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# basic education

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

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2018**

**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 The incubation period of hepatitis A is ... days.

- A 2 to 4
- B 4 to 9
- C 10 to 14
- D 15 to 45

(1)

1.1.2 A suitable accompaniment for roast venison served with sweet potato mash is ... sauce.

- A apple
- B red currant
- C mint
- D madeira

(1)

1.1.3 Sugar syrup and egg whites are whisked to the stiff peak stage during the preparation of ... meringue.



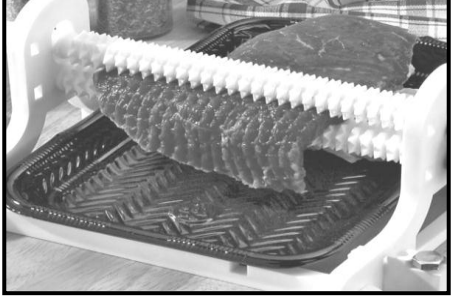

- A Swedish
- B Italian
- C French
- D Swiss

(1)

- 1.1.4 A traditional Afrikaans confectionery made with dough that is plaited and deep fried is known as a ...  
A churro.  
B fritter.  
C koeksister.  
D beignet. (1)
- 1.1.5 Rissoles are ...  
A sautéed minced meat balls.  
B deep fried chicken nuggets.  
C chicken liver wrapped in bacon.  
D minced meat shaped on a skewer. (1)
- 1.1.6 A religious group that consumes strictly kosher food:  
A Hindus  
B Jews  
C Muslims  
D Buddhists (1)
- 1.1.7 When preparing pickled onions, ..., salt and spices are used to preserve the product.  
A brown vinegar  
B lemon juice  
C salicylic acid  
D benzoic acid (1)
- 1.1.8 A type of service style where a waiter uses a spoon and fork to serve meat and vegetables onto a guest's plate:  
A Buffet  
B Plated  
C Gueridon  
D Silver (1)
- 1.1.9 The position of the white wine glass is 2,5 cm from the tip of the ...  
A main course knife.  
B entrée knife.  
C main course fork.  
D entrée fork. (1)
- 1.1.10 When a small fire breaks out at a table in a restaurant, ...  
A open all the doors and windows.  
B smother the fire with a service cloth.  
C use a fire extinguisher.  
D evacuate the restaurant. (1)

1.2 **MATCHING ITEMS**

Choose the technique from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.4) in the ANSWER BOOK, e.g. 1.2.5 H.

| COLUMN A<br>PICTURES  | COLUMN B<br>NAME OF TECHNIQUE                                    |
|---|--|
| 1.2.1    | A barding<br>B larding<br>C marinating<br>D boning<br>E stuffing |
| 1.2.2   | F dressing<br>G tenderising                                      |
| 1.2.3  |  |
| 1.2.4  |  |

(4 x 1) (4)

**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 manager in charge of disciplinary action and evaluation of performance in the workplace
- 1.3.2 Expenses related to operating a business successfully, e.g. water and electricity
- 1.3.3 Very thin pancake served with an orange sauce and flambéed during service
- 1.3.4 Incomplete animal protein used to make gelatin
- 1.3.5 Yellow connective tissue found in meat
- 1.3.6 A South African relish made from carrots, cabbage, onions, peppers, chillies and curry spices
- 1.3.7 A paper-thin dough used to make baklava
- 1.3.8 Brushing pastry products with egg to give it a shiny, golden-brown surface
- 1.3.9 Type of marketing tool that includes internet and e-mails
- 1.3.10 Minimum age at which a person is allowed to be served alcohol in a restaurant

(10)

**1.4 SELECTION**

- 1.4.1 Identify FOUR ingredients in the list below that are essential for successful choux pastry products. Write only the letters (A–H) next to the question number (1.4.1) in the ANSWER BOOK.

- A Butter
- B Milk
- C Eggs
- D Water
- E Sugar
- F Cake flour
- G Baking powder
- H Lemon juice

(4)

- 1.4.2 Identify THREE reasons in the list below why a tart crust may shrink during the baking process. Write only the letters (A–E) next to the question number (1.4.2) in the ANSWER BOOK.

