



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2017

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This 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 your ANSWER BOOK.
3. Read ALL the questions carefully.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Start each section on a NEW page.
6. 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 correct answer and write ONLY the letter (A–D) next to the question number (1.1.1–1.1.10) in your ANSWER BOOK, for example 1.1.11 D.

EXAMPLE

1.1.11 Small containers used for keeping salt, pepper, vinegar and oils are ...

- A cups.
- B crates.
- C basins.
- D cruets.

ANSWER: 1.1.11 D.

1.1.1 ... is a red wine cultivar.

- A Chardonnay
- B Merlot
- C Brut
- D Columba

(1)

1.1.2 A method of marketing communication where a well-known film star is used to talk about a product on TV.

- A Publicity
- B Famous
- C Promotion
- D Personalising

(1)

1.1.3 The term used to describe the edible organs and intestines of an animal:

- A Offal
- B Calf fat
- C Insides
- D Organs

(1)

1.1.4 A non-revenue generating area in an accommodation establishment is the ... department.

- A restaurant
- B bar
- C marketing
- D room

(1)

- 1.1.5 In a... meringue, sugar syrup is added into beaten egg whites.
- A German
 - B Italian
 - C French
 - D Swiss
- (1)
- 1.1.6 A chemical used for preserving food is called ... acid.
- A benzoic
 - B aspic
 - C acute
 - D folic
- (1)
- 1.1.7 One of the symptoms of gastro-enteritis is ...
- A short breaths.
 - B dry coughs.
 - C yellow stools.
 - D abdominal pains.
- (1)
- 1.1.8 The type of cultivar that is best served with fish.
- A Shiraz
 - B Chardonnay
 - C Merlot
 - D Pinot Noir
- (1)
- 1.1.9 Piercing small holes into the raw pastry to allow trapped air to escape is known as ...
- A cutting.
 - B casing.
 - C trapping.
 - D docking.
- (1)
- 1.1.10 Informing the target market about the products and services that are on offer, is known as ...
- A selling.
 - B marketing.
 - C awareness.
 - D presentation.
- (1)

1.2 MATCHING ITEMS

Choose the description from COLUMN B that matches the technique in COLUMN A. Write ONLY the letter (A–G) next to the question number (1.2.1–1.2.5) in your ANSWER BOOK.

COLUMN A		COLUMN B	
STEAKS/DISH		MEAT CUT	
1.2.1	Club steak	A	Loin
1.2.2	Porterhouse steak	B	Rump
1.2.3	Dutch steak	C	Wing rib
1.2.4	Tournedos	D	Bolo
1.2.5	Minute steak	E	Fillet
		F	Thick flank
		G	Flat rib

(5 x 1) (5)

1.3 MATCHING ITEMS

Match the description in COLUMN A with the correct special equipment in COLUMN B. Write ONLY the letter (A–G) next to the question number (1.3.1–1.3.5) in your ANSWER BOOK.

COLUMN A		COLUMN B	
DESCRIPTION		SERVING ITEM	
1.3.1	A special trolley on which meat joints are cut and portioned	A	Waiters' friend
1.3.2	Serving utensils used to pick up portions of food and place them on a guests' plate	B	Cloche
1.3.3	An equipment that is heated by candles or flammable gel used to keep food warm	C	Dome
1.3.4	Used to cover food in order to prevent drying	D	Carving unit
1.3.5	A tool that includes a corkscrew, blade and bottle opener	E	Tongs
		F	Chafing dish
		G	Serving dish

(5 x 1) (5)

1.4 ONE-WORD ITEMS

Give ONE word(s) or term for each of the following descriptions. Write ONLY the correct word/term next to the question number (1.4.1–1.4.10.) in the ANSWER BOOK.

- 1.4.1 An item served after the fish course to cleanse the palate.
- 1.4.2 The information that includes the company's name, public image, logo and uniforms
- 1.4.3 A group of people who are likely to buy your product.
- 1.4.4 A disease that results in infection of the stomach lining.
- 1.4.5 Unwritten code of behaviour and set of attitudes followed by food service workers
- 1.4.6 A condition that occurs when the immune system reacts to certain types of food
- 1.4.7 Platters of vegetables that are cut into smaller portions and served with a dip
- 1.4.8 Small savoury items that are prepared from a wide variety of food, usually served at a cocktail function
- 1.4.9 Intra-muscular fat that is spread throughout the muscle
- 1.4.10 The type of wine that is best served with caviar and oysters (10)

1.5 CHOICE ITEMS

Choose FOUR to be kept in mind when setting up tables from the list below. Write ONLY the letter (A–G) next to the question number (1.5) in the ANSWER BOOK.

