



Province of the  
**EASTERN CAPE**  
EDUCATION

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2011**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**



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This question paper consists of 12 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 correct 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. Make a cross (X) over the correct letter (A – D) next to the question number on the attached answer sheet.

- 1.1.1 A cultural dish of the Khoi-people that consists of dried fish is called ...  
A veldkos.  
B bokkems.  
C sushi.  
D salmon. (1)
- 1.1.2 The manager responsible for handling guests' complaints is called the ...  
A general manager.  
B food and beverage manager.  
C executive chef.  
D front office manager. (1)
- 1.1.3 The ... Act requires employers to have a workplace free of risks.  
A Employment Equity  
B Guidance and Placement  
C Aliens Control  
D Occupational Health and Safety (1)
- 1.1.4 The bacteria commonly found on the surface of cracked chicken eggs is known as ...  
A salmonella.  
B *clostridium perfringens*.  
C *staphylococcus aureus*.  
D *clostridium botulinum*. (1)
- 1.1.5 ... plan is to withdraw from a potentially dangerous situation.  
A An emergency  
B A business  
C An evacuation  
D An operating (1)

- 1.1.6 A record of material assets owned by an organisation is called ...  
 A a stock sheet.  
 B a balance sheet.  
 C an inventory.  
 D an asset sheet. (1)
- 1.1.7 The cost of running an organisation is known as ...  
 A labour costs.  
 B food costs.  
 C net profit.  
 D overheads. (1)
- 1.1.8 A holiday destination that has wild animals is called a ...  
 A shebeen.  
 B game farm.  
 C game resort.  
 D guest farm. (1)
- 1.1.9 A mixture of equal parts of melted butter and flour used as thickening agent is known as ...  
 A corn flour.  
 B arrowroot.  
 C *beurre manie*.  
 D *roux*. (1)
- 1.1.10 ... is used as a rising agent in the bread making process.  
 A Yeast  
 B Baking powder  
 C Gluten  
 D Alcohol (1)

## 1.2 MATCHING ITEMS

Choose the cultural dish in COLUMN B to match the influence in COLUMN A.  
 Write only the letter on the given answer sheet.  
 (Example: 1.2.6 G)

COLUMN A (Influence)		COLUMN B (Cultural dish)	
1.2.1	Dutch	A	scones
1.2.2	Malay	B	unleavened bread
1.2.3	British	C	roti
1.2.4	Jewish	D	"potjiekos"
1.2.5	Indian	E	bobotie
		F	"boerewors"

(5)