- A Over-mixing of dough
- B Using too much flour when rolling out dough
- C Incorrect measurement of ingredients
- D Not resting and chilling the dough after each stage
- E Overstretching of dough during the rolling process

(3)

1.4.3 Identify TWO general rules for mixing cocktails. Write only the letters (A–D) next to the question number (1.4.3) in the ANSWER BOOK.

- A Sparkling drinks should not be shaken.
- B Cream and fruit juice should not be shaken
- C Cream and fruit juice should be shaken.
- D Sparkling drinks should be shaken.

(2)

1.4.4 Select TWO terms that are related to measurement used during the preparation of mocktails. Write only the letters (A–E) next to the question number (1.4.4) in the ANSWER BOOK.

- A Flip
- B Shot
- C Dash
- D Frost
- E Frappé

(2)

## 1.5 MATCHING ITEMS

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

| COLUMN A<br>DESCRIPTION  | COLUMN B<br>SERVING ITEM |
|--|--------------------------|
| 1.5.1 Special trolley on which meat joints are cut and portioned                       | A waiters' friend        |
| 1.5.2 Warm water bath incorporated into a serving counter heated by electricity or gas | B cloche                 |
| 1.5.3 Equipment that is heated by candles or flammable gel used to keep food warm      | C dome                   |
| 1.5.4 Used to cover food in order to prevent it from drying out                        | D carving unit           |
| 1.5.5 Tool that includes a corkscrew, blade and bottle opener                          | E tongs                  |
|  | F chafing dish           |
|  | G serving dish           |
|  | H bain-marie             |

(5 x 1) (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.

**CHEFS: 'PREVENT TB TIMEOUSLY!'**



People die from tuberculosis each day.  
The tragedy is that TB can be cured if it is managed properly.  
However, this is exactly the problem. If you want to prevent TB in time, you should act in good time. You should also realise that people at risk from getting TB are often ignorant about the signs and symptoms. People with HIV, drug users and health care workers are at huge risk.

2.1.1 Name THREE symptoms of TB. (3)

2.1.2 Do you think chefs with TB should be allowed to work in a hospitality establishment? Motivate your answer. (3)

2.1.3 TB-infected chefs are frequently absent from work.  
Discuss the impact that this will have on South African economy. (3)

2.1.4 Explain why people with HIV are at high risk of contracting TB. (2)

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

Ayakha is the head waiter at the Dunamis Hotel. She always encourages alertness, team work and a positive attitude among her colleagues. All the staff members are well trained on the use of computers as most activities in this hotel are done electronically.

2.2.1 Explain TWO ways in which the security staff can demonstrate alertness at the hotel. (2)

2.2.2 Good team spirit at any hospitality establishment will impact on the profitability of the establishment.  
Discuss the statement above. (3)

2.3 Describe how computers can assist the chefs with menu planning. (4)

**TOTAL SECTION B: 20**

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

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

A trifle is a popular festive dessert and is prepared using layers of sponge cake, crème pâtissière, fruit and fruit jelly.



3.1.1 Classify the dessert above. (1)

3.1.2 Distinguish between a *crème pâtissière* and a *crème brûlée* referring to the ingredients and the preparation method. Tabulate your answer as follows:

|                    | CRÈME PÂTISSIÈRE | CRÈME BRÛLÉE |
|--------------------|------------------|--------------|
| INGREDIENTS        |                  |              |
| PREPARATION METHOD |                  |              |

(4)

3.2 The items below can be used to decorate a trifle.

|          |             |                  |         |
|----------|-------------|------------------|---------|
| tuilles; | spun sugar; | chocolate curls; | praline |
|----------|-------------|------------------|---------|

3.2.1 Describe the term *tuilles*. (2)

3.2.2 Predict the end results of the following techniques:

(a) Tempering chocolate when making the chocolate curls (2)

(b) Boiling the sugar to the desired stage when making the spun sugar (2)

