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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2011

MARKS: 200

TIME: 3 hours

This question paper consists of 16 pages and a 2-page answer sheet.

INSTRUCTIONS AND INFORMATION

Read these instructions carefully before answering the questions.

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Hospitality concepts and health and safety	(40)
SECTION C:	Food preparation	(80)
SECTION D:	Food and beverage service	(40)
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Answer SECTION A on the attached ANSWER SHEET. Write the centre number and your examination number at the top of the ANSWER SHEETS, detach them and put them IN THE FRONT of the ANSWER BOOK.
5. Answer SECTIONS B, C and D in the ANSWER BOOK.
6. 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 make a cross (X) in the block (A – D) next to the question number (1.1.1 – 1.1.10) on the attached ANSWER SHEET.

EXAMPLE:

1.1.16 A frozen dessert in a round mould is a ...

- A mousse.
- B bombe glacée.
- C parfait.
- D vacherin.

ANSWER:

A	B	C	D
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1.1.1 Products, prices and promotions form part of the ... plan.

- A business
- B marketing
- C management
- D financial

(1)

1.1.2 A/An ... system is used in the hospitality industry to make the workload of waiters/waitresses easier when preparing the bill.

- A internet
- B point-of-sale
- C website
- D triplicate

(1)

1.1.3 A traditional English sauce served with roast beef:

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

(1)

- 1.1.4 A service style in which a spoon and fork is used to serve food:
A English
B French
C Russian
D American (1)
- 1.1.5 A staff member's behaviour, attitude, presentability and conduct at work are referred to as ...
A perseverance.
B proficiency.
C productivity.
D professionalism. (1)
- 1.1.6 A soft meringue base filled with whipped cream and fruit is called a/an ...
A pavlova.
B parfait.
C éclair.
D vacherin. (1)
- 1.1.7 The following procedure is followed when calculating the gross profit:
A Subtract the total cost from the selling price
B Add the food cost to the selling price
C Subtract the food cost from the selling price
D Add the selling price to the total price (1)
- 1.1.8 The process by which old stock is sold first, is known as ...
A receiving.
B recording.
C rotation.
D rounding. (1)
- 1.1.9 A traditional Afrikaans confectionery made with dough that is plaited and deep-fried:
A Koeksister
B Vetkoek
C Beignets
D Churros (1)
- 1.1.10 The temperature at which beer should be served:
A -16 to -18°
B 16 to 18°
C -5° to -9°
D 5° to 9° (1)

1.2 MATCHING ITEMS

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

COLUMN A TERMS	COLUMN B DESCRIPTIONS
1.2.1 Marinate	A slicing meat against the grain in order to achieve uniform portions
1.2.2 Baste	
1.2.3 Lard	B removing gristle and sinew to improve the appearance of the cut or joint
1.2.4 Trim	
1.2.5 Sear	C steeping meat in seasoning liquid for varying lengths of time
	D inserting strips of pork fat into meat
	E spooning melted fat or other liquid over meat to prevent burning
	F browning meat quickly at a high temperature to prevent the loss of moisture
	G covering the surface of meat or poultry with thin slices of fat or bacon
	H frying meat in a mixture of cooking oil and butter to improve the flavour and appearance

(5 x 1) (5)

1.3 MATCHING ITEMS

Choose a description from COLUMN B that matches the dessert in COLUMN A. Write only the letter (A – H) next to the question number (1.3.1 – 1.3.5) on the attached ANSWER SHEET.

COLUMN A DESSERTS	COLUMN B DESCRIPTIONS
1.3.1 Crêpe Suzette	A a light, frothy mixture made with the addition of stiffly beaten egg whites and whipped cream
1.3.2 Crème brûlée	
1.3.3 Mousse	B ice cream layered with flavoured syrup or fruit and topped with whipped cream, nuts and cherries
1.3.4 Parfait	
1.3.5 Tuilles	C wafer-thin biscuits that can be twisted and curled while still hot
	D a light, fluffy mixture with little or no gelatine
	E rich egg custard topped with a crust of caramelised sugar
	F charlotte russe set in a mould lined with finger biscuits
	G very thin pancakes in an orange sauce that is flamed with brandy or liqueur
	H round meringue base filled with ice cream or whipped cream

(5 x 1) (5)

1.4 FILL IN THE MISSING WORD(S)

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.4.1 – 1.4.5) on the attached ANSWER SHEET.

