneezes:**
- A Hepatitis A
 - B Typhoid fever
 - C Cholera
 - D Tuberculosis (1)
- 1.1.10 The **initial_(starting) baking temperature for chocolate eclairs:**
- A 160–180 °C
 - B 180–190 °C
 - C 200–220 °C
 - D 230–240 °C (1)

1.2 MATCHING ITEMS

Match the name of the **choux pastry product** in **COLUMN B** with the one in **COLUMN A**. Write the letter (A–G) next to the **question numbers** (1.2.1 to 1.2.5) in the **ANSWER BOOK**. Example: 1.2.7 I.

COLUMN A DISH	COLUMN B COURSE/PLACE ON THE MENU
1.2.1 Beef Stroganoff	A Hors d'œuvres
1.2.2 Macaroon	B Soup
1.2.3 Lemon Sorbet	C Fish
1.2.4 Baked Alaska	D Palet cleanser
1.2.5 Consommé Royal	E Main course
1.2.6 Sole Meunière	F Dessert
	G Friandise
	H Cheese and Biscuits

(6 x 1) (6)

1.3 MATCHING ITEMS

Choose the **food items** in **COLUMN B** that **matches** the **main method of preservation** in **COLUMN A**.

Write the **correct letter** (A–F) next to the **question numbers** (1.3.1 to 1.3.4) in the **ANSWER BOOK**. Example 1.3.5 G.

COLUMN A MAIN METHOD OF PRESERVATION	COLUMN B FOOD ITEMS
1.3.1 Smoking	A Cucumber
1.3.2 High concentration of sugar	B Cheddar cheese
1.3.3 Drying	C Olive oil
1.3.4 High concentration of vinegar	D Apricot Jam
	E Bacon
	F Bokkoms

(4 x 1) (4)

1.4 ONE-WORD ITEMS

Give **ONE** word/term for **EACH** of the descriptions.

Write the word/term next to the question numbers (1.4.1 to 1.4.10) in the **ANSWER BOOK**.

- 1.4.1 **Non-laminated pastry, used to prepare Cornish pies**
- 1.4.2 **Squares of choux pastry, deep fat fried and dusted with icing sugar**
- 1.4.3 A **gum derived**_(taken from) from **seaweed** used to **set vegetarian dishes**
- 1.4.4 A **blend** of **melted chocolate** and **cream** which can be **used** as **filling** or **glaze** for **sweet dishes**
- 1.4.5 The **type** of **menu suitable** for a **formal sit-down dinner** for a **banquet of 200 pax**
- 1.4.6 The **French term** for **very dry sparkling wine**
- 1.4.7 The **lamb cut** used for **noisettes**
- 1.4.8 The **Act** that **requires**_(needs) the **employer** to bring about and **maintain**, a **work environment** that is **safe** and **without risk** to the **health** of the **workers**
- 1.4.9 A **red grape variety, unique**_(exclusive) to **South Africa**
- 1.4.10 A **local non-alcoholic drink consisting** of a **thin, drinkable maize meal porridge** (10 x 1) (10)

1.5 SELECTION

Select FIVE red wine cultivars from the list.

Write only the **letters** (A–I) next to the **question number** (1.5) in the **ANSWER BOOK**.

- A Cabernet Sauvignon
- B Pinot Noir
- C Chardonnay
- D Colombar
- E Riesling
- F Merlot
- G Sauvignon blanc
- H Shiraz
- I Cinsaut (5 x 1) (5)

1.6 SEQUENCE

Rearrange these **FIVE** steps of preparing a confectioner's custard in the correct order.

Write the letters (A–E) next to the question number (1.6) in the **ANSWER BOOK**.

- A Return mixture to saucepan and cook over moderate heat, whisking constantly, until it thickens
- B Place plastic wrap on top to prevent a skin from forming
- C Heat milk in a saucepan until boiling point
- D In a mixing bowl, whisk a little bit of milk with egg yolks, sugar and corn starch
- E Slowly pour the milk into the egg mixture (5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 **Read the review of guests at a hotel.
Answer the questions.**


Bad experience @ East Coast 5 Star hotel

Review of **East Coast Beach and Spa Resort**
Reviewed July 18, 2022

Where do I start? As mentioned in many reviews this should definitely not be classed as a 5* resort. The main buffet was extremely busy and all the 'al a carte' restaurants were also buffets. We also saw many flies and insects on the food.

