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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2014

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 (40)
SECTION B: Hospitality concepts and health and safety (40)
SECTION C: Food preparation (80)
SECTION D: Food and beverage serving (40)
2. Answer ALL the questions in your 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 given 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 B.

- 1.1.1 An example of American cuisine is ...
A hamburgers.
B bangers.
C pizza.
D fritters. (1)
- 1.1.2 A disadvantage of a franchise is that ...
A menus and prices cannot be changed.
B training is provided.
C menus and prices can be changed.
D promotional material is provided. (1)
- 1.1.3 Professional ... is displayed through dress code and body language.
A attitude
B ethics
C appearance
D value (1)
- 1.1.4 ... is caused when a chef touches food without washing his/her hands.
A Typhoid fever
B Tuberculosis
C Hepatitis
D Gastro-enteritis (1)
- 1.1.5 Vital signs that should be checked when treating a person for shock are ...
A the pulse and breathing.
B mobility and the pulse.
C breathing and restlessness.
D breathing and bleeding. (1)

- 1.1.6 An advantage of using a computer in the hospitality industry is that ...
- A service to the client can be interrupted.
 - B it provides better service to customers.
 - C no training is required for new staff.
 - D information saved can never be lost. (1)
- 1.1.7 The actual price that is paid for an ingredient is known as the ... price.
- A purchase
 - B cost
 - C unit
 - D fixed (1)
- 1.1.8 A South African dish introduced by the Afrikaners is known as ...
- A bobotie.
 - B morogo.
 - C chakalaka.
 - D fricadel (meatballs). (1)
- 1.1.9 The term *docking* refers to ...
- A baking a crust before adding a filling.
 - B piercing small holes in pastry to allow air to escape.
 - C rolling and folding pastry to incorporate air.
 - D lining pastry with greaseproof paper when baking. (1)
- 1.1.10 A ... is a friendly get-together where light hors d'oeuvres are served.
- A cocktail function
 - B dinner
 - C banquet
 - D luncheon (1)

1.2 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 A variety of advertising tools that can be used to bring a product to the attention of consumers
- 1.2.2 The ability to work with people from different backgrounds
- 1.2.3 Treatment that you would administer to a guest who has a piece of bread stuck in his throat
- 1.2.4 The system that is used in most establishments to keep track of available stock
- 1.2.5 A cultural group that does not mix meat with milk when preparing food
- 1.2.6 A list of dishes served in sequence to guests at a meal
- 1.2.7 A cocktail pancake served with caviar
- 1.2.8 A specialised serving style where guests are served dishes from a moving trolley
- 1.2.9 A piece of equipment with open wells of water to keep food warm
- 1.2.10 Money given to a waiter at the end of a meal for good service (10)

1.3 MATCHING ITEMS

Choose a statement from COLUMN B that matches a term in COLUMN A. Write only the letter (A–G) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

COLUMN A TERM	COLUMN B STATEMENT
1.3.1 Chardonnay	A dry wine
1.3.2 Pinotage	B forms a foam
1.3.3 Fortified	C sweet wine
1.3.4 Crown	D red wine
1.3.5 Sec	E before a meal
	F alcohol added
	G dry white wine

(5 x 1) (5)

1.4 IDENTIFICATION ITEMS

1.4.1 From the list below, identify THREE ways in which HIV and Aids CANNOT be transmitted.

- A Rosa greeted her mother with a hug.
- B Peter was appointed at a hotel to prepare desserts and pastry.
- C Priscilla treated her friend's open wounds with her bare hands.
- D John accidentally pricked his friend with a needle that had been used by a drug addict.
- E Mary and Martha shared a shower at the hostel. (3)

1.4.2 From the list below, select FIVE procedures that a waiter has to perform from the left-hand side of a guest.

- A Presenting a menu
- B Presenting the wine list
- C Serving salads
- D Serving bread
- E Silver service
- F Removing plates
- G Crumbing down
- H Presenting the bill (5)

1.5 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 (1.5.1–1.5.7) in the ANSWER BOOK.

lentils; fortified; right; legumes; 2,5 cm; left; aperitif;
invoice; requisition; 3,5 cm; service cloth; lacto-ovo vegetarians;
chair backs; vegan; tablecloth

1.5.1 A group of people whose diet consists of milk products, eggs, fruit, vegetables and nuts only

1.5.2 A term for dried peas, beans and lentils

1.5.3 An order form that is handed to a store clerk to obtain stock

1.5.4 An alcoholic beverage that is consumed before a meal

1.5.5 The distance from the edge of the table where cutlery is placed

1.5.6 The position of side plates in a cover

1.5.7 A neatly folded cloth placed over the left arm of a waiter (7)

TOTAL SECTION A: 40

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

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

UNIVERSITY STUDENT HOSPITALISED

Four first-year students were accommodated in one room due to a shortage of accommodation at a university. Ayanda, one of the students, had an enlarged lymph gland in her neck. While Ayanda was getting out of the bath one day she fell and hurt herself. She started bleeding. The other girls helped Ayanda to stop the bleeding. Two months later Zoleka, one of the girls who helped Ayanda, showed the same symptoms as Ayanda and was admitted to hospital.

