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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS**

**HOSPITALITY STUDIES**

**2019**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 16 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****QUESTION 1: SHORT QUESTIONS****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 numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 D.

**EXAMPLE:**

1.1.11 A good source of vitamin C is ...

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

**ANSWER:**

1.1.11 D

1.1.1 A traditional sauce to serve with roast lamb:

- A Horseradish
- B Mint
- C Tartare
- D Hollandaise

(1)

1.1.2 A meringue base filled with whipped cream and fruit:

- A Pavlova
- B Parfait
- C Éclair
- D Vacherin

(1)

1.1.3 Wafer-thin biscuits made from butter, icing sugar, flour and egg whites:





- A Macaroons
- B Meringues
- C Tuilles
- D Palmiers

(1)

- 1.1.4 A high proportion of ... will prevent the setting of a gelatin dish.
- A milk
  - B eggs
  - C vinegar
  - D gelatine
- (1)
- 1.1.5 Yellow connective tissue found in ligaments of a beef carcass:
- A Collagen
  - B Gelatin
  - C Myosin
  - D Elastin
- (1)
- 1.1.6 The correct order in which gel formation takes place when preparing blueberry jelly:
- A Dispersion, gelation, hydration, unmoulding
  - B Hydration, dispersion, gelation, unmoulding
  - C Dispersion, hydration, gelation, unmoulding
  - D Gelation, dispersion, hydration, unmoulding
- (1)
- 1.1.7 A ... keeps food warm using a flammable gel.
- A chafing dish
  - B bain-marie
  - C hot tray
  - D gueridon trolley
- (1)
- 1.1.8 A thin slice of meat (3–5 mm thick) cut from the bolo is known as a ... steak.
- A rump
  - B minute
  - C club
  - D Porterhouse
- (1)
- 1.1.9 Food service where the food is brought to the table on a flat serving plate and offered to guests from the left-hand side:
- A Russian
  - B Silver
  - C American
  - D Gueridon
- (1)
- 1.1.10 The first course of a meal is a/an ...
- A hors d' oeuvre.
  - B friandise.
  - C entrée.
  - D aperitif.
- (1)

1.2 **MATCHING ITEMS**

Match the classification in COLUMN B with the dish in COLUMN C. Then match the glass in COLUMN D with the wine in COLUMN A. Write only the letter (A–D), and the Roman numeral ((i)–(iv)) and the number ((1)–(4)) next to the question numbers (1.2.1 and 1.2.2) in the ANSWER BOOK, e.g. 1.2.3 E (vi) (5).

<b>COLUMN A WINE</b>	<b>COLUMN B CLASSIFICATION</b>	<b>COLUMN C DISH</b>	<b>COLUMN D GLASS</b>
1.2.1 Chardonnay	A Red	(i) Pavlova	(1) 
1.2.2 Cabernet Sauvignon	B White	(ii) Roasted butternut	(2) 
	C Rosé	(iii) Beef skewers	(3) 
	D Sparkling	(iv) Chicken roulade	(4) 

(6 x 1)

(6)

**1.3 ONE-WORD ITEMS**

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

- 1.3.1 The term that indicates what employees in an establishment should wear
- 1.3.2 A friendly get-together where light snacks are served
- 1.3.3 The term used for tablecloths, serviettes, overlays and service cloths
- 1.3.4 A cost that is calculated on a monthly basis, besides labour and food costs
- 1.3.5 The name given to a formal dinner for a special event
- 1.3.6 The term on a wine label that indicates the year in which the grapes have been harvested
- 1.3.7 The main raising agent in choux pastry
- 1.3.8 The term that is used for the pricking of tart dough with a fork
- 1.3.9 Thick slices of toasted bread used as a base for savoury toppings
- 1.3.10 A person who eats only the fruits of plants (10)

**1.4 IDENTIFICATION**

1.4.1 Identify FOUR symptoms of tuberculosis. Write only the letters (A–H) next to the question number (1.4.1) in the ANSWER BOOK.

- A Chest pain
- B Coughing up blood
- C Night-sweat
- D Vomiting
- E Abdominal pain
- F Diarrhoea
- G Dyspnoea
- H Pneumonia (4)

1.5 **MATCHING ITEMS**

Choose a serving item from COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. 1.5.6 H.

