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# basic education

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

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2016**

**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****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Write down the question number (1.1.1–1.1.10), choose the answer and make a cross (X) over the letter (A–D) of your choice in the ANSWER BOOK.

**EXAMPLE:**

1.1.11 A good source of vitamin C is ...

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

1.1.11    

<b>A</b>
----------

<b>B</b>
----------

<b>C</b>
----------

<b>D</b>
----------

1.1.1 The preservation method that destroys micro-organisms by heating liquids to 72 °C is known as ...

- A pasteurisation.
- B sterilisation.
- C boiling.
- D fermentation.

(1)

1.1.2 The type of legume that is used to make textured vegetable protein (TVP) is ... beans.

- A sugar
- B butter
- C soya
- D kidney

(1)

1.1.3 Examples of desserts that are steamed:

- A Lemon pudding and Christmas pudding
- B Churros and beignets
- C Tarte Tatin and orange pudding
- D Apple crumble pudding and chocolate pudding

(1)

- 1.1.4 A T-bone steak is cut from the ...  
A fillet.  
B topside.  
C loin.  
D rump. (1)
- 1.1.5 A ... cocktail consists of two or more ingredients floating on top of each other in a glass.  
A shaken  
B stirred  
C built  
D blended (1)
- 1.1.6 A food item that is served from the left of a cover:  
A Coffee  
B Fruit  
C Cheesecake  
D Bread (1)
- 1.1.7 During ... service food is prepared on a trolley in front of the guest.  
A French  
B plated  
C silver  
D gueridon (1)
- 1.1.8 Desserts traditionally made with cream:  
A Charlotte muscovite and charlotte royale  
B Lemon chiffon and strawberry chiffon  
C Crème brûlée and crème caramel  
D Sago pudding and rice pudding (1)
- 1.1.9 Phyllo pastry sheets are ...  
A flaky and light.  
B thin and flexible.  
C rich and moist.  
D heavy and flexible. (1)
- 1.1.10 Suitable wines to serve with roast beef are ...  
A Sauvignon Blanc and Chardonnay.  
B Cabernet Sauvignon and Merlot.  
C Chardonnay and Pinot Noir.  
D Pinot Noir and Blanc de Noir. (1)

**1.2 MATCHING ITEMS**

Choose the effect on gelatin mixtures from COLUMN B that matches the ingredient in COLUMN A. Write only the letter (A–F) next to the question number (1.2.1–1.2.4) in the ANSWER BOOK.

<b>COLUMN A INGREDIENT</b>		<b>COLUMN B EFFECT ON GELATIN MIXTURES</b>	
1.2.1	Lemon juice	A	weakens the gel but speeds up the setting process
1.2.2	Pawpaw purée	B	weakens the gel and retards the setting process
1.2.3	Pieces of canned fruit	C	causes a firmer gel due to the proteins
1.2.4	Yoghurt	D	prevents gel formation due to proteolytic enzymes
		E	sink to the bottom or float to the top when added too soon
		F	increases the formation of solid particles

(4 x 1)

(4)

**1.3 ONE-WORD ITEMS**


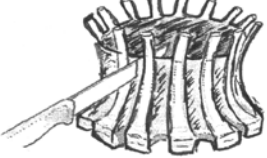




Give ONE term/word for each of the following descriptions. Write only the term/word next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 A viral or bacterial infection caused by the intake of contaminated food and drinks
- 1.3.2 A bacterial infection caused by food washed in contaminated water which results in vomiting and watery stools
- 1.3.3 Crescent-shaped puff pastry used as a garnish
- 1.3.4 Paper-thin pastry used to prepare baklava
- 1.3.5 A term used to indicate that the animal is slaughtered and the meat is prepared according to Jewish religious laws
- 1.3.6 Bite-size pieces of garnished toast
- 1.3.7 A frozen dessert that consists of several layers moulded in a dome shape and decorated with Italian meringue
- 1.3.8 A process that results in the stiffening of the muscles of a carcass
- 1.3.9 The cloth used to protect a waiter's hands from burns
- 1.3.10 The person who is served last at the dinner table when guests are entertained

(10)

1.4 **MATCHING ITEMS**

Choose the name/use from COLUMN B that matches the picture of the cut of meat in COLUMN A. Write only the letter (A–H) next to the question number (1.4.1–1.4.6) in the ANSWER BOOK.

