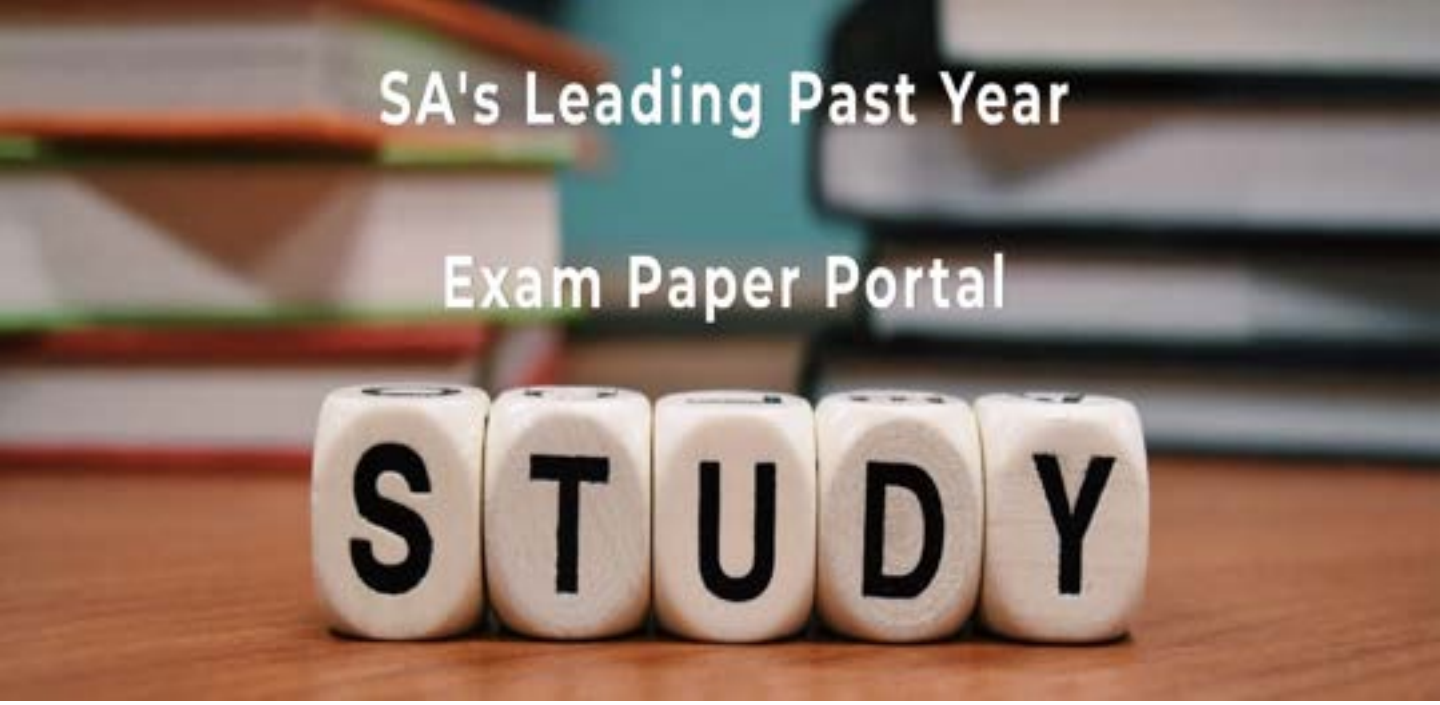

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GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2019

MARKS: 200

TIME: 3 hours

This question paper consists of 17 pages.

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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 oranges.
C meat.
D bread.

ANSWER:

1.1.11 B

1.1.1 The main nutrient found in legumes:

A Calcium
B Iron
C Fat
D Protein (1)

1.1.2 The type of offal where the membranes are removed before cooking:

A Oxtail
B Kidneys
C Tripe
D Lungs (1)

1.1.3 Gelatine is an incomplete animal protein derived from ...

A elastin.
B aspic.
C agar-agar.
D collagen. (1)

1.1.4 An example of fortified wine:

A Champagne
B Red wine
C Sherry
D Rosé (1)

1.1.5 A small bite-size puff pastry case with a filling:

A Bouchée
B Barquette
C Vol-au-vent
D Profiterole (1)

1.1.6 A white, cheese-like curd made from soybeans:

A Feta
B Haloumi
C Tofu
D Tempeh (1)