- 1.4.1 A burn caused by steam is called a ...
- 1.4.2 ... is the term used for the transference of bacteria from one surface to the next.
- 1.4.3 TB affects mainly the ...
- 1.4.4 Always cover your hands with ... when working with a bleeding wound.
- 1.4.5 A quick and friendly greeting on the part of hotel staff indicates ... service.

(5)

1.5 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.5.1 – 1.5.10) on the attached ANSWER SHEET.

- 1.5.1 A person who sells products or services to make a profit
- 1.5.2 A band tied tightly around a limb to prevent blood flow
- 1.5.3 The amount of food served on a plate for one guest
- 1.5.4 A process in which invoices are checked to match with the details on the order list
- 1.5.5 An inventory sheet that enables a storekeeper to find out quickly how much of any item is in stock
- 1.5.6 Small, neat pieces of raw vegetables served with a dip
- 1.5.7 Round slices of toasted bread that serves as a base for a variety of toppings
- 1.5.8 A person who eats only the fruit of plants, but not the plant itself
- 1.5.9 A cheaper, protein-rich product that resembles minced meat
- 1.5.10 A type of service where food is presented on a table and guests help themselves

(10)

1.6 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.6.1 – 1.6.5) on the attached ANSWER SHEET.

sprain; HIV; gastro-enteritis; TB; typhoid fever; allergic reaction;
cholera; choking

- 1.6.1 An illness that causes diarrhoea, fever, vomiting and dehydration
- 1.6.2 A virus that does not spread through casual contact such as the sharing of food, utensils and towels
- 1.6.3 An infection that may be spread during food preparation and service when staff cough or sneeze onto or near food or drinks
- 1.6.4 The pressing of a person's stomach to clear an obstruction
- 1.6.5 A condition that will result in the swelling of the air passage after a person has eaten a dressing containing nuts (5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

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

MORE ROOMS IN TOWN AS CITY LODGE EXPANDS



Log onto www.citylodge.co.za for special rates

The rapidly expanding City Lodge hotel group plans to increase the availability of rooms in South Africa by nearly a third. The group is looking at expansion overseas and neighbouring countries next year.

- 2.1.1 Name FOUR visual media that can be used by the City Lodge to promote their business. (4)
- 2.1.2 Assess the illustration above with regard to the guidelines for designing an effective marketing tool. (6)
- 2.1.3 Suggest FOUR ways in which the lodge above will boost the economy of South Africa. (4)
- 2.1.4 Name FIVE aspects that should be included in the financial plan to cater for the proposed expansion. (5)

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

The 2010 Soccer World Cup brought together a variety of cultures. Professional individuals within the hospitality industry were able to cope with the huge influx of foreign tourists who were present for the Soccer World Cup tournament. Staff members were accepting and tolerant of the various cultures of people visiting our country.

2.2.1 Name FOUR ways in which the above employees displayed a high degree of professionalism. (4)

2.2.2 State FOUR ways in which employees ensured a neat and professional appearance. (4)

2.2.3 Computers were used to assist with the workload in order to deal with the large volumes of tourists in establishments in the industry. Explain this statement. (4)

2.3 Compare gastro-enteritis and TB with regard to origin, symptoms and treatment. Tabulate your answer as follows:

DISEASE	ORIGIN	SYMPTOMS	TREATMENT
1. Gastro-enteritis			
2. TB			

(6)

2.4 Read the statement below and answer the questions that follow.

A guest at the hotel sprains her ankle. The waiter places a cold compress on the affected area.

2.4.1 Explain what a *cold compress* is. (1)

2.4.2 Indicate the effect of the cold compress on the sprain. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

3.1 Read the extract below and answer the questions that follow.

The following financial information regarding a catering function for an AIDS INDABA, hosted at the East London Conference Centre, is available. There were 120 guests attending.

