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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2017

MARKS: 200

TIME: 3 hours

This question paper consists of 19 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****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 meat.
- C bread.
- D oranges.

ANSWER: 1.1.11 D

1.1.1 HIV is transmitted through ...

- A tap water.
- B breast milk.
- C hotel food.
- D food additives.

(1)

1.1.2 Yorkshire pudding is a traditional accompaniment for roast ...

- A mutton.
- B chicken.
- C beef.
- D pork.

(1)

1.1.3 ONE of the following is a symptom of gastroenteritis:

- A Vomiting and dehydration
- B Continuous coughing
- C Yellow eyes and skin
- D Blemishes on the tongue

(1)

1.1.4 A cooking method suitable for a marbled, boneless cut of beef (hump):

- A Pot roast
- B Stewing
- C Grilling
- D Dry frying

(1)

- 1.1.5 Grilled meat is medium done when the meat is ... in the centre.
- A bright red
 - B rosy pink to red
 - C slightly pink
 - D very red and raw
- (1)
- 1.1.6 ... should be avoided by a person who has high cholesterol.
- A Fresh fruit salad
 - B Grilled sole with fennel
 - C Cream of broccoli soup
 - D Steamed hake fillets
- (1)
- 1.1.7 The term describing dry sparkling wine:
- A Brut
 - B Sec
 - C Demi-sec
 - D Doux
- (1)
- 1.1.8 Textured vegetable protein used as a substitute for meat:
- A Nuts
 - B Lentils
 - C Soya
 - D Legumes
- (1)
- 1.1.9 A small, boat-shaped pastry case made with short crust pastry:
- A Barquette
 - B Bouchée
 - C Mille-feuille
 - D Vol-au-vent
- (1)
- 1.1.10 An Italian meringue consists of ...
- A sugar and eggs beaten to a foam.
 - B flour folded into eggs.
 - C sugar added slowly while beating eggs.
 - D egg whites and sugar syrup beaten to a foam.
- (1)

1.2 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the techniques for meat in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A TECHNIQUES FOR MEAT	COLUMN B DESCRIPTION
1.2.1 Barding	A dredging a cut of meat in seasoned flour, egg wash and crumbs
1.2.2 Trimming	B spooning melted fat or pan drippings over meat while roasting
1.2.3 Larding	C neatening the meat cut by removing excess fat and sinew
1.2.4 Stuffing	D covering a piece of meat with thin slices of fat or bacon
1.2.5 Basting	E steeping meat in a seasoned liquid for a certain time
	F filling the inside of meat joints with forcement
	G inserting strips of fat or bacon into meat cuts to add moisture
	H browning of meat over high heat in preparation for pot roasting

(5 x 1)

(5)

1.3 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the marketing mix in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A MARKETING MIX	COLUMN B DESCRIPTION
1.3.1 Packaging	A location where the product or services are available
1.3.2 Promotion	B ensuring that your product is different from those sold by competitors
1.3.3 Place	C a group most likely to buy the product or service
1.3.4 Price	D support and cooperation of all the people involved in the plan
1.3.5 People	E the amount that the customer is willing to pay for the product or service
	F making consumers aware of special packages or discounts available on certain days
	G the exchange of goods and services for money
	H ensuring that customers' needs are satisfied in every respect

(5 x 1) (5)

1.4 ONE-WORD ITEMS

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

- 1.4.1 The yellow connective tissue found in meat
- 1.4.2 Home-cooked meals that are prepared and delivered on a daily basis to people who cannot cook for themselves
- 1.4.3 An extract from seaweed that sets into a jelly when dissolved in water
- 1.4.4 Raw vegetables cut into small portions or strips, served with a dip
- 1.4.5 A traditional sauce, served with roast pork
- 1.4.6 A food-borne disease that causes inflammation of the liver and results in a yellow skin and eye colour
- 1.4.7 Soft, waxy substance that may be left behind in arteries, reducing blood flow, causing heart attacks
- 1.4.8 Type of vegetarian that only eats nuts, seeds, grains and fruits of plants without killing the plant
- 1.4.9 Crêpes in an orange sauce, flambéed with brandy or liqueur
- 1.4.10 Preservation method where all micro-organisms are killed through extended heating at a temperature higher than boiling point (10 x 1) (10)

1.5 SELECTION

1.5.1 Identify FOUR ingredients in the list below that are used to prepare a citrus curd.

- A Vinegar
- B Eggs
- C Vanilla
- D Sugar
- E Limes
- F Sultanas
- G Gelatin
- H Butter

(4)

1.5.2 Identify TWO ingredients in the list below that negatively influence the foaming ability of egg whites when making a meringue.