1.1.7 Identify a textured vegetable protein dish from the dishes below:

A Three-bean salad
B Chickpea curry
C Soya mince lasagne
D Lentil breyani (1)

1.1.8 Crumbing down should take place after the …

A dessert.
B bread service.
C main course.
D starter. (1)

1.1.9 Water and shortening boiled too long during the preparation of choux pastry will result in a product that is …

A delicate and crisp.
B light in weight.
C small in volume.
D hollow and dry. (1)

1.1.10 A light meringue shell with a marshmallow texture filled with fresh fruit and whipped cream:

A Macaroon
B Pavlova
C Baked Alaska
D Lemon meringue (1)

1.2 **MATCHING ITEMS**

Choose an example from COLUMN B that matches the marketing mix in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 H.

COLUMN A MARKETING MIX		COLUMN B EXAMPLES	
1.2.1	Product	A	paying for five nights' accommodation and getting two nights free
1.2.2	Promotion	B	a group of students visiting a coffee shop
1.2.3	Price	C	meals and drinks served in restaurants
1.2.4	Place	D	purchasing a product that is affordable
1.2.5	People	E	strong, hygienic, eco-friendly containers
		F	protection of a take-away meal against damage
		G	a restaurant in the city centre

(5 x 1) (5)

1.3 Choose a description from COLUMN B that matches the type of position in COLUMN A. Write only the letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 H.

COLUMN A TYPE OF POSITION		COLUMN B DESCRIPTION	
1.3.1	Telesales person	A	controls access to the premises of a hotel
1.3.2	Accountant	B	promotes the products and services of the hotel
1.3.3	Night auditor	C	signs contracts with reliable service providers
1.3.4	Parking attendant	D	responsible for the employment of staff at the hotel
1.3.5	Human resources manager	E	responsible for the auditing of hotel funds
		F	oversees the general maintenance of rooms in a hotel
		G	draws up reports of transactions concluded during the previous day

(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 numbers (1.4.1 to 1.4.10) in the ANSWER BOOK.

1.4.1 A preservation method used in making biltong

1.4.2 The computerised system used by hotels to show profit on a daily basis

1.4.3 Even distribution of fat through the muscle of meat

1.4.4 Type of cost involving rent and tax

1.4.5 A tingling sensation in the mouth resulting from a toxic response to food

1.4.6 The total value of goods and services manufactured and delivered in a country in one year

1.4.7 The religious group that does not consume meat and dairy products in one dish

1.4.8 A frozen dessert that contains sugar, fruit juice, eggs and milk fat

1.4.9 A thin non-laminated pastry used to make apple strudel

1.4.10 Sugar or salt used to coat the rim of a glass (10 x 1) (10)

1.5 SELECTION

1.5.1 Select FOUR quality characteristics of puff pastry from the list below. Write only the letters (A–H) next to the question number (1.5.1) in the ANSWER BOOK.

A Soft, short crumb
B Light texture
C Flaky layers
D Rich, soft dough
E Rich, delicate taste
F Light golden-brown colour
G Rich, not flaky
H Paper thin (4)

1.5.2 Select TWO electronic marketing tools. Write only the letters (A–D) next to the question number (1.5.2) in the ANSWER BOOK.

A Camera
B Website
C E-mail
D Loudspeaker (2)

1.5.3 Select FOUR types of information from the list below that corresponds with the label below. Write only the letters (A–H) next to the question number (1.5.3) in the ANSWER BOOK.

A Brand name
B Warning statements
C Best-before date
D Directions for use
E Name of product
F Ingredients
G Food additives
H Serial number

Nutritional information
Serving size **2 cups (124 g)**
Calories **350**

	% of daily value
Total fat 20 g	26%
Cholesterol 55 mg	65%
Sodium 117 mg	7%
Total carbohydrates 38 g	14%
Protein 6 g	10%
Calcium 116 mg	10%

COOKIES AND CREAM ICE CREAM

CONTAINS: Non-fat Milk, Cream, Cane Sugar, White Chocolate, Sugar, Cacao Butter, Whole Milk Powder, Lactose, Soy Lecithin (Emulsifier), Vanilla Extract

GLUTEN FREE

Product may contain traces of peanuts

102 Church Street, PRETORIA, 0002

(4)

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.

> When the water levels of the major dams supplying Cape Town decreased, Day Zero was declared. Pressure on the sanitation system increased and the spread of life-threatening diseases, such as Hepatitis A, occurred in the hospitality industry.

