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GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2018

MARKS: 200

TIME: 3 hours

This question paper consists of 14 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: SHORT QUESTIONS**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided 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 D.

EXAMPLE:

1.1.11 A good source of vitamin C is ...

- A milk.
- B oranges.
- C meat.
- D bread.

ANSWER:

1.1.11 B

1.1.1 The main function of a night auditor is to ...

- A perform petty cash payments.
- B look after special guests at night.
- C balance all front-office accounts.
- D greet guests who arrive at night. (1)

1.1.2 Inedible yellow connective tissue in meat mainly consists of ...

- A collagen.
- B gelatin.
- C elastin.
- D sarcoplasm. (1)

1.1.3 A symptom of hepatitis A is ...

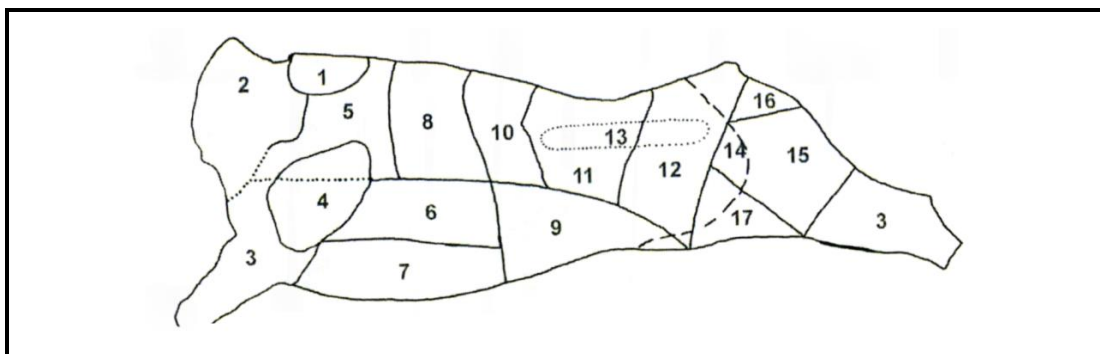
- A continuous coughing.
- B severe diarrhoea.
- C night sweats.
- D swollen glands. (1)

1.1.4 ... is NOT suitable to serve at a cocktail function.

- A Canapés and crudités
- B Noisettes and tournedos
- C Rissoles and kebabs
- D Rösti and blini (1)

- 1.1.5 When gelatin is melted over hot water the process is known as ...
A dispersion.
B gelation.
C hydration.
D setting. (1)
- 1.1.6 ... is part of brand awareness and can also be used as a marketing tool.
A Packaging
B Promotion
C Advertising
D Presentation (1)
- 1.1.7 A drink that is made with two or more beverages is known as a/an ...
A espresso.
B cordial.
C syrup.
D cocktail. (1)
- 1.1.8 The term that is used to describe the pricking of a pastry base with a fork before baking:
A Glazing
B Trapping
C Docking
D Lining (1)
- 1.1.9 Paula is a/an ... vegetarian because she consumes fish and seafood.
A lacto
B ovo
C pollo
D pesco (1)
- 1.1.10 Pinotage is classified as a ... wine.
A sparkling
B red
C fortified
D white (1)

- 1.2 The various cuts of beef are illustrated on the carcass below. Choose the number of the cut of beef in COLUMN A that matches the cut in COLUMN B and its specific use in COLUMN C. Write only the letter (A–G) from COLUMN B and the Roman numerals ((i)–(vii)) from COLUMN C next to the question number(1.2.1–1.2.5) in the ANSWER BOOK, for example 1.2.6 H (viii).



COLUMN A Number of cut of beef	COLUMN B Cut	COLUMN C Specific use
1.2.1 1	A bolo	(i) club steak
1.2.2 4	B prime rib	(ii) tournedos
1.2.3 8	C wing rib	(iii) beef olives
1.2.4 13	D hump	(iv) Porterhouse steak
1.2.5 12	E fillet	(v) kebabs
	F rump	(vi) corned beef
	G shin	(vii) stock

(5 x 2) (10)

1.3 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 The tool used by waiters to open wine bottles
- 1.3.2 A preservation process during which fruit is cooked repeatedly in highly concentrated syrup
- 1.3.3 Heating and cooling chocolate to make it more resistant to melting
- 1.3.4 The process used to fill joints of meat before cooking
- 1.3.5 A food-borne disease caused by contaminated water
- 1.3.6 A pastry used to make samoosas
- 1.3.7 A very small creamy nut that has an oval shape and which is used as an essential ingredient in Italian pesto sauce
- 1.3.8 The main nutrient in choux pastry
- 1.3.9 An enzyme that prevents the setting of gelatin because it breaks down the protein
- 1.3.10 A disease caused when the body is unable to produce sufficient insulin

(10 x 1) (10)

1.4 SELECTION

Choose FIVE examples of baked desserts in the list below. Write only the letters (A–J) next to the question number (1.4) in the ANSWER BOOK.