By the second day of our holiday, I was stuck with severe nausea and diarrhoea. This did not cease_(stop) until we were back in England. This completely ruined our holiday.

I tried to continue to make the most of our holiday despite how terrible I was feeling, but this was made even more difficult by the serious lack of public toilets that are located on the resort. This was especially apparent_(clear) in all of the restaurants, where there were no toilets at all.



- 2.1.1 **Identify the infectious disease** that the **guests contracted**_(become ill) **during their holiday.** (1)
- 2.1.2 **Apart from diarrhoea, list THREE more classic symptoms** of the **disease mentioned** in QUESTION 2.1.1. (3)
- 2.1.3 **Explain how the disease, mentioned in QUESTION 2.1.1 could have been transmitted to the guests.**
Give **THREE examples.** (3 x 2) (6)

- 2.2 At least **70%** of **communication takes place** through **body language** and **tone of voice**.

Motivate why hotel staff should **pay special attention** to **body language** by referring to the following:

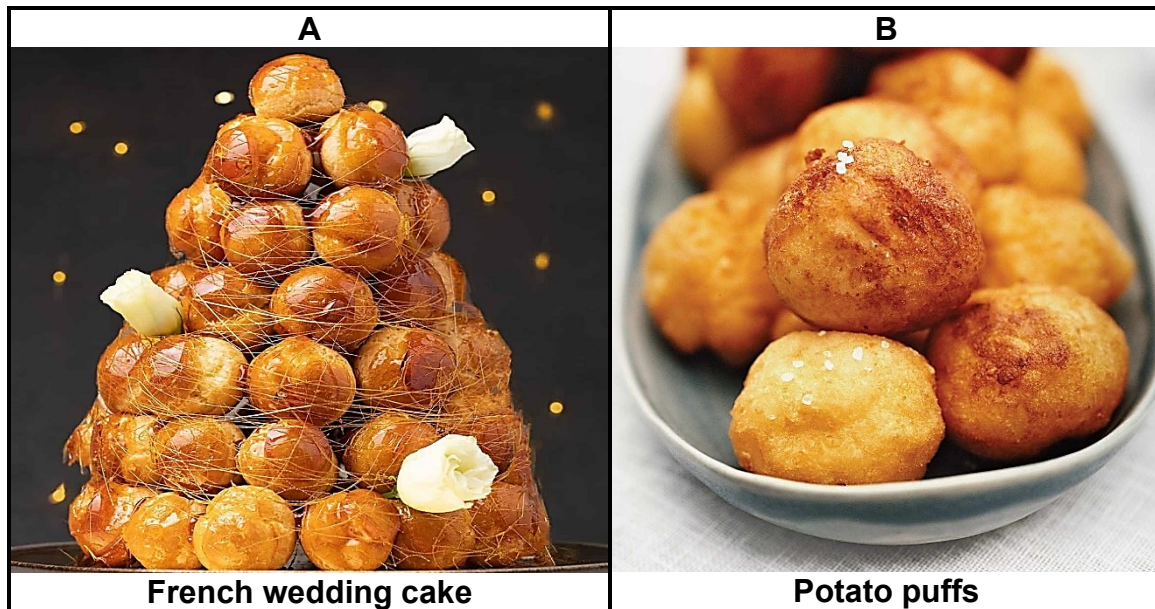
- 2.2.1 **South Africa** is **known** as the “**rainbow nation**” (2)
- 2.2.2 **We receive many international guests** (2)
- 2.2.3 **Greeting guests** (2)
- 2.3 **Propose FOUR ways** how the **use of computers, in general,** can **improve the control** in a **hospitality establishment**. (4)