- A All tables must be numbered.
- B Set covers according to the menu items to be served
- C Place all forks from the right side of the cover for the left hand guests.
- D Spacing between tables should allow waiters to move around easily.
- E Arrange separate tables for female and male guests.

- F Position the main course's cutlery 4,5 cm from the edge of the table.
- G Table numbers should be removed once all guests are seated. (4 x 1) (4)

1.6 CHOOSE FROM THE LIST

Select the TWO correct examples for each of the following desserts. Write only the letters (A–H) next to the question number (1.6.1–1.6.4) in your ANSWER BOOK.

- 1.6.1 Bavarian cream (1)
- 1.6.2 Meringue (1)
- 1.6.3 Baked custards (1)
- A Pavlova
- B Crème brûlée
- C Lemon chiffon
- D Charlotte Russe
- E Crème caramel
- F Charlotte Royal
- G Baked Alaska
- H Parfaits (6 x 1) (6)

TOTAL SECTION A: 40

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

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

Thabo is employed as a head waiter at Ingwe Hotel. He always encourages team work, professionalism and a positive attitude among his colleagues. All the staff members are well trained on the use of computers, as most activities in this hotel are done electronically.

2.1.1 Explain TWO ways in which alertness and co-operation can be achieved at Ingwe Hotel. (3)

2.1.2 Determine how good service delivery in the above hotel will impact on its profitability. (3)

2.1.3 Outline THREE points on how computers will benefit the chef at Ingwe Hotel during menu planning. (4)

2.2 Outline THREE benefits of making online reservations. (3)

2.3 Cholera is an acute bacterial infection that mostly attack people living in areas where there is poor sanitation system.

2.3.1 Suggest TWO ways of how cholera transmission takes place. (2)

2.3.2 Name TWO symptoms of cholera. (2)

2.3.3 Recommend THREE ways, to prevent the transmission of cholera. (3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

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

The Boardwalk Conference Centre will be hosting a function for 150 artists from all over the world. They have planned to organise the function to be as cheap as possible, as they will be hosting a huge number of people. The following dishes will be served:

Samosa, Quiche Lorraine, Beef Wellington, spinach and Feta Pizette, cupcakes with butter icing and chocolate cake slices.

The price of the menu was calculated as follows:

Food cost:	R5 750,00
Labour costs:	R1 800,00
Overhead costs:	R1 200,00
Profit:	R3 500

- 3.1.1 Suggest the type of function that could be suitable for the artists in the above scenario. (1)
- 3.1.2 Give FOUR advantages of having the function in QUESTION 3.1.1. (4)
- 3.1.3 Evaluate the suitability of the above menu for a diabetic person. (3)
- 3.1.4 Calculate the following cost using the information in the above scenario. Show ALL calculations. (3)
- (a) Selling price of the menu (3)
- (b) Gross profit (3)
- (c) Cost per person (2)
- 3.1.5 Identify THREE pastry dishes from the above menu and suggest the type of pastry used in each dish. Tabulate your answer as follows:

DISHES FROM THE MENU (3)	TYPE OF PASTRY (3)
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- 3.2 Outline FOUR general rules for preparing pastry. (4)

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



- 3.3.1 Identify the dish in the above picture. (1)
- 3.3.2 Name TWO cuts from the lamb carcass from which the above dish can be made. (2)
- 3.3.3 Suggest a method of cooking for the above dish. (1)
- 3.3.4 Recommend the sauce that could be best served with the above dish. (1)
- 3.4 Briefly explain how the loss of sarcoplasm can be prevented when preparing meat. (3)
- 3.5 Explain the following processes that are applied when preparing meat:
- 3.5.1 Trimming (2)
- 3.5.2 Barding (2)
- 3.5.3 Sealing. (2)
- [40]**

QUESTION 4

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

Your Grade 12 class is requested to prepare bean and lentil soup for the School Governing Body. Your teacher decided on this type of dish because two of the members are vegetarians, but consume milk and eggs.