### 1.3 ONE WORD ITEMS

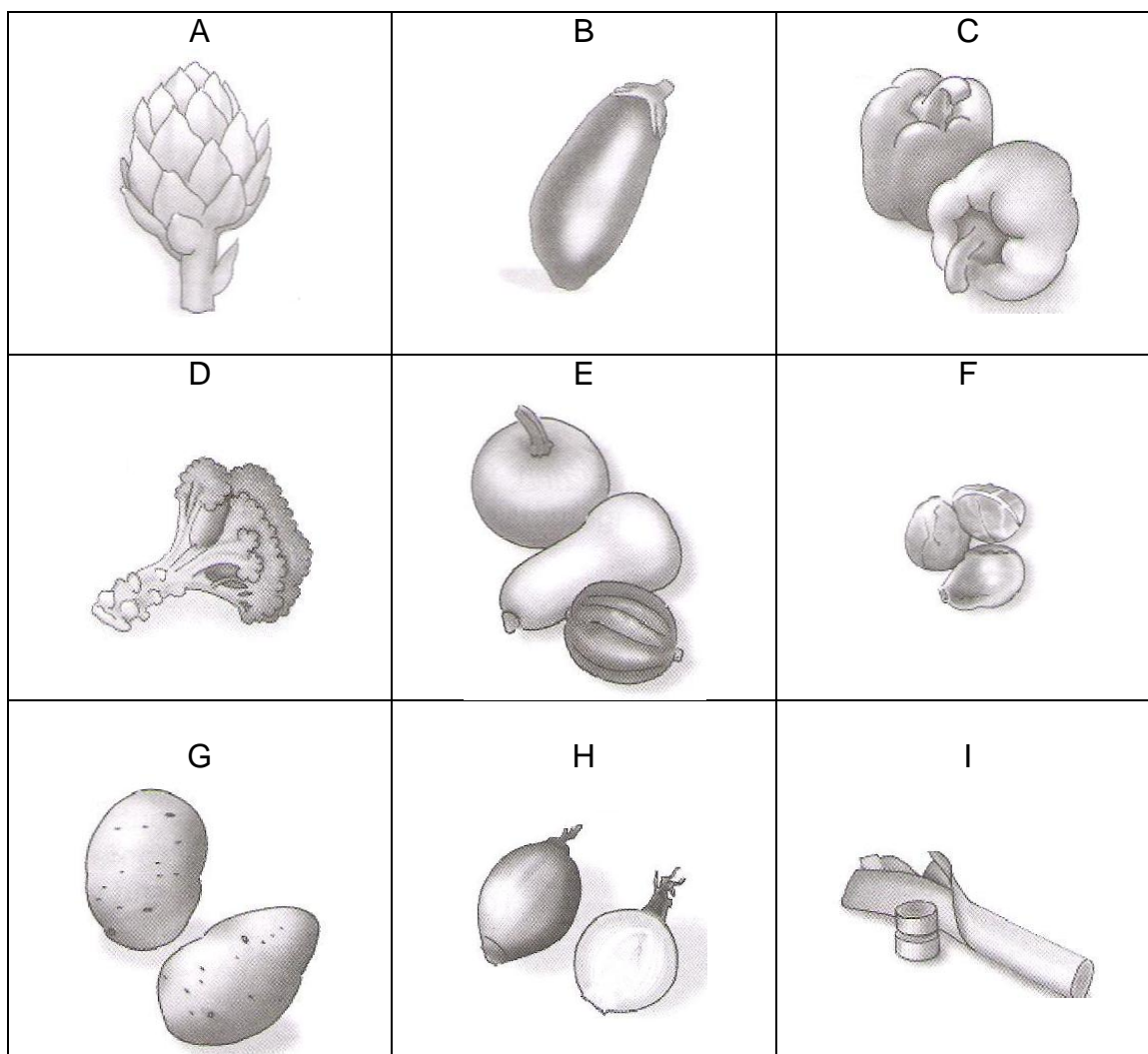
Give ONE word for each of the following terms:

- 1.3.1 Unfair treatment of a person or group on the basis of prejudice
- 1.3.2 To make someone feel uncomfortable, anxious or unhappy
- 1.3.3 The term used for getting everything ready before serving food
- 1.3.4 Removing used plates from the restaurant table
- 1.3.5 Small cube-shaped cakes normally served at high teas
- 1.3.6 Roughly chopped vegetables
- 1.3.7 The wing and half breast of a chicken
- 1.3.8 The French word for cake

(8)

### 1.4 CLASSIFYING OBJECTS

Classify each of the vegetables illustrated below into their various classifications. Write the answer next to the letter (A – I) on the given answer sheet. (Example: J seeds)



(9)

**1.5 TRUE OR FALSE**

State whether the following statements are “true” or “false”. Supply a reason for your answer.

- 1.5.1 A first aid person should wear gloves when working with open wounds.
- 1.5.2 Food poisoning cannot be contracted from cooked meat dishes.
- 1.5.3 Risotto is a dish made with pasta.
- 1.5.4 Fish cannot be used for making stock. (4x2) (8)

**TOTAL SECTION A: 40**

**SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY****QUESTION 2**

You are the Executive Housekeeper at a large hotel in a very popular area in South Africa.

2.1 Name SIX areas that need to be cleaned by the housekeeping department of the hotel. (6)

2.2 Study the different career paths below and answer the questions that follow:

<b>A</b>	General Manager	<b>B</b>	Executive Chef
<b>C</b>	Front Office Manager	<b>D</b>	Food and Beverage Manager
<b>E</b>	Executive Housekeeper		

2.2.1 Identify the functional area where each of these positions (A – E) work in. (5)

2.2.2 List TWO skills that are required to be an effective General Manager. (2)

2.2.3 You are applying for a position as Food and Beverage Manager. Discuss SEVEN responsibilities of this career. (7)

2.3 Study the newspaper article below and answer the questions that follow:

### HOTEL OWNER SENTENCED!

A High Court judge sentenced the owner of a once popular tourist hotel to nine months imprisonment on charges of contravening the Act.