TOTAL SECTION B: 20

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

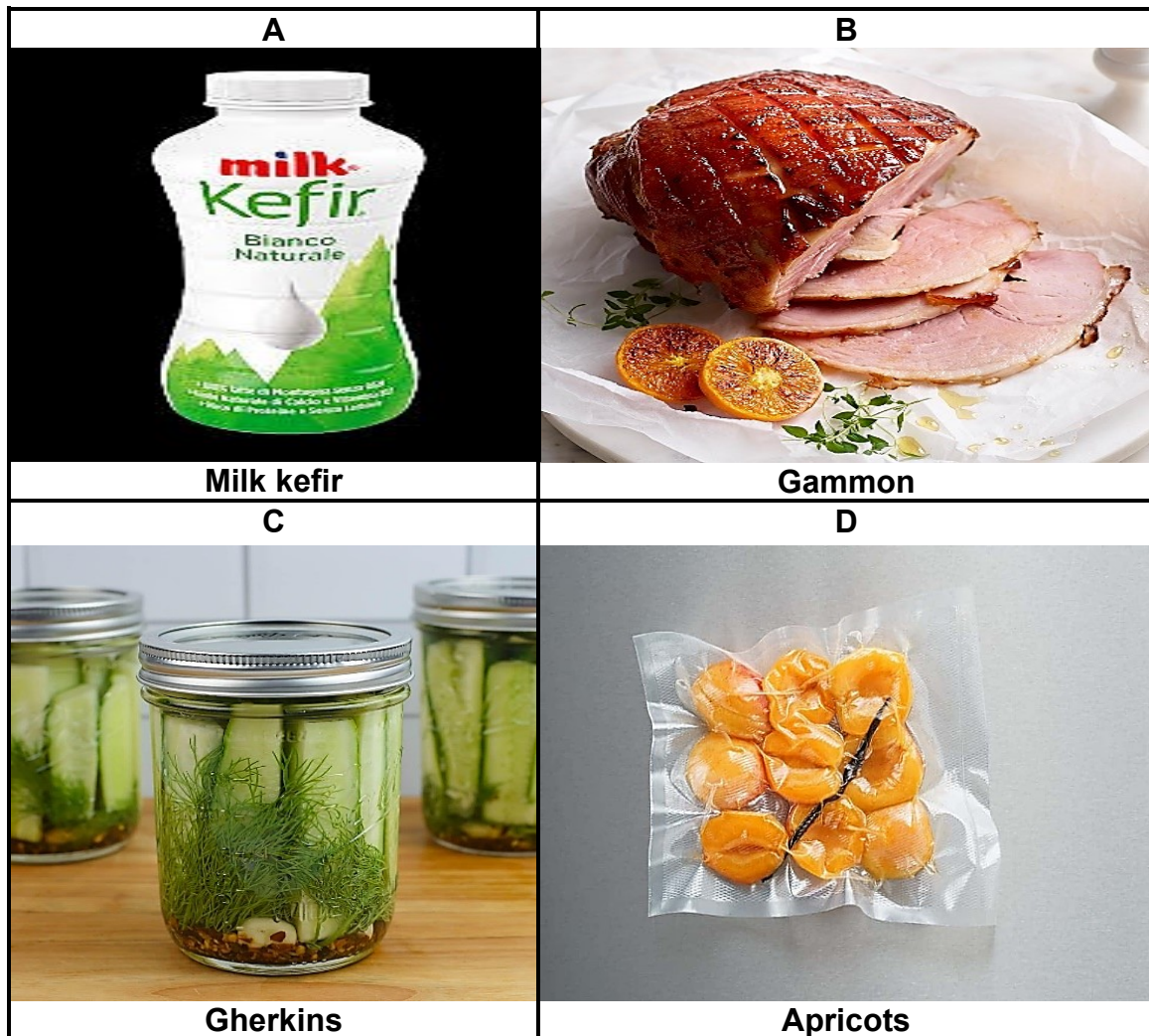
QUESTION 3

3.1 Look at the pictures of choux pastry products.
Answer the questions.



- 3.1.1 Give the French term for the French wedding cake. (1)
- 3.1.2 Briefly describe the preparation method for choux pastry. (3)
- 3.1.3 Emphasise the versatility_(usefulness) of choux pastry by referring to the two dishes illustrated. (2 x 2) (4)
- 3.1.4 Suggest a suitable ... for the French wedding cake.
- (a) filling
 - (b) topping
 - (c) garnish (3)
- 3.1.5 Suggest TWO different courses on the menu where potato puffs can be served. (2)

3.2 Look at the pictures of preserved food items.
Answer the questions.



3.2.1 Distinguish between each food item's main method of preservation as shown. (4 x 1) (4)

3.2.2 List FOUR benefits of preserving food. (4)

3.2.3 Give THREE different ways to sterilise the jars to preserve the gherkins. (3)

3.2.4 State THREE more ways to preserve the apricots. (3)

3.2.5 Give the name of an additive that can be used to preserve the gherkins. (1)

3.3 Say the difference between the types of vegetarians by indicating what type of animal product is INCLUDED in their diet.