3.2.3 Select an item from the list in QUESTION 3.2 that is NOT suitable for a person who is allergic to nuts. (1)

3.2.4 Explain the reaction of a person with a nut allergy if he/she consumes the item selected in QUESTION 3.2.3. (4)

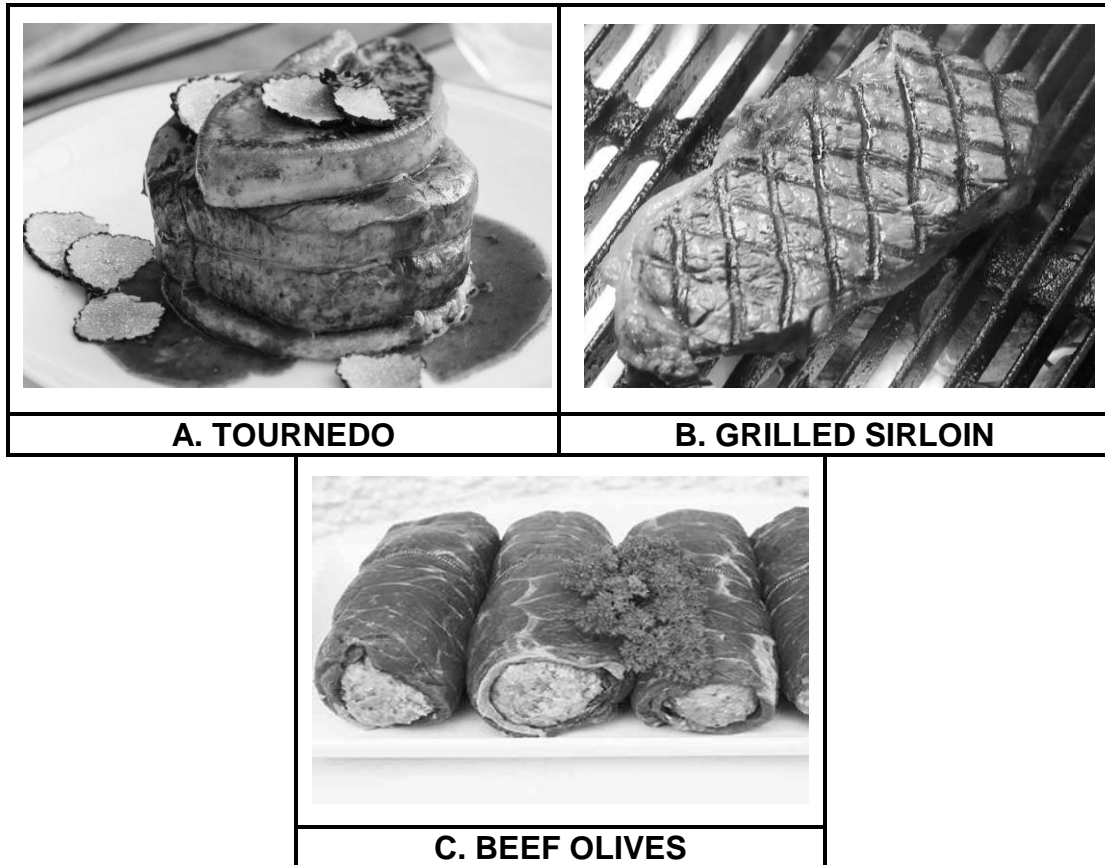
- 3.3 Discuss the suitability of the trifle for a person suffering from diabetes. (3)
- 3.4 Answer the questions that follow.
- 3.4.1 Describe the first process that should be followed when using gelatine powder to prepare fruit jelly for the trifle. (3)
- 3.4.2 With what would you substitute the gelatin in the fruit jelly to make it suitable for vegetarians? (1)
- 3.4.3 How much gelatine powder must be used if the recipe states two sheets of gelatine? Motivate your answer. (2)
- 3.5 3.5.1 Suggest THREE types of vegetarians who will be able to eat the trifle. Give a reason for your answer. (4)
- 3.5.2 Many vegetarians include dried pulses in their diet.  
Justify the statement above. (5)
- 3.6 Explain how the sterilising and sealing techniques are applied when bottling strawberries. Give a reason for applying each technique. Tabulate your answer as follows:

|   | <b>STERILISING OF BOTTLES</b> | <b>SEALING THE BOTTLES</b> |
|---|-------------------------------|----------------------------|
| Explanation of how the technique is applied | (3)                           | (1)                        |
| Reason for applying the technique           | (1)                           | (1)                        |