4.1.1 Identify the type of vegetarians the two SGB members are. (1)

4.1.2 Mention TWO important nutrients found in beans and lentils. (2)

4.1.3 Give THREE reasons why people become vegetarians. (3)

4.1.4 Provide reasons for the following precautions when preparing beans:

(a) Sort the dried beans (1)

(b) Soak the beans in water before cooking (1)

(c) Always discard the soaking liquid and cook beans in fresh water (1)

4.2 Briefly explain why textured vegetable protein is beneficial for health reasons. (2)

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



4.3.1 Name the pastry used to prepare the above product. (1)

4.3.2 Explain the term '*Churros*'. (2)

4.3.3 State THREE quality characteristics of the above product. (3)

4.3.4 Supply reasons for the following precautions when baking éclairs.

- (a) Bake at 200 ° C for a short time. (1)
- (b) Reduce the temperature to 180 ° C. (1)
- (c) Allow the steam to escape by piercing with a testing pin. (1)

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



- 4.4.1 Identify the method of preservation used in the above product. (1)
- 4.4.2 Explain how this preservation method is done. (2)
- 4.4.3 Supply THREE reasons why the method mentioned in QUESTION 4.4.1 preserve food. (3)
- 4.4.4 Identify THREE types of labelling information visible in the above product. (3)
- 4.5 Name TWO other products where the method of preservation in QUESTION 4.4.1 can be used. (2)
- 4.6 Your Hospitality Studies teacher has asked you to prepare a surprise nice dessert for your principal on his birthday. You have decided to prepare a Strawberry mouse with gelatine as one of the ingredient.
- 4.6.1 Explain the term 'mousse'. (2)
- 4.6.2 Briefly discuss THREE processes you will follow when working with gelatine. (6)
- 4.6.3 Suggest the garnish you will use when presenting the dessert. (1)

[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICE****QUESTION 5**

5.1 Study the following scenario and answer the questions that follow.

Angela is opening a cafe near Mica Secondary School and the local post office. She will sell sandwiches, cupcakes and fruit juice. She intends employing about three people. She has already applied for a bank loan to start her business and has planned how the money will be utilised in the business, as she is very good in budgeting to ensure that the expenditure does not exceed the income. She has created some posters to market her business.

- 5.1.1 Identify the target market for Angela's business. (3)
- 5.1.2 Evaluate how the information in the scenario will help Angela to compile her business plan. (5)
- 5.1.3 Name THREE ways in which Angel can promote her business. (3)
- 5.1.4 Classify the marketing tool that Angela will be using. (1)
- 5.1.5 Give THREE entrepreneurial opportunities available for Angela in the hospitality industry. (3)
- 5.1.6 Briefly explain the characteristics that her posters should have in order to be effective. (5)
- 5.1.7 Recommend THREE ways in which Angela's café will benefit the local economy. (3)
- 5.2 Name THREE non-revenue generating areas in the Hospitality establishment. (3)
- 5.3 State FOUR roles and responsibilities of an accountant in the hospitality establishment. (4)

[30]

QUESTION 6

6.1 Study the pictures below and answer the questions that follow.



- 6.1.1 Suggest the type of beverage to be served in the above glasses **A** and **B**. (2)
- 6.1.2 Name the procedure performed in picture **D** above. (1)
- 6.1.3 Briefly explain how the procedure in **D** should be performed. (4)
- 6.1.4 Identify and explain the information that appears on the wine label in picture **C**. (3 x 2) (6)
- 6.1.5 Evaluate the suitability of the type of wine in the wine label for a beef stew. Motivate your answer. (3)
- 6.2 Explain how you will prepare a built cocktail. (3)

6.3 You were recently appointed as a headwaiter at the local hotel.

6.3.1 Explain how you would perform *mise en place* at the restaurant. (3)

6.3.2 Outline the procedure a bar man must follow when clearing the bar. (4)

6.3.3 Explain how you will handle a drunken customer in the restaurant. (4)
[30]

TOTAL SECTION D: 60

GRAND TOTAL: 200