3.3.1 Pollo vegetarian (1)

3.3.2 Lacto vegetarian (1)

3.3.3 Pesco vegetarian (1)

3.4 Give **ONE** reason for each of the procedures when cooking dried kidney beans:

3.4.1 Soak overnight before cooking it (2)

3.4.2 Discard_(remove) the liquid it was soaked in and cook the beans in fresh water (1)

3.5 **TABLE:**
Read the text. Answer the questions.

The following information is about a dinner menu for 50 guests.	
Food costs	R2 500
Overhead costs	R1 500
Labour costs	R2 300
Selling price	R10 000

3.5.1 Calculate the total actual cost of the menu.
Show ALL calculations. (2)

3.5.2 Calculate the nett profit.
Show ALL calculations. (2)

3.5.3 Calculate the gross profit percentage of the sales.
Show ALL calculations. (2)

[40]

QUESTION 4

4.1 Look at the four-course menu. Answer the questions.

Menu
Table Mountain Dinner
Biltong and mushroom soup Bread Sticks
Prawn Tempura in Garlic Lemon Butter Sauce XXX Grilled Fillet Creamed spinach Coleslaw Fried potato wedges Mushroom sauce XXX Bread-and-Butter Pudding Custard Sauce XXX Coffee
10 January 2023
<i>R450 per person</i>

- 4.1.1 Identify the type of menu.
Explain your answer. (2)
- 4.1.2 Critically comment on the *poor choice* of dishes by referring (talking) to the season, colour, balance between rich and light dishes and variety.
Give suitable changes to improve the menu.
Draw the table in your ANSWER BOOK.
Write the answers in the spaces.

	CRITERIA	COMMENTS ON POOR CHOICES	CHANGES
(a)	Season	(1)	(2)
(b)	Colour	(1)	(2)
(c)	Balance	(1)	(2)
(d)	Variety	(1)	(2)

(12)

- 4.1.3 Give THREE mistakes made in the writing style of the menu. (3)
- 4.1.4 Give TWO reasons why this menu is NOT suitable for Jewish guests. (2)

4.2 Look at the pictures of a classic French dessert. Answer the questions.



4.2.1 Identify the dessert. (1)

4.2.2 Give a service style for this dish where staff can show off their service skills to guests. (1)

4.2.3 Give THREE different ways to garnish this dish. (3)

4.3 Give the effect of each of the following on the texture of a gelatine dessert:

4.3.1 Gelatine mixture was boiled (1)

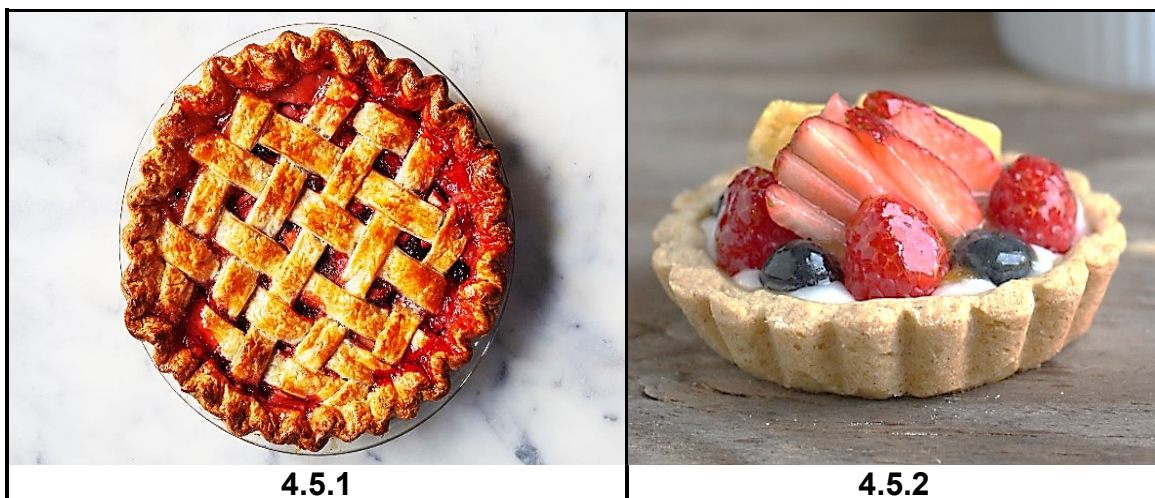
4.3.2 Water was substituted(replaced) with orange juice (2)

4.3.3 Raw, grated pineapple was used (2)

4.3.4 Gelatine was added to hot egg custard (1)

4.4 Give TWO hints to prevent phyllo pastry from drying out during preparation. (2)

4.5 Give a suitable way to glaze each of the dishes.



4.5.1

4.5.2

(2)

4.6 Look at the picture. Answer the questions.



Japan's Kobe Beef – the most expensive meat in the world.