• Cost of the function	R24 000,00
• Food cost	R7 600,00
• Labour cost	R4 500,00
• Overheads	R3 000,00

Determine the following:

- 3.1.1 Total actual cost of the menu (4)
- 3.1.2 The menu cost per person (2)
- 3.1.3 Net profit (2)
- 3.1.4 Net profit percentage (2)
- 3.1.5 What the food cost includes (2)

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

It has come to the attention of the stock controller at the Witterklip Sun Hotel that a large percentage of stock in the restaurant is missing. The stock controller now implements a daily stock-taking routine.

- 3.2.1 Recommend another method that can be used to prevent restaurant losses in the hotel above. (1)
- 3.2.2 Design a requisition form with SIX essential data items to ensure that the above situation does not arise. (6)
- 3.2.3 Name TWO non-consumable items issued by the laundry department that are used in the restaurant. (2)

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

Menu

DINNER

Spring Roll with Homemade Mayonnaise

Fried Chicken Breast Served with Brown Rice And Creamy Mushroom Sauce

Steamed Vegetable Selection

Greek Salad

Baklava with Low-Fat Yoghurt

1 March 2011

Evaluate the menu above with regard to the dietary requirements of a guest who is suffering from heart disease and make recommendations to improve the menu.

(10)

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

ORANGE JELLY (2 portions)

9 g gelatine
25 ml cold water
250 ml warm water
200 ml orange juice
10 ml lemon juice
pinch of salt
40 g sugar (50 ml)
2,5 ml orange zest
50 ml orange segments (divided into segments)

Follow a basic method for jelly making.

3.4.1 Give a reason for each of the following faults that occur:

- (a) Pieces of orange sank to the bottom of the mould (1)
- (b) Ice crystals formed between the globules of jelly (1)
- (c) Difficulty in unmoulding (1)

3.4.2 Predict what will happen to the jelly if the orange segments in the recipe were increased to 100 ml.

(2)

- 3.4.3 Explain why 25 ml of cold water is included in the above recipe. (1)
- 3.4.4 Name ONE other dessert in which gelatine is used. (1)
- 3.5 Identify TWO aspects that should be considered in order to determine the number of snacks that can be served for each person at a cocktail function. (2)
- [40]**

QUESTION 4

- 4.1 Study the illustration below and answer the questions that follow.



- 4.1.1 Identify the technique that is applied in the illustration above. (1)
- 4.1.2 Suggest THREE guidelines that you should consider when you apply the technique above. (3)
- 4.1.3 Name FOUR qualities that you should keep in mind when you purchase good quality lamb. (4)
- 4.2 A group of Grade 12 learners prepared choux puffs during a practical lesson. Give reasons for the following failures that occurred:
- 4.2.1 Angie found that there was no cavity for the filling. (2)
- 4.2.2 Amyoli's puffs collapsed after she removed them from the oven. (2)
- 4.2.3 Brenda discovered that fat was oozing out of the puffs. (1)
- 4.3 Name THREE characteristics of an ideal choux puff. (3)

4.4 Answer the following questions on puff pastry.

- 4.4.1 Name the THREE main ingredients used in the preparation of puff pastry. (3)
- 4.4.2 Explain why puff pastry must rest in the refrigerator for a short while after every roll and fold. (1)
- 4.4.3 Name the correct baking temperature for puff pastry. (1)
- 4.4.4 Give TWO examples of products that can be made from puff pastry. (2)
- 4.4.5 Name ONE characteristic of puff pastry. (1)