(6)  
[40]

**QUESTION 4**

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



- |       |   |     |
|-------|---|-----|
| 4.1.1 | Identify a beef cut that will be suitable for dish A and dish B respectively. | (2) |
| 4.1.2 | Justify the use of the filling in the beef olives above.                      | (4) |
| 4.1.3 | Discuss the rules for grilling the sirloin over hot coals.                    | (3) |
| 4.1.4 | Motivate why moist heat is NOT suitable for steaks.                           | (2) |
| 4.1.5 | Suggest TWO accompaniments for the tournedo.                                  | (2) |

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

The social committee of Witteklip Secondary School asked Aloe Caterers to prepare a quotation for a banquet for 200 guests on 19 November 2018, from 18:30 to 22:00.

The total cost of the menu is R200 per person. The cost excludes R500 for the music and R300 for the table cloths. A cash bar will be available. 50% deposit is due 15 days before the function.

- 4.2.1 Calculate the total cost of the function for 200 guests. Show ALL calculations. (3)
- 4.2.2 Calculate the deposit that is required. Show ALL calculations. (2)
- 4.2.3 Use the information above to complete the quotation form below. Write the question number (4.2.3) and only the word/term next to the letters (A to D) in the ANSWER BOOK.

| QUOTATION                                    |   |
|--|---|
| (A)  |   |
| Name of client: (B)                          | Function co-ordinator: S Williams                   |
| Address: 23 Mandarin Street<br>Glenwood 0010 | Date: 19 November 2018<br>Duration of function: (C) |
| Tel no: 086 5888 880                         | Number of guests: 200                               |
| Deposit to be paid on (D) (date)             |   |

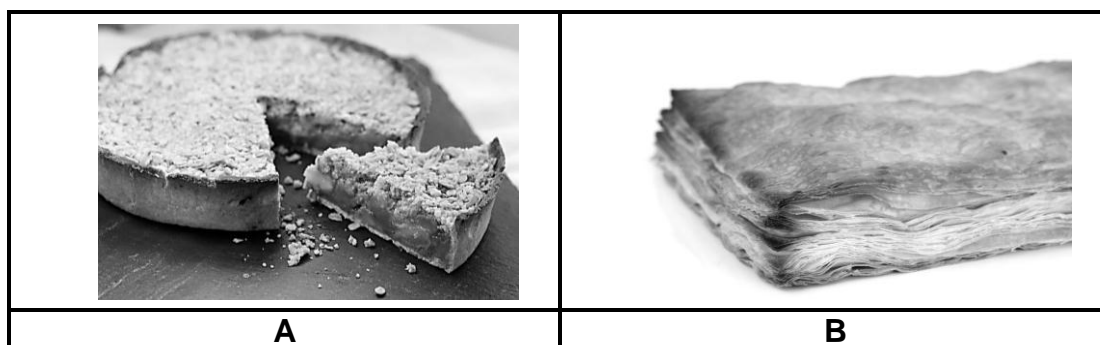
(4)

- 4.3 Study the menu for the cocktail function below and answer the questions that follow.

| <b>MENU</b>  |  |
|--|--|
| <b>Cocktail function<br/>November 2018</b>         |  |
| Salmon and herb cottage cheese filled profiteroles |  |
| Mini canapés with smoked tuna tartare              |  |
| Selection of sushi with wasabi mayonnaise          |  |
| Vegetarian spring rolls                            |  |
| Biltong, feta and leek quiche                      |  |
| Vanilla meringue kisses                            |  |
| Bouchée with lemon curd and cream                  |  |
| White chocolate truffles                           |  |

- 4.3.1 Cocktail functions are very popular in South Africa.  
List **THREE** types of functions where you could use the menu above. (3)
- 4.3.2 Explain the term *canapé*. (3)
- 4.3.3 Evaluate the cocktail snacks on the menu with regard to:  
(a) Appearance  
(b) Ingredients (2 x 2) (4)

- 4.4 Study the pastry pictures below and answer the questions below.