COLUMN A TERM	COLUMN B DESCRIPTION
1.5.1 Tofu	A meat substitute made from soya beans
1.5.2 Legumes	B oval-shaped nut with a buttery texture
1.5.3 Nuts	C type of bean cake made from soya beans
1.5.4 Lentils	D edible kernels of fruits surrounded by a hard, inedible shell
1.5.5 Textured vegetable protein	E plants with double-seamed pods containing a single row of seeds
	F white cheese-like curd made from soya beans
	G small, flat disks ranging from yellow to orange, green or brown

(5 x 1)

(5)

1.6 **REARRANGE**

The procedure for serving guests is in the incorrect order. Arrange the procedure in the correct order. Write only the letters (A–E) next to the question number (1.6) in the ANSWER BOOK.

- A Escort the guests out of the restaurant
- B Serve starters and clear
- C Take the orders for the meals
- D Unfold the serviettes
- E Serve main course and clear

(5)

**TOTAL SECTION A: 40**



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

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

The yearly July Handicap brings together a variety of cultures. Many hospitality establishments are fully booked during that weekend. Computers are used to assist with the workload in order to deal with the large volumes of tourists. Mr Max, the hotel manager says: 'Our employees have to display a high degree of professionalism during this time.'

2.1.1 State FOUR ways in which employers could ensure a neat and professional appearance. (4)

2.1.2 The employees in the above hotel display a high degree of professionalism.

Name FOUR aspects of ethical behaviour that employees should uphold. (4)

2.1.3 Suggest how computers can be used to assist with making reservations for the large numbers of tourists. (3)

2.2 Comment on the statement below.

Workers infected with HIV and Aids may not be restricted from work. (1)

2.3 Distinguish between *gastro-enteritis* and *cholera* with regard to causes and symptoms. Tabulate your answer as follows:

DISEASE	GASTRO-ENTERITIS	CHOLERA
Causes (origin)	(2)	(2)
Symptoms	(2)	(2)

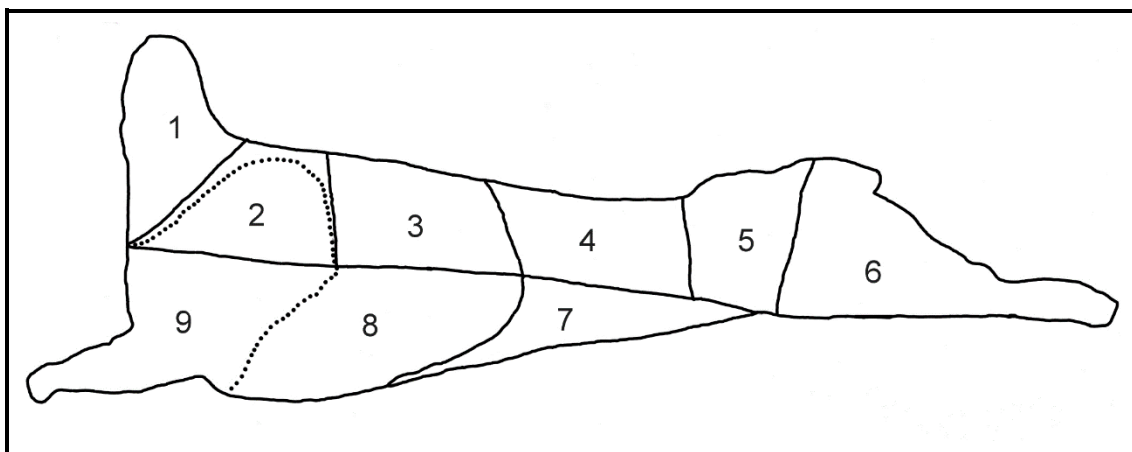
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**TOTAL SECTION B: 20**

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

**QUESTION 3**

3.1 Study the lamb carcass below and answer the questions that follow.



3.1.1 Identify the number and the name of the cut that is suitable for (a) loin chops and (b) cushion. Tabulate your answer as follows:

	NUMBER OF CUT	NAME OF CUT
(a) Loin chops		
(b) Cushion		

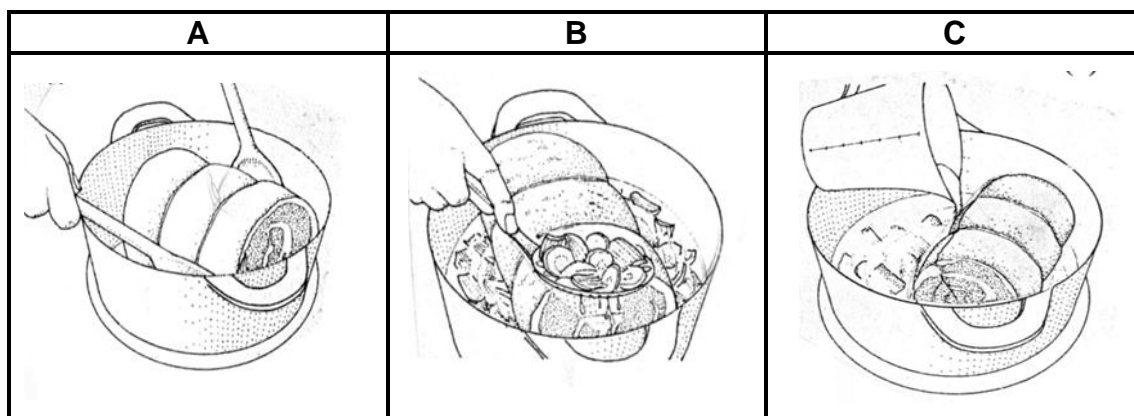
(4)

3.1.2 Recommend a suitable cooking method for the cushion. (1)

3.1.3 The cushion is usually deboned. Identify any TWO other cuts that are also suitable for deboning. Only write the numbers of the cuts. (2)

3.1.4 Give THREE advantages of deboning. (3)



3.2. Study the pictures of the braising of meat below and answer the questions that follow.



3.2.1 Describe the processes applied in pictures A, B and C. (3)

3.2.2 Discuss the effect that the braising method will have on the connective tissue. (3)

3.3. Study the pictures below and answer the following questions.

A	B
	
<p><b>Ingredients list on the packaging:</b> 200 g sausage casings, 25 ml salt, 5 ml ground black pepper, 15 ml coriander, 1 ml ground cloves, 25 ml vinegar, 125 ml brown sugar, 3 kg beef, 100 g fat, 2 ml ground nutmeg</p>	

- 3.3.1 Identify the preservation method that was used for the boerewors in **A**. (1)
- 3.3.2 The boerewors in **B** can also be preserved by freezing. Motivate why this is a good method for preserving boerewors. (3)
- 3.3.3 Write down TWO natural preservatives from the ingredient list. (2)
- 3.3.4 Labels on products are very important.  
Explain the importance of the information on the label of the boerewors. (3)
- 3.3.5 Explain the meaning of the word *halaal* on the packaging. (2)

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



- 3.4.1 Identify the dessert above. (1)
- 3.4.2 Define the following terms:
- (a) Chantilly cream (2)
- (b) Coulis (2)
- 3.4.3 Name the custard used as a base for the ice cream. (1)
- 3.4.4 Justify why the ice cream mixture has to be churned regularly during the freezing process. (1)
- 3.4.5 Do you consider this dessert suitable for a lacto vegetarian? Motivate your answer. (2)
- 3.4.6 Discuss how nuts can contribute to the nutritional value of a lacto vegetarian diet. (3)
- 3.4.7 Suggest a cooking method that can be applied to the nuts before they are sprinkled over the dessert. (1)