- A Lemon juice
- B Egg yolk
- C Cream of tartar
- D Sunflower oil

(2)

1.6 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.6.1–1.6.4) in the ANSWER BOOK.

plated;	Russian;	buffet;	gueridon;	silver;	family
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1.6.1 The use of a spoon and fork to serve the food to the guest (1)

1.6.2 Food is prepared and served from a trolley (1)

1.6.3 Hot and cold food dishes displayed on a central table, guests select their own food while moving around the table (1)

1.6.4 Food is dished out on individual plates in the kitchen and served to the guests (1)

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.

CHOLERA OUTBREAK IN SOUTH AFRICA

Cholera has infected more than 15 000 people along the South African eastern coast. The onset of the summer rains and flooding, coupled with annual holiday season migration to rural homesteads and increased sales of street foods to visitors, has worsened the problem.

It is a typical South African outbreak, where you have large numbers of informal food stalls and people living in poor sanitation circumstances. More than 450 people are currently hospitalised with the illness, as cholera swiftly leads to death if not treated.

[Adapted from The National Health Research Database]

- 2.1.1 State THREE symptoms of cholera. (3)
- 2.1.2 Explain why people in South Africa are at risk of contracting cholera. (2)
- 2.1.3 Discuss how the transmission of cholera at food stalls could be prevented. (3)
- 2.1.4 Motivate why cholera can lead to death if not treated. (2)

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



A porter at a hotel immediately reported a handbag and umbrella left behind by a guest to the reception staff.

- 2.2.1 Identify TWO aspects of professional work ethics that the porter displayed in the scenario. Motivate EACH aspect. (4)
- 2.2.2 Explain how the front-office department uses a computer when checking guests in and out. (3)

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

Hotel A is situated in the city centre of Johannesburg while Hotel B is situated on the outskirts of Johannesburg, more in the countryside. In a newspaper survey people preferred Hotel A to Hotel B. According to the feedback from people, their preference had nothing to do with location, but rather with service excellence by the staff.

Motivate why the people preferred the service at Hotel A.

(3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

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

Hors d'oeuvres	
Vegetable spring rolls with sweet and sour sauce	R35
Vol-au-vents with shrimp and mushroom filling	R55
Buffalo wings	R45
Phyllo baskets with smoked trout and piquant salad	R50
Soup	
Chicken consommé	R35
Lentil soup	R40
Cream of mushroom soup	R40
Plat du jour (Dish of the day)/Main course	
Beef Stroganoff	R 85
Mexican bean pot (tasty stew of kidney beans, garlic, chillies, tomatoes and green peppers)	R 75
* Both of the dishes above are served with basmati rice and a green salad	
From the grill	
Saratoga chops	R100
Porterhouse steak with mushroom sauce	R110
Chicken suprême	R90
Tournedos with cream sauce	R120
* All of the dishes above are served with baked potatoes and roasted vegetables	
Desserts	
Chocolate mousse	R40
Baklava	R45
Tropical fruit bombe	R50
Poached pear in red grape juice	R40

3.1.1 Define the term *hors d'oeuvres*. (2)

3.1.2 Identify, from the dishes in the menu above, TWO legumes that are high in protein. (2)

3.1.3 Evaluate the suitability of the menu above for a banquet. (4)

3.2 Use the dishes in the menu above and compile a formal FOUR-course dinner menu for a strict vegetarian (vegan).

Keep in mind all the rules for compiling a menu and write out the menu neatly and in the correct format. (10)

3.3 Choose the most suitable dessert for Jewish guests and give a reason for the answer. (2)

3.4 Answer the following questions.

3.4.1 Select TWO meat cuts in the menu and indicate where EACH cut will be found in the beef carcass. Name ONE cooking method for EACH steak. Tabulate the answer as follows:

NAME OF STEAK	NAME OF CUT IN CARCASS	COOKING METHOD

(6)

3.4.2 Motivate why the restaurant should use matured steaks. (2)

3.5 Refer to the menu and identify the dishes shown below.



3.5.1



3.5.2

(2)

3.6 Answer the following questions.

3.6.1 Name THREE aspects that form part of the actual cost of the selling price of the dishes in the menu in QUESTION 3.1. (3)

3.6.2 Calculate the total cost of the beef Stroganoff if the net profit is R20. Show ALL calculations. (3)

3.7 Study the photograph of biltong below and answer the questions that follow.



- 3.7.1 Identify the preservation method used for the biltong above. (1)
- 3.7.2 Name the natural preservative added to help preserve the product. (1)
- 3.7.3 Explain how the method of preserving in QUESTION 3.7.2 prolongs the shelf life of food. (2)
- [40]**

QUESTION 4

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



Fruit tartlet



Turnover



Choux pastry product



Croissant

- 4.1.1 Identify the pastry used for the fruit tartlet above. (1)
- 4.1.2 State FOUR quality characteristics of the pastry identified in QUESTION 4.1.1. (4)
- 4.1.3 Explain why it is important to blind bake the fruit tartlet pastry shell before filling it with the crème pâtissière (pastry cream). (3)
- 4.1.4 Predict what will happen if the crème pâtissière is not boiled properly. Motivate the answer. (2)
- 4.1.5 Identify the pastry product above that requires glazing before baking. (1)
- 4.1.6 Name TWO sweet fillings for the turnovers above. (2)