2.1.1 Name the incubation period of the disease above. (1)

2.1.2 List THREE symptoms of this disease. (3)

2.1.3 Discuss how this disease may impact on the productivity and finances of the food and beverage industry in Cape Town. (3)

2.2 Suggest THREE guidelines on how to prevent the transmission of tuberculosis when working with food. (3)

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

> In 2018 the Golden Star Hotel won 'The Most Successful Hotel in KZN' award. The manager attributed the success of the hotel to the teamwork and professionalism of the staff. The use of computers in menu planning and rooms division ensured the successful running of the Golden Star Hotel.

2.3.1 Suggest THREE ways in which the staff of the Golden Star Hotel applied good teamwork to win the award. (3)

2.3.2 Predict the impact the award will have on the profitability of the Golden Star Hotel. (3)

2.4 Explain the benefits of using computers in menu planning. (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

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

STRAWBERRY TART

3.1.1 Identify the pastry used in the preparation of the strawberry tart above. (1)

3.1.2 Justify the following rules that are applied when preparing the pastry for the strawberry tart:

(a) Do not overmix or overhandle the dough. (2)

(b) Use the minimum flour when rolling out the dough. (2)

3.1.3 State TWO advantages of docking the pastry before baking. (2)

3.2 Study the method below that is used when preparing choux pastry and answer the questions that follow.

Method:
1. Place the butter, salt and water in a saucepan and bring to the boil.
2. Add the flour and mix well using a wooden spoon.
3. Cook for a few minutes until the mixture pulls away from the sides of the saucepan. Allow the mixture to cool slightly.
4. Add the eggs one at a time, and beat well after each addition.
5. Pipe pastry on a greased baking sheet.
6. Bake at 230 °C for 10 to 15 minutes.
7. Reduce the heat to 180 °C for 20 minutes.

3.2.1 Motivate the following steps in the method:

(a) Step 4 (3)

(b) Step 7 (3)

3.2.2 Suggest TWO deep-fried products that can be made from the choux pastry dough. (2)

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

BEEF ROLL

3.3.1 State THREE advantages of stuffing a beef roll. (3)

3.3.2 Recommend TWO beef cuts in the forequarter suitable for the dish above. (2)

3.3.3 The beef roll was not seared before pot roasting. Predict TWO outcomes of the end product. (2)

3.3.4 Outline the guidelines to follow when carving the beef roll. (3)

3.3.5 Motivate the following statement:

It is expensive to prepare a beef roll. (2)

3.3.6 Distinguish between the portion size per person of a *beef roll* and a *T-bone steak*. (2)

3.4 Name TWO types of vegetarians that will consume EACH of the following dishes:

3.4.1 Buffalo wings (2)

3.4.2 Soufflé (2)

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

You are in charge of planning a banquet dinner for the new President of South Africa after the national elections. The function will be held at the St George Hotel and 100 people will be invited. The following costs were incurred: Food cost: R25 000 Overheads: R5 000 Labour cost: R3 500 Net profit: 35%

3.5.1 Calculate the selling price of the function. Show ALL formulas and calculations. (4)

3.5.2 Calculate the selling price per person for the banquet. Show ALL formulas and calculations. (3)
[40]

QUESTION 4

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

MENU

Dinner

Creamy Mussel Soup with Croutons

Apple Sorbet

Leg of Lamb
Mornay Sauce
Minted Rice Timbales
Steamed Beans with Bacon Bits
Pumpkin Fritters with Caramel Sauce
Green Salad

Cremora Tart with Biscuit Crust

Coffee

19 November 2019 R150,00 p.p.

4.1.1 Motivate why the menu is a table d'hôte menu. (1)

4.1.2 Select FOUR dishes on the menu that are NOT suitable for a person who has diabetes. (4)

4.1.3 Identify TWO dishes on the menu that are NOT suitable for a person who is allergic to wheat. (2)

4.2 4.2.1 Name the preservation method used in making chutney. (1)

4.2.2 Justify why the method in QUESTION 4.2.1 is used to preserve chutney. (4)

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

CHOCOLATE MOUSSE

4.3.1 Name TWO quality characteristics of a chocolate mousse. (2)

4.3.2 Discuss THREE factors that will influence the foaming ability of the egg white used in the chocolate mousse. (3)

4.3.3 Predict the outcome of the chocolate mousse if the chocolate used in the preparation of the mousse was overheated during melting. (2)

4.4 Study the following statement and answer the questions that follow.

Malva pudding is a traditional South African dessert usually served with stirred egg custard.