**[40]**

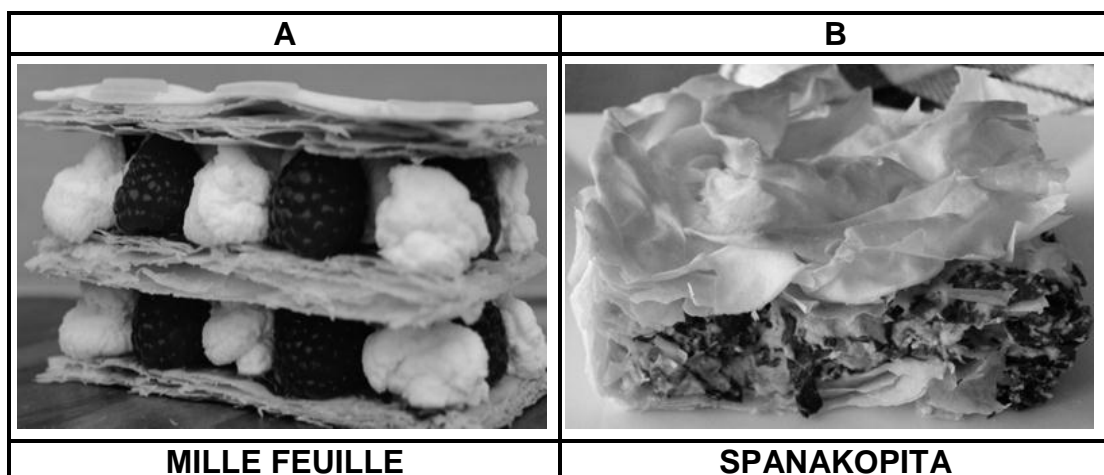
**QUESTION 4**

- 4.1 Study the topping ingredients of the Paris-Brest below and answer the questions that follow.

<b>PARIS-BREST</b>	
Topping ingredients, 4 portions	
50 g flaked almonds	R16,00
100 g icing sugar	R3,90
100 g dark chocolate	R21,50

Show ALL calculations. Calculate the following:

- 4.1.1 Cost of the topping (2)
- 4.1.2 Selling price of the topping if you had a gross profit of 50% (3)
- 4.1.3 Cost per portion (2)
- 4.2 Name the pastry used to make the Paris-Brest. (1)
- 4.3 Name THREE ingredients used to make the pastry mentioned in QUESTION 4.1.4. (3)
- 4.4 Study the pastry pictures below and answer the questions that follow.



- 4.4.1 Identify the type of pastry used for dishes **A** and **B** respectively. (2)
- 4.4.2 Explain the purpose of using iced water in pastry **A**. (1)
- 4.4.3 Give TWO reasons why fat may ooze out of pastry **A** during the baking process. (2)
- 4.4.4 Motivate why all apparatus must be cold when preparing pastry **A**. (2)

- 4.4.5 Describe TWO precautionary measures when thawing pastry **B.** (2)
- 4.4.6 Evaluate the suitability of the dishes above for a cocktail function. (2)
- 4.4.7 Discuss FOUR rules that are applied during the presentation of snacks at a cocktail function. (4)

4.5 Study the list of ingredients below and answer the question that follow.

milk; egg yolks; sugar; cold water; gelatin; raw pineapple

Identify the most suitable ingredient to match the functions below. Give a reason for each. Tabulate your answer as follows:

FUNCTIONS	INGREDIENT	REASON
Thickens the custard		
Hydrates the gelatin		
Prevents the setting of the gelatin		
Increases the stiffness of the gelatin		

(8)

4.6 Study the menu below and answer the question that follow.

**MENU**

**16 June 2019**

Samosa with Home-made Mayonnaise

Kingklip served with Rosemary Mash and Creamy Mushroom Sauce  
Steamed Mediterranean Vegetables  
Beetroot Salad

Jam Turnover with Chantilly cream

Evaluate the suitability of the menu for a person suffering from a heart disease.

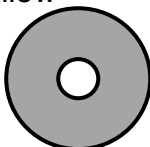
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**[40]**

**TOTAL SECTION C: 80**

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

**QUESTION 5**

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

<b>NEW BEGINNINGS DOUGHNUTS GALORE</b>	
Delicious yummy doughnuts from out of this world!	
Assorted flavours: cookies and cream, apple fudge, marshmallow	
The first 5 customers receive 5 FREE Nutella balls.	
Come and see us at F5, Mandela Road, Mamelodi.	
Open from 07:30 to 17:00	

- 5.1.1 Explain the importance of marketing mix when marketing the business above. (2)
- 5.1.2 Evaluate the suitability of the written information in the marketing tool above. (5)
- 5.1.3 Justify whether the marketing tool adheres to the requirements of the marketing mix aspects. (5)

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

Aphiwe has just opened a bed and breakfast in her community. She requested you to assist her with the running of her new business.

- 5.2.1 Name any TWO revenue-generating areas that could help to generate income in housekeeping. (2)
- 5.2.2 Explain the responsibilities of an accountant in the hospitality industry. (4)
- 5.2.3 State THREE characteristics that Aphiwe should have as an entrepreneur. (3)
- 5.2.4 Evaluate the information in the business plan below. (5)

<b>BUSINESS PLAN FOR APIWE'S BED AND BREAKFAST</b>
The bed and breakfast will be opened at 98 Struben Street. It aims at accommodating both domestic and international tourists in Limpopo. Twelve people will be employed on a full-time basis. The guesthouse will be advertised in the local newspaper and radio.