- A Crêpe Suzette
- B Bread and butter pudding
- C Malva pudding
- D Banana fritters
- E Trifle
- F Apple strudel
- G Crème caramel
- H Chocolate soufflé
- I Charlotte muscovite
- J Churros

(5 x 1) (5)

1.5 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions of serving equipment by choosing a word/term from the list below. Write only the word/term next to the question number (1.5.1–1.5.5) in the ANSWER BOOK.

plunger; carving unit; service cloth; cloche; tongs;
sauceboat; underliner; hot tray

- 1.5.1 Used to protect the hands and wrists from burns (1)
- 1.5.2 Used to keep plates, serving dishes and food warm on the buffet table (1)
- 1.5.3 Equipment used to prepare coffee (1)
- 1.5.4 Used to cover food and prevent it from drying out (1)
- 1.5.5 Equipment used for serving all single portions of food (1)

TOTAL SECTION A: 40

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

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

A newly appointed porter at the Gold Hotel is coughing up blood.



2.1.1 Identify the disease that the porter is suffering from. (1)

2.1.2 Predict THREE other symptoms that the porter may have, other than the one identified in QUESTION 2.1.2. (3)

2.1.3 Do you think that the disease in QUESTION 2.1.1 will have a negative impact on the workforce? Motivate your answer. (3)

2.2 State TWO precautionary measures that should be taken by a food handler who is suffering from HIV/Aids. (2)

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

Amanda was employed as a waiter at a local hotel recently. She told you that the hotel manager gave her just one look, appointed her and told her to start straight away, without interviewing her or introducing her to the point-of-sale (POS) system.

2.3.1 Explain what impact the manager's action will have on service excellence. (3)

2.3.2 Amanda has decided to accept the job at the local hotel.

Advise Amanda on 'professional work ethics' that she should display. (3)

2.4 One of the advantages of the POS (point of sale) system is to increase productivity.

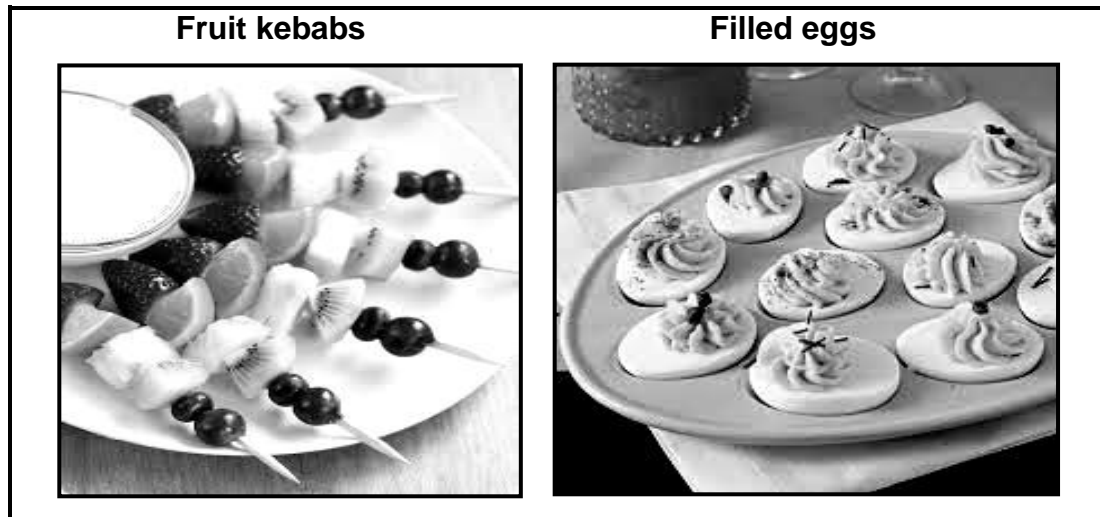
Evaluate the statement. (3)

2.5 Discuss TWO safety practices to follow when purchasing a product online. (2)

TOTAL SECTION B: 20

**SECTION C: NUTRITION AND MENU PLANNING;
FOOD COMMODITIES****QUESTION 3**

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



- 3.1.1 Identify the type of function where the dishes above will be served. (1)
- 3.1.2 Motivate why it is to the advantage of the caterer to host the type of function identified in QUESTION 3.1.1. (4)
- 3.1.3 Evaluate the suitability of the dishes above for guests with high cholesterol. (4)
- 3.1.4 Give reasons why the dishes above are suitable for people who are HIV positive. (4)

3.2 Study the extract below and answer the questions that follow.

You have been advised by a dietician to become a vegetarian. You are told to exclude meat, poultry and fish and rather have a balanced intake of legumes, nuts, seeds, milk products and eggs.