4.2 Answer the following questions on choux pastry.

- 4.2.1 Name a choux pastry product above. (1)
- 4.2.2 Identify the raising agent used in the choux pastry product. (1)
- 4.2.3 Describe THREE quality characteristics of the choux pastry product. (3)
- 4.2.4 Give ONE reason for EACH of the following when preparing choux pastry products:
- (a) Do not boil the water and shortening for too long. (2)
 - (b) Bake at high temperature for a short period. (2)
 - (c) Reduce the temperature after a few minutes. (2)

4.3 Study the list of dishes below and answer the questions that follow.

Fruit kebabs
Stuffed eggs
Cheese rissole
Aubergine fritters
Grilled pork brochette
Fish goujonnette
Bacon-wrapped chicken livers
Crumbed mushrooms

4.3.1 Name the type of function where the dishes above can be served. (1)

4.3.2 Briefly discuss FOUR guidelines to consider when preparing food for the function above. (4)

4.3.3 Identify TWO dishes that may cause an allergic reaction. (2)

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



Fruit jelly

4.4.1 Classify the dessert above. (1)

4.4.2 Explain how the following ingredients will affect gel formation in the dessert above:

(a) Too much sugar (2)

(b) Too much acid (2)

(c) Raw pineapple (2)

4.5 Distinguish between the ingredients used to prepare a sherbet and a sorbet. (2)
[40]

TOTAL SECTION C: 80

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

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

Mayfair Hotel
Privately owned by K Naidoo



**Proudly South African, contributing to the GDP, fully complying with
BEEE rating and striving for service excellence**

**28 Smit Street
City Centre
Cape Town
8000**

**e-mail: mayfair@xnet.com
www.mayfairhotel.co.za**

Tel: 021 488 2888

**36 air-conditioned rooms
All rooms en suite
Conference facilities
Restaurant and bar
Beautiful view
Swimming pool
Salon and spa
24-hour reception
Street parking
Free DStv and Wi-Fi**



5.1.1 Name the ancillary position in the hotel responsible for EACH of the following:

- (a) Parking (1)
- (b) Website upgrades (1)
- (c) Balancing and preparing guest accounts for check-out in the morning (1)

5.1.2 Name ONE area NOT mentioned in the advertisement that can be both revenue-generating and non-revenue-generating in this hotel. Motivate the answer. (3)

5.1.3 Identify TWO non-revenue generating facilities in this hotel. (2)

5.2 Answer the following questions on GDP.

5.2.1 What does the abbreviation *GDP* stand for? (1)

5.2.2 Explain how the hotel in the advertisement above contributes to the GDP of the South African economy. (2)

- 5.3 Identify the information in the advertisement that would appear on a business plan under the following heading: (4)
- Business description
- 5.4 Evaluate the written information in the advertisement. (4)
- 5.5 Answer the following questions on marketing.
- 5.5.1 Identify an electronic marketing tool used by the Mayfair Hotel. (1)
- 5.5.2 Discuss TWO advantages of the electronic marketing tool in QUESTION 5.5.1. (2)
- 5.6 Answer the following questions on advertising.
- 5.6.1 Identify THREE threats in the advertisement that the Mayfair Hotel may experience. (3)
- 5.6.2 State THREE opportunities, other than those listed in the advertisement, for the Mayfair Hotel to generate income. (3)
- 5.7 Discuss the role of the maintenance department in the hotel. (2)
- [30]**

QUESTION 6

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



6.1.1 Give the complete classification of the wine in the picture above. (2)

6.1.2 Discuss the meaning of the label at the neck of the bottle. (2)

6.1.3 Recommend the best serving temperature for Pinotage. (1)

6.1.4 Comment on the level to which the glass is filled. (2)

6.1.5 Recommend TWO protein dishes that will complement the wine above. (2)

6.2 Name THREE groups of people that may NOT be granted liquor licences. (3)

6.3 Distinguish between *shaking* and *stirring* a cocktail by referring to the equipment and the method. Tabulate the answer as follows:

	SHAKING	STIRRING
EQUIPMENT		
METHOD		

6.4 Explain the *crumbing-down process*. (4)

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



6.5.1 Identify the equipment in the picture above. (1)

6.5.2 Give the function of this equipment. (1)

6.6 Study the photograph of the venue for a formal function below and answer the questions that follow.



6.6.1 Evaluate the suitability of the table decorations and arrangements. (4)

6.6.2 With the serving of the main course, a guest received a well-done steak instead of a rare one. Explain how this situation should be rectified.

(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200