- 4.4.1 Identify pastry **A** and pastry **B**. (2)
- 4.4.2 Refer to the cocktail menu in QUESTION 4.3.  
Select **ONE** item made from pastry **A** and **ONE** item made from pastry **B**. (2)
- 4.5 Answer the questions below on the profiteroles.
- 4.5.1 Explain why it is important to ensure that all the eggs are **NOT** added at once during the preparation of choux paste. (2)
- 4.5.2 Suggest the most appropriate utensils that could be used to shape the profiteroles. (2)

**[40]****TOTAL SECTION C: 80**

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

Study the scenario below and answer the questions that follow.

Nomhle is opening a lunch café at No. 63, Mamelodi extension, under her name. It will be situated near Mamelodi Secondary School and the local municipal office. Her menu will include bunny chows, vetkoek with mince, hotdogs and burgers. She intends employing three people: an accountant, a chef and a sales lady. A friend has helped her to design posters to market her business and she also has tables and chairs to seat customers.

- 5.1 Name the marketing tool that Nomhle will be using. (1)
  - 5.2 Identify Nomhle's target market. (3)
  - 5.3 Discuss FIVE aspects to consider when designing the posters. (5)
  - 5.4 Discuss THREE ways, other than posters, in which Nomhle can promote her business. (3)
  - 5.5 Use the information in the scenario above and compile a business plan for Nomhle. (6)
  - 5.6 Describe THREE indirect job opportunities that Nomhle's business may create. (3)
  - 5.7 State FOUR responsibilities of an accountant in the business above. (3)
  - 5.8 Name and describe THREE non-revenue generating areas, other than accounting, in her business. (6)
- [30]**

**QUESTION 6**

6.1 Read the case study below and answer the questions that follow.

**LOAD SHEDDING IS A SERIOUS THREAT  
TO THE RESTAURANT INDUSTRY**

Lorenzo's Italian Restaurant is a small, privately owned business. Closing the restaurant each time when there is load shedding is not an option as the restaurant will lose money. Luckily the restaurant uses an industrial gas stove in the preparation of most of the dishes. Unfortunately, sometimes guests have to wait long for their food. Once or twice, some of the guests ordered so many alcoholic drinks that they became loud and started irritating the other guests.

6.1.1 Explain how the waiters should handle the following situations:

- (a) Guests have to wait long for their food. (4)
- (b) Guests become loud and start irritating other guests (5)

6.1.2 Suggest what to do to rectify the situation when a guest is irritated by the delay. (1)

6.1.3 Explain the procedure that waiters should follow in order to ensure that the cutlery is presentable before the guests are seated. (3)

6.2 Study the wine labels below and answer the questions that follow.



6.2.1 Write down the colour of wine **A**. Give a reason for your answer. (2)

6.2.2 Recommend the best serving temperature for both wines. (1)

6.2.3 Explain the term *Brut*. (1)



- 6.2.4 Distinguish between wine **A** and wine **B** with regard to the *manufacturing method* and *origin*. Tabulate your answer as follows:

|                      | WINE A | WINE B |
|----------------------|--------|--------|
| Manufacturing method |        |        |
| Origin               |        |        |

(4)

- 6.2.5 Suggest a classic food/dish to pair with wine **B**.

(1)

- 6.3 Establishments have to comply with the Liquor Act, 2003 (Act 59 of 2003) for selling liquor.

Name the TWO types of liquor licences that establishments can apply for and explain EACH type.

(2 x 2)

(4)

- 6.4 Describe the procedure that a waiter should follow when taking and placing a food order.

(4)

**[30]**

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**