- 3.2.1 Identify the type of vegetarianism recommended by the dietician. (1)
- 3.2.2 Motivate why the dietician might have advised you to become a vegetarian. (2)
- 3.2.3 Name THREE types of seeds that you could include in your diet. (3)
- 3.2.4 List the nutrients found in nuts. (3)

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

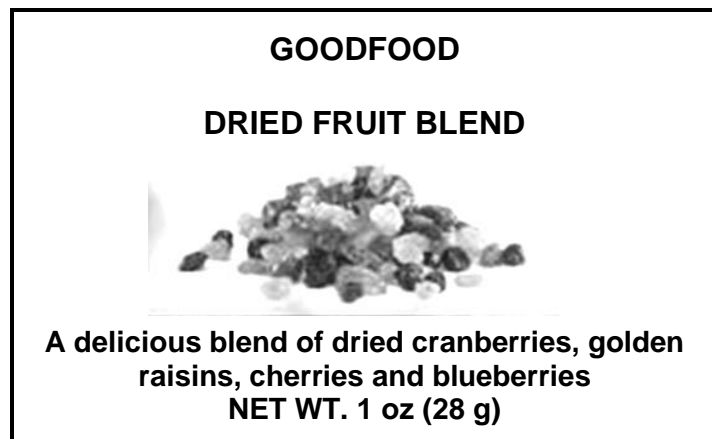
The following costs were incurred at the Food and Wine Restaurant for a banquet prepared for 40 people.

Food costs:	R4 450
Overhead costs:	R650
Labour costs:	R1 600
Net profit:	40%

3.3.1 Calculate the selling price. Show ALL calculations. (5)

3.3.2 Calculate the selling price per person for the banquet. Show ALL calculations. (3)

3.4 Study the label below and answer the questions that follow.



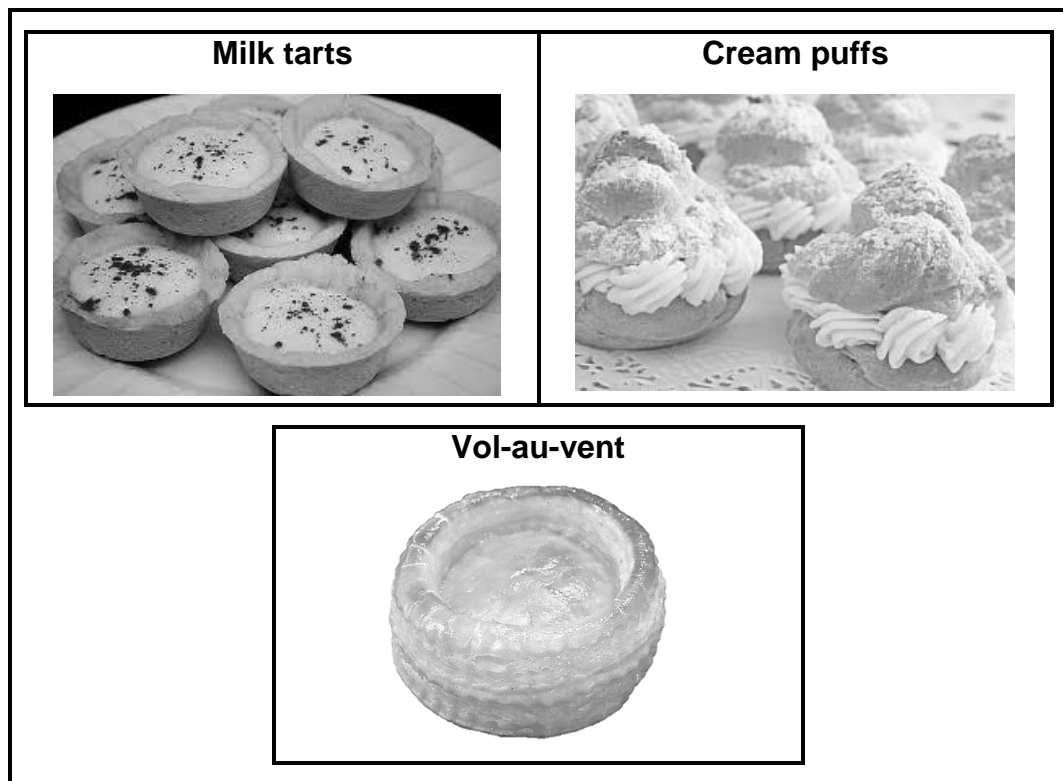
3.4.1 Identify the preservation method above. (1)