4.5 Study the dishes below and answer the questions that follow.

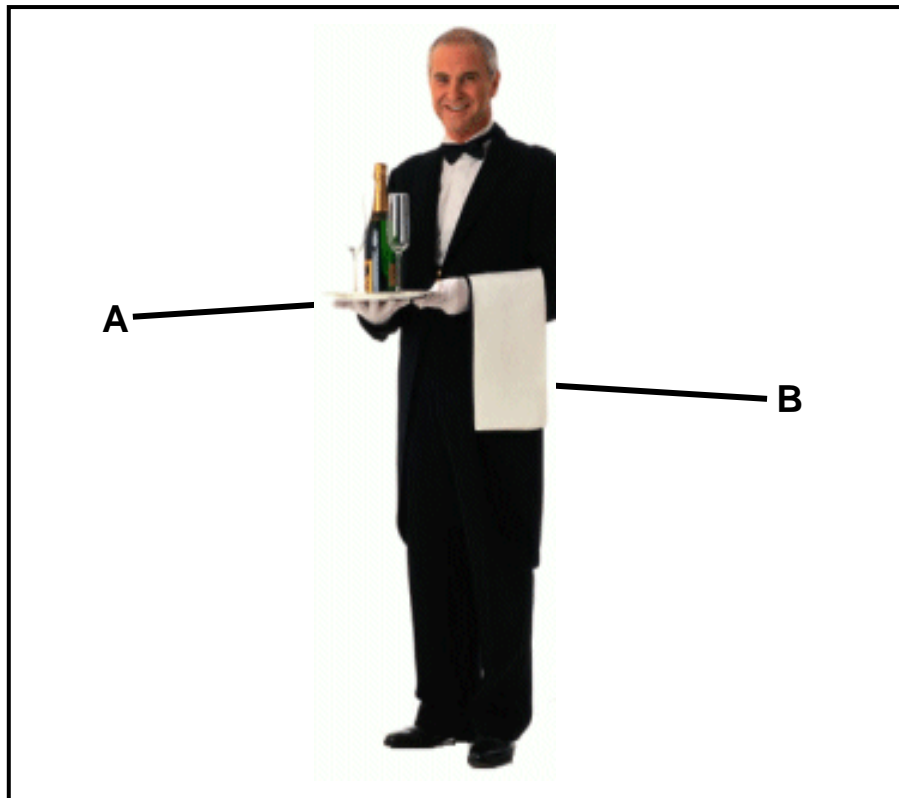
Chicken à la King with Savoury Rice Crème Brûlée Brown Soup Fish Cakes with Dip Baked Sole with Sautéed Vegetables Sweet Potato Malva Pudding and Custard Cream of Butternut Soup Umngqusho (Samp and Beans) Green Salad Umfino (Herbs and Mealie Meal)

- 4.5.1 Select dishes from the list above and compile a menu that will be suitable for a lacto-ovo vegetarian diet. (6)
- 4.5.2 Select a dish from the list above that is NOT suitable for Jewish people. (2)
- 4.5.3 Identify FOUR local South African dishes. (4)
- 4.6 Explain the requirements that you will consider when making arrangements for a formal dinner. (4)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

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



- 5.1.1 Identify the item labelled **B**. (1)
- 5.1.2 State TWO uses of item B. (2)
- 5.1.3 Suggest THREE guidelines that should be considered when taking care of item B. (3)
- 5.1.4 Explain why item B is always white. (1)
- 5.1.5 Identify the item labelled **A** on which glasses are placed. (1)
- 5.1.6 Recommend TWO important aspects that you will consider when selecting item A. (2)
- 5.2 Explain how each of the following procedures are applied:
- 5.2.1 Storage of beer (2)
- 5.2.2 Pouring of wine (5)

- 5.3 Suggest guidelines that the waiter should follow when taking food and beverage orders. (2)
- 5.4 You have been asked to set up the venue in your school restaurant. Name FIVE guidelines that you will consider when you execute the task. (5)
- 5.5 Discuss each of the following:
- 5.5.1 Presenting the drinks menu (2)
- 5.5.2 Presenting the bill (4)
- 5.6 Cutlery for all courses is placed on the table before the guests arrive. Name THREE other items that should be included when setting a table. (3)
- 5.7 Give ONE important reason why each of the following equipment items is used in a hospitality establishment:
- 5.7.1 Bain-marie (1)
- 5.7.2 Tureen (1)
- 5.7.3 Gueridon trolley (1)
- 5.8 State FOUR guidelines to follow when cleaning glasses. (4)
- TOTAL SECTION D: 40**
GRAND TOTAL: 200

ANSWER SHEET

CENTRE NUMBER:									
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EXAMINATION NUMBER:														
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SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D

(10)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.3 MATCHING ITEMS

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5)

1.4 FILL IN THE MISSING WORD(S)

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

(5)

CENTRE NUMBER:								
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EXAMINATION NUMBER:													
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1.5 ONE-WORD ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	
1.5.6	
1.5.7	
1.5.8	
1.5.9	
1.5.10	

(10)

1.6 ONE-WORD ITEMS

1.6.1	
1.6.2	
1.6.3	
1.6.4	
1.6.5	

(5)

TOTAL SECTION A: 40