COLUMN A CUT OF MEAT	COLUMN B NAME/USE
1.4.1 	A    sosaties B    guard of honour C    neck D    crown roast E    noisette F    Saratoga chop G    saddle of lamb H    lamb kebab
1.4.2 	
1.4.3 	
1.4.4 	
1.4.5 	
1.4.6 	

(6 x 1) (6)

**1.5 IDENTIFICATION**

1.5.1 Identify FIVE correct factors to keep in mind when setting tables. Write only the letters (A–I) next to the question number (1.5.1) in the ANSWER BOOK.

- A Waiters must be able to move around tables easily.
- B Table numbers may be removed once the host has been seated.
- C Cutlery is set according to the order of service on the menu.
- D The number of guests determines the layout of the tables in the restaurant.
- E Place all the knives to the left of the plate.
- F Knives are placed with the cutting edge towards the right.
- G Always place side plates to the left of the cover.
- H Position wine glasses 2,5 cm from the tip of the main course knife.
- I The dessert spoon is always placed to the left and the fork to the right in the cover.

(5)

1.5.2 Identify TWO reasons for adding eggs when preparing pastry dough. Write only the letters (A–E) next to the question number (1.5.2) in the ANSWER BOOK.

- A Improves the shelf life
- B Softens the gluten
- C Makes the dough more pliable
- D Gives pastry a golden colour
- E Source of food for yeast

(2)

1.5.3 Identify THREE characteristics of high quality lamb. Write only the letters (A–F) next to the question number (1.5.3) in the ANSWER BOOK.

- A Greyish pink colour
- B Bright light red colour
- C Fat is firm and white
- D Fat is hard and yellow
- E Bones are greyish white
- F Bones are red and porous

(3)

**TOTAL SECTION A: 40**



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

2.1 Answer the following questions with regard to TB.

2.1.1 State the types of people who are at risk of being infected with TB. (3)

2.1.2 Explain how food handlers may play a role in preventing the spreading of TB. (2)

2.1.3 Identifying TB may be confusing: TB may be more than just a cough.

Motivate this statement. (4)

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

Sam, the maître d'hôtel at the Hollandaise Restaurant, is always in a bad mood. He is always shouting at the waiters in front of the guests.

2.2.1 Explain how Sam's attitude will influence the staff. (3)

2.2.2 Predict how Sam's actions will affect profitability at the Hollandaise Restaurant. (3)

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

The chef de cuisine at the Hollandaise Restaurant wants to minimise the time he spends shopping in town. He would rather be in the restaurant kitchen monitoring the staff.

2.3.1 Recommend an alternative method that the chef de cuisine may use when he needs to purchase produce. (1)

2.3.2 List FOUR safe purchasing practices that the chef de cuisine may apply when he uses the method mentioned in QUESTION 2.3.1. (4)

**TOTAL SECTION B: 20**

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

- 3.1 Study the list of cocktail snacks below that were served at a cocktail function held on the occasion of a school's annual prize-giving and answer the questions that follow.

**Rissoles**  
**Bruschetta with toppings**  
**Pita bread with fillings**  
**Samosas**  
**Quiches**

- 3.1.1 Explain how you would prepare the rissoles. (2)

- 3.1.2 Give THREE advantages and THREE disadvantages of a cocktail party. Tabulate your answer as follows in the ANSWER BOOK:

ADVANTAGES	DISADVANTAGES

(3 x 2) (6)

- 3.1.3 Recommend FOUR guidelines to follow when serving non-alcoholic drinks at a cocktail function. (4)

- 3.1.4 The oven of the school restaurant suddenly stops working. Explain what impact this will have on the preparation of the snacks. (4)

- 3.1.5 Distinguish between *purrr pastry* and *short crust pastry* used to prepare the snacks with regard to the following aspects. Tabulate your answer as follows in the ANSWER BOOK:

	PURR PASTRY	SHORT CRUST PASTRY
(a) Differences	(2)	(2)
(b) Example of pastry product listed above	(1)	(1)

(6)

- 3.1.6 The crust of one of the products on the platter is baked blind.