3.4.2 Evaluate the information on the label above. (5)

3.4.3 State FOUR advantages of food preservation using the method identified in QUESTION 3.4.1. (4)
[40]

QUESTION 4

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



4.1.1 Distinguish between the three products. Redraw the table below in the ANSWER BOOK and complete the table.

	MILK TART	CREAM PUFFS	VOL-AU- VENTS
Type of pastry	(1)	(1)	(1)
Shaping technique	(1)	(1)	(1)

(6)

4.1.2 Identify a product that should be baked blind. Motivate your answer. (3)

4.1.3 Comment on the appearance of the vol-au-vent. (3)

4.1.4 Name the pyramid-shaped product made by stacking cream puffs using caramel. (1)

4.1.5 Justify why the spun sugar used to decorate the product named in QUESTION 4.1.4, should be prepared on the same day it is used. (2)

4.1.6 Explain how spun sugar is made. (2)

4.1.7 The cream filling in the puffs can also be replaced by a chiffon filling. Explain how a chiffon filling is prepared. (3)

4.2 Study the extract below and answer the questions that follow.

Grade 12 learners have prepared kiwi jelly and strawberry coulis for a practical lesson.

4.2.1 Give suitable reasons for EACH of the following faults that occurred when preparing the jelly:

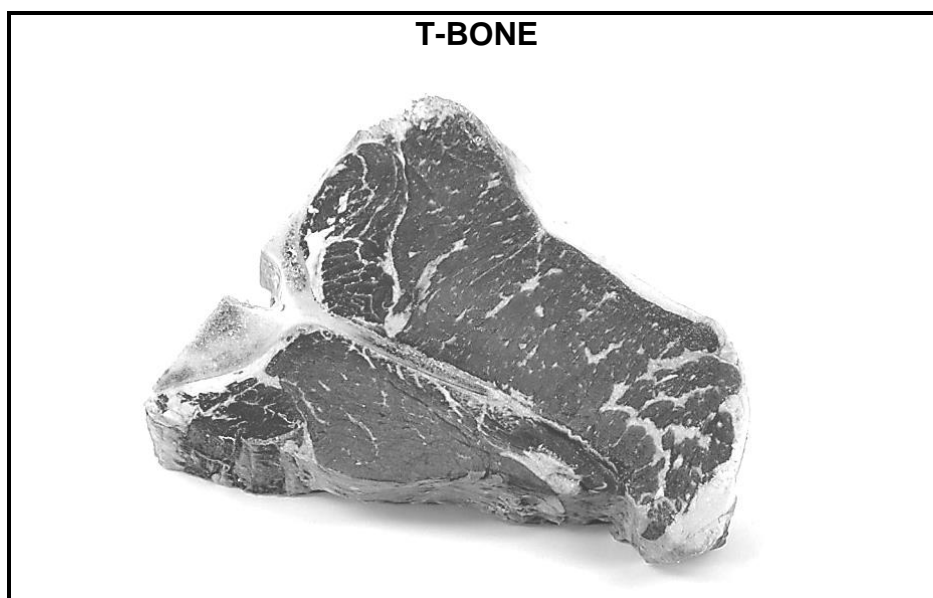
(a) There were ice crystals in the kiwi jelly. (1)

(b) The kiwi jelly did not set properly. (3)

4.2.2 Describe how the moulds should be prepared in order to ensure that the kiwi jelly unmoulds easily. (3)

4.2.3 Explain what a *coulis* is. (2)

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



4.3.1 Name the part of the beef carcass from which the T-bone was cut. (1)

4.3.2 Explain why T-bone steak is suitable for braaiing in South Africa. (3)

4.3.3 Give possible reasons why the T-bone above turned out to be extremely tough and dry when served at a restaurant. (4)

4.3.4 Name THREE factors to consider when purchasing the cut of meat above. (3)
[40]

TOTAL SECTION C: 80

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

5.1 Study the poster below and answer the questions that follow.



- 5.1.1 Name THREE other visual marketing tools that can be used to market the product above. (3)
- 5.1.2 Predict the target market that the product above will appeal to. Motivate your answer. (2)
- 5.1.3 Explain how the sale of the product above will contribute to the South African economy. (4)
- 5.1.4 Evaluate the poster above. (5)

5.2 Read the extract below and answer the questions that follow.

A young entrepreneur opened a ten-room guesthouse in the local community recently. He has appointed you as the accountant at his new business.