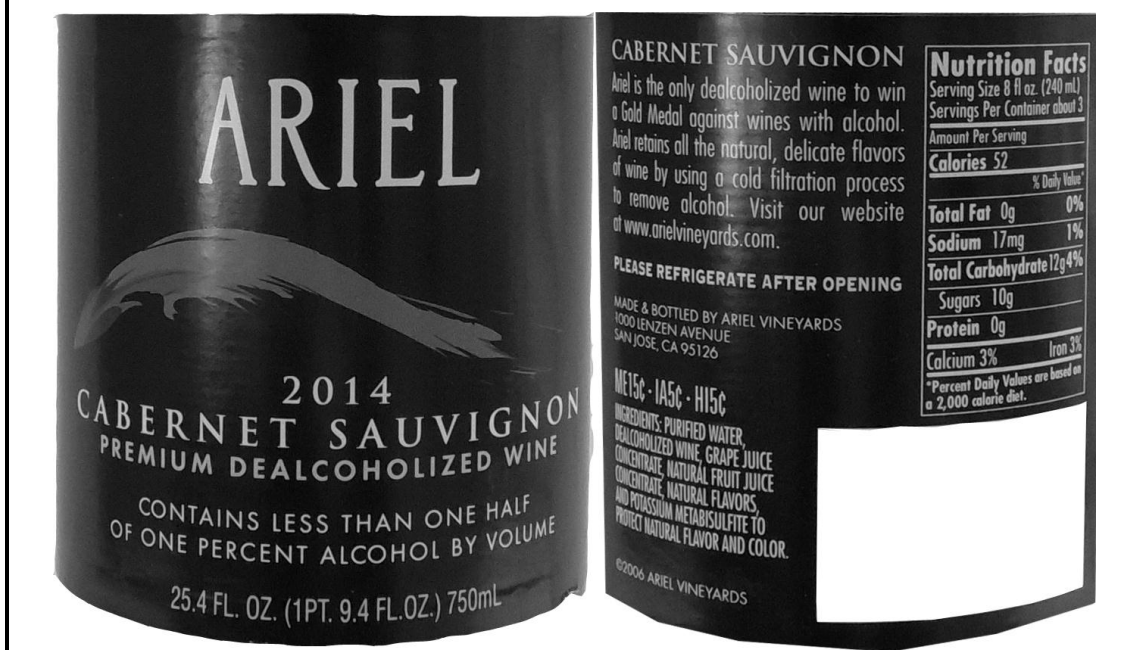
5.3 Recommend FOUR entrepreneurial opportunities in the food and beverage sector. (4)

**[30]**

**QUESTION 6**

6.1 Study the wine label below and answer the questions that follow.

Ndumiso is a restaurateur in Graaff-Reinet and has visited many countries abroad sourcing wine to bring to his restaurant.



6.1.1 Classify the wine above. (2)

6.1.2 Refer to the wine label above and give the following information:

(a) Cultivar (1)

(b) Producer (1)

(c) Class designated name (1)

6.1.3 Study the dishes below and identify TWO suitable and TWO unsuitable dishes for the wine in QUESTION 6.1.

blini with sour cream and caviar; fried veal cutlets;  
beef lasagne; prawn cocktail

Copy and complete the table below in your ANSWER BOOK.

SUITABLE	UNSUITABLE

(4)

6.1.4 Determine the procedure you will follow when presenting this wine to a guest. (4)



- 6.2 Ndumiso has failed several times to secure a liquor license.  
Discuss the statement above. (3)
- 6.3 Describe the guidelines the waiters should follow when serving coffee to guests. (4)
- 6.4 A guest was injured at a hotel.  
Discuss the actions that should be taken by the manager in the above instance. (3)
- 6.5 Blending, shaking, stirring and building are methods used to prepare cocktails.
- 6.5.1 List THREE pieces of equipment that will be required to prepare a cocktail. (3)
- 6.5.2 Outline FOUR guidelines for mixing a cocktail. (4)
- [30]**
- TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**