- (a) Identify the product which is baked blind. (1)

- (b) Explain why the crust of the product identified in QUESTION 3.1.6(a) is baked blind. (2)

- 3.1.7 Name and describe TWO sweet baked products made with choux pastry which will be suitable to serve at the cocktail function. (4)
- 3.1.8 The total food cost for the cocktail function is R3 000,00.
- (a) Calculate the selling price of the cocktail snacks by using a food cost percentage of 50%. Show ALL calculations. (2)
- (b) Calculate the gross profit that will be made on the cocktail snacks. Show ALL calculations. (2)
- (c) Is it possible to calculate the net profit on the cocktail snacks? Motivate the answer. (3)

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

**TEENAGERS AT RISK OF HEART DISEASE**


Sweets cause tooth decay. Yes, we all know that, but do you also know that it increases the risk of heart disease in teenagers? In a trial conducted on 700 teenagers, researchers found that teenagers who ate food with 'added sugars' developed problems with their cholesterol.

[Adapted from the *Health Intelligence*]

- 3.2.1 State why high cholesterol is dangerous for teenagers. (1)
- 3.2.2 Give THREE other dietary guidelines that should be followed to reduce cholesterol other than reducing sugar intake. (3)
- [40]**

**QUESTION 4**

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

<b>PAVLOVA NESTS FILLED WITH STRAWBERRY MOUSSE AND GLAZED FRUIT</b>	
<b>Pavlova Nests</b> 1 egg white Pinch of cream of tartar 62,5 ml castor sugar  1. Preheat the oven to 140 °C. Line a baking tray with aluminium foil. 2. Beat egg white and cream of tartar until soft peaks form. 3. Add castor sugar gradually. Beat until the sugar has dissolved. 4. Shape meringue mixture on the baking tray into nests. 5. Bake for 30 minutes. Lower the heat to 120 °C and bake for a further 10 to 15 minutes. 6. Switch the oven off and leave the Pavlova inside to cool.	<b>FILLING</b> <b>Strawberry Mousse</b> 7 g gelatin 225 g cream 340 g strawberries 3 egg whites 130 g sugar    1. Purée strawberries and then add the gelatin. 2. Whip cream to soft-peak stage. 3. Boil sugar to soft-ball stage (115 °C) and stream into beaten egg whites. Beat until mixture cools to room temperature. 4. Gently fold one-third of the meringue mixture into the strawberry mixture. 5. Fold in the remaining meringue. 6. Fold in the whipped cream. 7. Spoon into Pavlova nests.  <b>Glazed Fruit</b> 25 g fresh strawberries, sliced 25 g fresh kiwis, sliced 50 ml strawberry coulis
<b>Completion of the dessert</b> 1. Spoon strawberry mousse into the cooled Pavlova nests. 2. Arrange glazed fruit on top. 3. Finish off with the coulis.	

- 4.1.1 Identify the type of meringue used to make each of the following: (1)
- (a) Pavlova nests (1)
- (b) Strawberry mousse (2)
- 4.1.2 Describe a *coulis*. (2)
- 4.1.3 Explain the function of the cream of tartar in the Pavlova nests. (1)
- 4.1.4 Describe how the baked Pavlova nests should be stored. (3)
- 4.1.5 Explain TWO methods to glaze fruit. (2)
- 4.1.6 Recommend FOUR types of vegetarians that will be able to eat the Pavlova nests. Motivate the answer. (5)
- 4.1.7 Substitute the gelatin in the strawberry mousse to make the mousse suitable for the vegetarians. Give a reason. (2)

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



- 4.2.1 Identify the type of gelatin used in the photograph above. (1)
- 4.2.2 Explain the hydration process above. (2)
- 4.2.3 Recommend the steps to follow when incorporating the gelatine into the strawberry puree. Give a reason for the answer. (3)
- 4.2.4 The strawberry mousse has set in two layers with the egg white foam on the top. Explain why this happened. (2)

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

The Colosseum Restaurant has a beef item called Tongue to Tail on the menu. As the name suggests, tongue, fillet, flat rib, crispy kidneys, oxtail, mirepoix, stock and vegetable garnishes are used for this dish. For the flat rib component the flat rib is seared first and then braised slowly for six hours.