- 5.2.1 Recommend THREE revenue-generating areas, other than the bedrooms, that could assist the guesthouse in generating income. (3)
- 5.2.2 Suggest FOUR responsibilities of an accountant in the guesthouse above. (4)
- 5.2.3 State FOUR characteristics that the young entrepreneur should have. (4)
- 5.2.4 A business plan is important when starting a business.

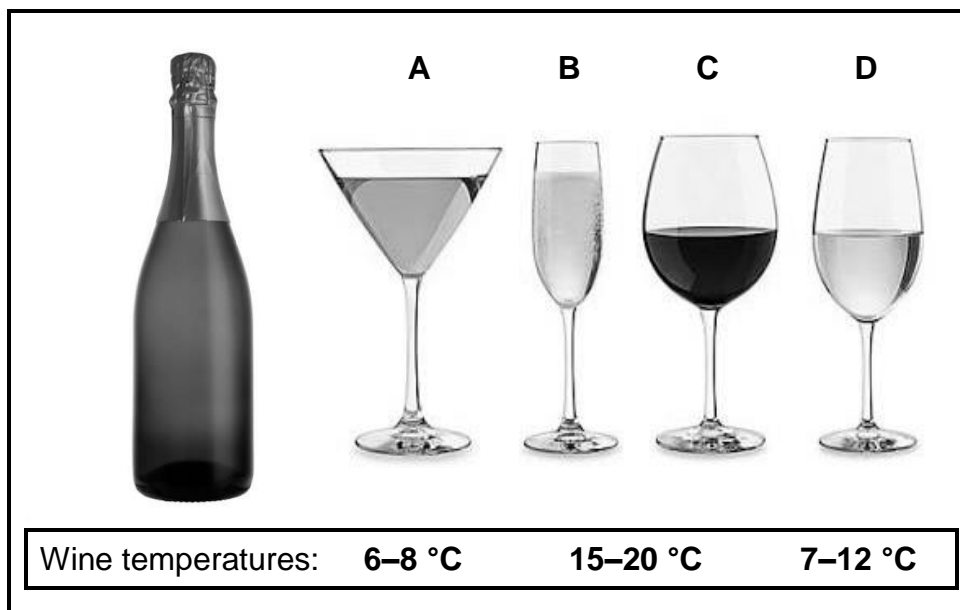
State FIVE aspects that the young entrepreneur should include in his business description.

(5)
[30]

QUESTION 6

- 6.1 Read the extract, study the photographs with information below and then answer the questions that follow.

A group of guests is celebrating a 21st birthday party at a restaurant. The group orders a selection of popular South African sparkling wines, including *Méthode Cap Classique* and de-alcoholised sparkling wines. Mary, an 18-year-old waitress, has been assigned to serve the table.



- 6.1.1 Define the term *Méthode Cap Classique*. (1)
- 6.1.2 Name TWO other methods used for making sparkling wines. (2)
- 6.1.3 Explain why the term 'Champagne' is incorrect when referring to the sparkling wines above. (1)
- 6.1.4 Suggest a suitable starter to pair with Champagne. (1)
- 6.1.5 Explain what a *de-alcoholised wine* is. (2)
- 6.1.6 Choose a suitable glass (A–D) and temperature for the sparkling wine above. (2)
- 6.1.7 Explain how the glasses above can be frosted. (2)
- 6.1.8 Discuss the legal requirements that restaurant owners have to comply with when serving wine. (3)
- 6.1.9 One of the guests becomes flirtatious with Mary and she feels uncomfortable. (4)
- Discuss how Mary should handle the guest.

6.2 Explain the steps to follow when presenting the bill to guests. (4)

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



6.3.1 Evaluate the table layout in the picture above. (4)

6.3.2 Distinguish between a *formal dinner* and a *cocktail function* regarding the food-serving and clearing procedures a waiter should follow. Redraw the table below in the ANSWER BOOK and complete the table.

	FORMAL DINNER	COCKTAIL FUNCTION
Food-serving procedure	(1)	(1)
Clearing procedure	(1)	(1)

(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200