4.4.1 (a) Give the classification of the malva pudding. (1)

(b) Describe this dessert briefly. (2)

4.4.2 Distinguish between *stirred egg custard* and *baked custard*. Redraw the table below in your ANSWER BOOK and tabulate your answer as follows.

STIRRED EGG CUSTARD	BAKED CUSTARD
(1)	(1)
(1)	(1)

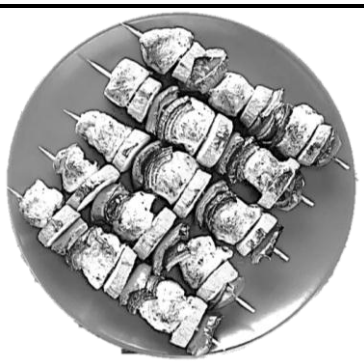
(4)

4.5 Give possible reasons for the following mistakes when preparing gelatine dishes:

4.5.1 The fruit sank to the bottom. (1)

4.5.2 It has not set properly. (4)

4.6 Study the cocktail snacks below and answer the questions that follow.

CRUDITÉS	**RUMAKI**
 **KEBABS**	**SUSHI**

4.6.1 Define *crudités*. (1)

4.6.2 Select the cocktail snacks above that are most suitable for a cold winter evening. (2)

4.6.3 Discuss the advantages of hosting a cocktail function. (6)
[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

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

LOCAL is LEKKER

PAMPHLET

Jane wants to start her own catering company. She is self-motivated and hardworking. However, she lacks the financial management skills to start her own business. She lives in a rural farming community in Dutywa.

Her intention is to produce breakfast and lunch packs because the children travel long distances and leave for school very early in the morning. In the absence of food outlets around the school, Jane has negotiated with the principal to produce and supply the breakfast and lunch packs at minimal cost.

Jane plans on using organic ingredients and healthy preparation techniques to prepare these meals. Her target market is the school learners of this area. She has the advantage of local suppliers for the bulk of her commodities. In addition, she sourced two cooks, two cleaners and two delivery personnel from the area to assist her at a reasonable rate. She also designed her own pamphlet.

5.1.1 Identify THREE strengths that Jane has that will assist her to start her business. (3)

5.1.2 Jane needs to develop a business plan. Assist Jane by outlining the aspects that she should include under EACH of the following headings:

(a) Business description (2)

(b) Operational plan (4)

5.1.3 Recommend additional information that can improve Jane's pamphlet. (4)

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

You are employed as a food and beverage manager. You are required to train new waiters on the setting of tables for formal four-course dinners.

Suggest guidelines for the waiters to follow to complete the table setting above for a formal four-course dinner.

Use the following headings:

5.2.1 Setting up the cutlery (3)

5.2.2 Setting up the glassware (2)

5.2.3 Table decorations (2)

5.2.4 Table numbers (1)

5.3 The front office, the heart of any establishment, is a non-revenue-generating area.

List THREE other non-revenue-generating areas. (3)

5.4 Explain EACH of the following procedures that take place in a restaurant:

5.4.1 Greeting and receiving guests (3)

5.4.2 Presenting the bill (3)
[30]

QUESTION 6

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

You are the marketing manager for MARTT Wineries. You are requested to create a promotional label for a new red wine blend.

6.1.1 List FOUR types of information that should appear on the label of the new red wine bottle. (4)

6.1.2 Discuss FOUR points to consider when storing wine in a wine cellar. (4)

6.1.3 Outline FIVE guidelines to follow when pouring red wine to guests. (5)

6.2 Distinguish between an *on-consumption liquor licence* and an *off-consumption liquor licence*. (4)

6.3 Study the equipment and ingredients below and answer the questions that follow.

A	**B**
	Sparkling water Syrups Cordials Carbonated drinks Fruit juices

6.3.1 The bar equipment in **A** is used to prepare a mocktail.

Name the mixing method used. (1)

6.3.2 Select TWO items in **B** that are suitable for the mixing method in QUESTION 6.3.1. (2)

6.4 During a busy evening in a restaurant the barman ran out of cordials and syrups and could no longer serve mocktails to the guests.

6.4.1 Advise the barman on the proper management of stock on hand in the bar. (3)

6.4.2 Explain the correct procedure to follow when guests complain about the shortage of mocktails. (3)

6.5 Explain how the restaurant staff will handle an electrical failure in a food and beverage establishment. (4)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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