On the night of 3 September, five guests of the Three Flower Hotel died after a fire broke out on the 2<sup>nd</sup> floor of the hotel. The fire spread rapidly from floor to floor. The fire brigade rescued shocked and injured guests from

balconies and rooftops.

The victims were trapped in their rooms and died from smoke inhalation before fireman could reach them.

An investigation proved that the fire hoses in the hotel were not functioning properly because of poor maintenance. Emergency doors on several floors were locked.

*(Maskew Miller Longman Focus)*

2.3.1 Name the Act contravened by the owner. (1)

2.3.2 What penalty was the owner given? (1)

2.3.3 Discuss SIX conditions required from the employer by the Act mentioned in QUESTION 2.3.1. (6)

2.4 It is very important that guests will feel safe in an establishment. Discuss FOUR components of an effective restaurant security system. (4)

2.5 Power failures can cause a lot of problems in a hotel. List FOUR standard operating procedures for power failures. (4)

2.6 Discuss the impact of HIV on the Hospitality industry. (3)

2.7 Write in full what HIV stands for. (1)

**TOTAL SECTION B: 40**

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

3.1 Study the costing sheet below and answer the questions that follow:

<b>Dish:</b> Crumpets			
<b>Recipe yield:</b> 6		<b>Serving:</b> 3 Crumpets	
<b>Ingredients</b>	<b>Quantity</b>	<b>Cost price / unit</b>	<b>Ingredient costs</b>
Plain flour	250 g	R45,00 / 12,5 kg bag	?
Baking powder	5 g	R15,00 / 1 kg	?
Castor Sugar	50 g	R15,00 / 1 kg	?
Large eggs	3	R12,00 / 1 dozen	?
Milk	500 ml	R5,00 / 1 litre	?
Butter	50 g	R10,00 / 500 g	?
Oil	25 ml	R7,50 / 750 ml	?
		<b>TOTAL COST</b>	?
		<b>COST PER CRUMPET</b>	?
		<b>COST PER SERVING</b>	?

3.1.1 Calculate all the ingredient costs.  
Show ALL your calculations. (14)

3.1.2 Calculate the total cost and the cost per crumpet.  
Show ALL the calculations. (2)

3.1.3 What shall the cost of ONE serving be? (2)

3.2 In a practical class you have to prepare bread rolls (yeast dough):

3.2.1 Can you HALF the amount of yeast required in the recipe to save on the costs? Motivate your answer. (2)

3.2.2 List THREE ingredients that will improve the texture of the bread. (3)

3.2.3 The bread dough can't be baked immediately. Explain the proofing process of bread dough. (3)

3.3 Stock needs to be checked before it is stored.  
State FIVE guidelines that one must observe when receiving stock. (5)

3.4 What is required in terms of good teamwork if the *Chef de Cuisine* falls ill? (3)

3.5 Explain the following terms:

3.5.1 Halaal (2)

3.5.2 Haraam (2)

3.5.3 Kosher (2)

**[40]**



**QUESTION 4**

- 4.1 Study the recipe ingredients for Chicken Curry below and answer the questions that follow.

<b>CHICKEN CURRY</b>	
	<i>Serves 6</i>
1,5 kg	chicken
10 mℓ	salt
1 mℓ	pepper
200 mℓ	chicken stock
125 mℓ	water
25 mℓ	butter
1	onion chopped
25 mℓ	vinegar
1	apple grated
20 mℓ	curry powder
10 mℓ	sugar
12,5 mℓ	lemon juice
12,5 mℓ	flour

- 4.1.1 Discuss how you will go about checking for good quality chicken when purchasing chicken for the above dish. (6)
- 4.1.2 This recipe requires 200 mℓ chicken stock. Chicken stock can be brown or white. Explain the difference between brown and white stock. (4)
- 4.1.3 What type of meat cannot be used for making stock? (1)
- 4.1.4 Stock can also be used as a base for sauces and soups. List FIVE characteristics of a good soup. (5)
- 4.1.5 The flour in the chicken curry recipe is used for thickening the sauce. Name FOUR other products that can be used for the same purpose. (4)
- 4.1.6 What cooking method is used in this recipe? (1)
- 4.1.7 The recipe suggests that the chicken curry can be served with rice. What Indian rice will be best to serve with this Indian dish? (1)
- 4.1.8 Name FOUR traditional rice dishes. (4)
- 4.1.9 Another accompaniment with curry dishes is *sambals*. Explain this term. (3)