- 4.3.1 Identify TWO types of offal mentioned in the extract above. (2)
- 4.3.2 Justify why the flat rib has to be seared first. (2)
- 4.3.3 Discuss the process of braising the flat rib. (3)
- 4.3.4 Explain the effect of moist heat on the connective tissue of the flat rib. (2)

- 4.4 Study the scenario below and answer the questions that follow.

**SMOKING AS A PRESERVATION METHOD  
IS REACHING GREAT HEIGHTS**

Smoking foods is becoming a popular trend worldwide. The demand for smoked foods has gained momentum as chefs smoke food not only to preserve it, but also to add new flavours to protein options and other alternatives, such as vegetables and butter.

- 4.4.1 Give TWO examples of indigenous furred game that may be smoked. (2)
- 4.4.2 Why does smoking preserve food? (2)
- 4.4.3 Recommend TWO other preservation methods that are often associated with smoking. (2)
- [40]**

**TOTAL SECTION C: 80**

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

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

South Africa has no shortage of innovative entrepreneurs who contribute to local economic growth. These entrepreneurs have extensive knowledge of drawing up a business plan.

- 5.1.1 Discuss the statement above with regard to the contribution of entrepreneurs to the South African economy. (4)
- 5.1.2 Suggest THREE self-employment opportunities available in the food preparation sector in South Africa. (3)
- 5.1.3 Outline FOUR aspects that should be included in the operational plan that will assist young entrepreneurs to complete their business plans. (4)
- 5.1.4 State TWO aspects that should be included in a business plan other than those included in the operational plan. (2)

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



**HERITAGE DAY CELEBRATION**  
**SPECIAL SPECIAL SPECIAL**  
**AT THE SUNSET GROUP RESORTS**  
**itsgr@webmail.co.za**  
**Telephone: 031 830 9370 Fax: 031 830 9000**  
**22 Avondale Road, Morningside, 4000**



- Stay for 2 nights at R2 999 per person per night and get the 3<sup>rd</sup> night FREE. Children under 12 stay for FREE.
- Four-course fine dining in a top-class restaurant
- 24-hour revolving bar with world-class cocktails
- Friendly staff
- 24-hour surveillance of the property
- Day and night spa treatments

- 5.2.1 Identify THREE revenue-generating areas in the advertisement above. (3)
- 5.2.2 Name TWO human resource positions that may be found at this resort. (2)
- 5.2.3 Critically evaluate the effectiveness of the advertisement above with regard to the marketing mix. (6)
- 5.2.4 Suggest TWO audio-visual marketing tools that may be used to expand the marketing of the resort above. (2)
- 5.2.5 Explain the interrelationship between the human resources department and the security department. (4)

**[30]**

**QUESTION 6**

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

Mr Zulu owns the PeZulu Restaurant and operates it without a liquor licence. Owing to public demand he considers selling alcoholic beverages and mocktails at his restaurant. He has a limited knowledge of wine and appoints you as a sommelier.



6.1.1 Name the type of liquor licence required for Mr Zulu's restaurant. (1)

6.1.2 State THREE requirements that should be met by the PeZulu Restaurant to obtain the liquor licence named in QUESTION 6.1.1. (3)

6.2 6.2.1 Do you consider the glass in the photograph above to be suitable for serving sparkling wine? Motivate the answer. (2)

6.2.2 Design the label that will appear on the front of a bottle of sparkling wine that will be served at the PeZulu Restaurant. (5)

6.3 Explain the following terms related to drinks:

6.3.1 Mocktail (1)

6.3.2 Squash (2)

6.3.3 Brut (1)

6.3.4 Sec (1)



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



6.4.1 Identify the equipment shown in the picture above. (1)

6.4.2 Explain how the equipment identified in QUESTION 6.4.1 should be cleaned. (2)

6.5 Explain the procedure to be followed when clearing service equipment. (5)

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

A group of tourists booked in at a B&B in Khayalami for seven days. Unfortunately the water was cut off on the second day of their stay. Guests complained and the manager became tired and told them to leave the premises immediately.

6.6.1 Explain how the manager should have handled the situation above. (4)

6.6.2 Predict how the unforeseen circumstances would have affected the B&B. (2)  
[30]

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