- 4.6.1 Give the **beef meat cut illustrated**_(shown) that is from the **hind quarter**. (1)
- 4.6.2 Give ONE **exceptional**_(special) **quality** of Kobe beef that is **visible** in the picture. (Use the **correct culinary term**.) (1)
- 4.6.3 **Give the most suitable cooking method** for the above **meat cut**. **Explain your answer**. (2)
- 4.6.4 **Choose** between a **red wine reduction sauce** and a **creamy garlic sauce** to **serve with a Kobe steak**. **Explain your answer**. (2)

[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICE**

QUESTION 5

5.1 Look at the pictures. Answer the questions.



5.1.1 Which pictures represent ... areas of a hotel.

- (a) revenue-generating (2)
- (b) non-revenue-generating (2)

5.1.2 List THREE different types of functions that can be held in the room displayed in picture B. (3)

5.1.3 Give the hotel department represented by picture ...

- (a) A
- (b) C
- (c) D (3)

5.2 Study the extract. Answer the questions.

Santino is 28-years-old. He is a surfer and loves his independent lifestyle of traveling the globe. Part of staying fit he eats healthy and practice *meditating. He does various part-time jobs like writing articles for sports magazines, working as a barman, maintenance work at hotels and even once helped harvesting strawberries when he was in Europe. Everybody loves Santino because he is so energetic and is often the life and soul of a party.



Santino dreams of owning and running an organic vegetarian restaurant at a popular hotel in Hawaii.

***Mediating – a technique such as mindfulness or focusing the mind on a particular object, though or activity to achieve a mentally clear and emotionally calm and stable state.**

- 5.2.1 **Explain** about **Santino's suitability** of being an **entrepreneur** by referring to the **given information**. (4)
- 5.2.2 **Advise** Santino on all the **information** he **needs to compile**(develop) a **business plan** in order to **set up** and **run** a **successful organic vegetarian restaurant**. (4)
- 5.3 **Give FOUR guidelines** for **young entrepreneurs** to **use their Instagram-account** as a **successful marketing tool**. (4)
- 5.4 **Give FOUR general rules** on how to **handle customer complaints** in a **restaurant**. (4)
- 5.5 **Explain** how the **situations** should be **dealt with**.
- 5.5.1 A **guest ordered a chicken schnitzel with cheese sauce** but **received a mushroom sauce with the schnitzel**. (2)
- 5.5.2 A **businessman dining on his own, working on his laptop**. (2)

[30]

QUESTION 6

- 6.1 **Give the type of wine and/or other drink that can be associated**_(connected) **with the term:**
- 6.1.1 Method Cap Classique
 - 6.1.2 Barista
 - 6.1.3 Fino
 - 6.1.4 Gewürztraminer
 - 6.1.5 Solera system
 - 6.1.6 Vodka and Tomato Juice (6)
- 6.2 Give **FOUR guidelines** for **storing wine to keep its quality.** (4)
- 6.3 **Write down step by step** how a **waiter** should **pour** and **serve non-alcoholic canned or bottled drinks to guests.** (4)
- 6.4 **Study the extract. Answer the questions.**

Mr Mpumlo **plans to open his own restaurant.** He **wants to sell wine and other drinks** and is **applying** for a **liquor licence.**

- 6.4.1 **Advise** Mr Mpumlo on the **type of liquor licence** he should **apply for.** (1)
- 6.4.2 **Explain** your **choice of liquor licence** and **explain** what is its **legal requirements.** (2)
- 6.4.3 Mr Mpumlo **intend to add a 'corkage fee'** on his **wine list.**
Explain why some **customers** will be **obligated**_(forced) to pay a **'corkage fee'.** (2)

6.5 Look at the pictures. Answer the questions.



6.5.1 Compare the two service styles displayed in the pictures. Mention the following:

- (a) Name of each style (2)
- (b) Level of skills needed by waiters (2)
- (c) Table setting (2)

6.5.2 List THREE requirements that should be considered when positioning the tables for service style A. (3)

6.6 Give a restaurant policy for waiters regarding gratuity fees paid by customers. (2)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200