4.2 Study the tea menu below and answer the questions that follow:



Sandwiches (smoked salmon, ham, egg)  
Bread and butter (white, brown, fruit loaf)  
Cakes, jams, honey, lemon curd  
Fruit salad and cream  
Tea (Indian, China, Russian, iced)

- 4.2.1 Suggest a suitable time for serving a high tea. (2)
- 4.2.2 Make a list of cutlery and crockery needed to serve the above menu. (5)
- 4.2.3 Suggest THREE traditional South African snacks that can be served at a high tea. (3)
- 4.2.4 Name the traditional tea only grown in South Africa. (1)
- [40]**

**TOTAL SECTION C: 80**

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

5.1 In order to maintain a good quality of service, a Restaurant Manager is needed.

List FIVE responsibilities of a Restaurant Manager. (5)

5.2 Who is responsible for greeting and seating of guests? (2)

5.3 Being a Restaurant Manager you must make sure that your waiters are allocated strategically.

Discuss FIVE factors that should be considered when allocating tables to waiters. (5)

5.4 Service staff should be proud of their uniform and appearance.

Explain EIGHT basic points on maintaining good personal hygiene and professional dress code. (8)

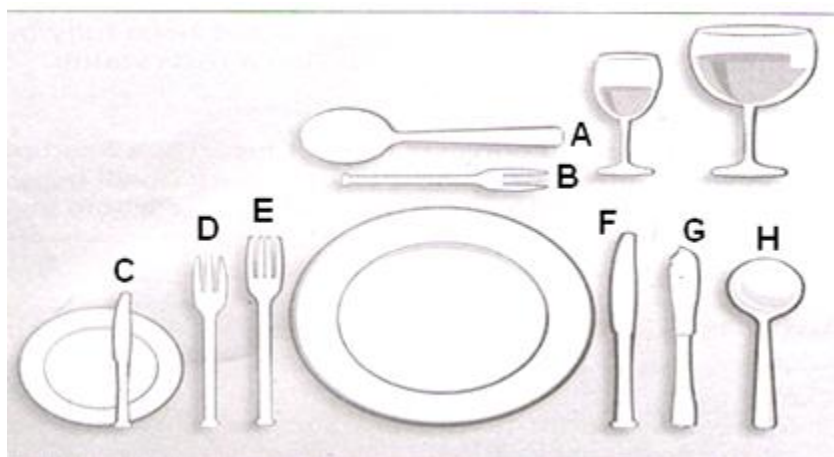
5.5 Customer satisfaction is of critical importance for the success of a business.

List SEVEN steps on how to prevent unhappy customers. (7)

5.6 At what stage during a meal should the table be cleared? (1)

5.7 Explain the correct procedure for presenting the bill. (4)

5.8 Study the picture of a formal place setting below and name the cutlery labelled (A – H).



(8)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**

NAME AND  
SURNAME: \_\_\_\_\_

GRADE 11: \_\_\_\_\_

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

(10x1) (10)

**1.2 MATCHING COLUMNS**

1.2.1 \_\_\_\_\_

1.2.2 \_\_\_\_\_

1.2.3 \_\_\_\_\_

1.2.4 \_\_\_\_\_

1.2.5 \_\_\_\_\_

(5x1) (5)

**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 \_\_\_\_\_

(8x1) (8)

**1.4 CLASSIFYING OBJECTS**

A \_\_\_\_\_

B \_\_\_\_\_

C \_\_\_\_\_

D \_\_\_\_\_

E \_\_\_\_\_

F \_\_\_\_\_

G \_\_\_\_\_

H \_\_\_\_\_

I \_\_\_\_\_

(9x1) (9)

**1.5 TRUE / FALSE**

**REASON**

1.5.1 \_\_\_\_\_

1.5.2 \_\_\_\_\_

1.5.3 \_\_\_\_\_

1.5.4 \_\_\_\_\_

(4x2) (8)

**TOTAL SECTION A: 40**