- 2.1.1 Identify the disease Zoleka could contract when she applied first-aid on Ayanda. (1)
- 2.1.2 Give a reason why Zoleka showed the same symptoms as Ayanda. (1)
- 2.1.3 State TWO other ways in which the disease mentioned in QUESTION 2.1.1 can be transmitted. (2)
- 2.1.4 Advise university students with regard to other symptoms of the disease mentioned and how to treat it.
- (a) Symptoms (3)
- (b) Treatment (3)

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

**BONGI'S BUSINESS PLAN FOR SELLING SOUTH AFRICAN
ROSTERKOEK AND GINGER BEER**



I am Bongi and I have passed Grade 12, but do not have money to study further. I plan to sell South African roosterkoek and ginger beer at the King district office. I have noticed that the staff at this office go to town to buy lunch every day. I intend to produce and sell 300 South African roosterkoeke, accompanied by 500 bottles of 250 ml ginger beer, daily for the whole year. One South African roosterkoek will be sold for R2,00 and a bottle of ginger beer will cost R3,00. I will advertise by word of mouth and go from door to door.

2.2.1 Evaluate Bongi's business plan with regard to the following aspects:

- (a) Description of the proposed business (3)
- (b) Financial plan (4)
- (c) Operational plan (3)

2.2.2 Is Bongi's advertising strategy sufficient to promote the sales of roosterkoek and ginger beer? Motivate your answer. (2)

2.2.3 Give Bongi advice on what to keep in mind when making a poster to attract the attention of consumers. (4)

2.3 2.3.1 Explain how Bongi can grow and develop her business with regard to the following:

- (a) Observation (1)
- (b) Honesty (1)
- (c) Respect (1)

2.3.2 Professional appearance and hygiene are vitally important in any hospitality establishment.

Explain to Bongi what she should do to meet this expectation. (4)

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



2.4.1 Identify the incorrect practices in the illustration above that may cause burns. (4)

2.4.2 Recommend the treatment that you would administer to a chef who has been severely burned. (3)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

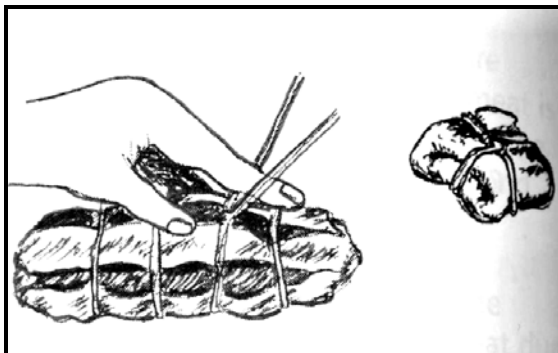
3.1 Study the menu below and answer the questions that follow.

MENU LUNCH	
Spring Rolls	
Samoosas	
xxxx	
Rolled, Stuffed Shoulder of Lamb with Mint Sauce	
Roast Potatoes	
Crispy Green Vegetables in Season	
xxxx	
Croquembouche	
xxxx	
Tea/Coffee	
Jan. 2014	

- 3.1.1 Select TWO dishes from the menu above and state the country of origin of each. (4)
- 3.1.2 (a) Identify TWO different types of pastry used in this menu. (2)
- (b) Name the dish prepared from each type of pastry. (2)
- (c) Name the quality characteristics of the end products of each of the two dishes. (4)
- 3.1.3 Suggest a sweet filling that can be used for the croquembouche. (1)
- 3.1.4 Recommend a suitable garnish for the croquembouche. (1)
- 3.1.5 Describe the process that was applied to the shoulder of lamb before it was prepared. (2)
- 3.1.6 Can the shoulder of lamb be ripened? Motivate your answer. (2)

3.2 Study the pictures below and answer the question that follows.

Picture A



Picture B



Identify and describe the techniques illustrated in pictures A and B. Tabulate your answer as follows:

PICTURE	TECHNIQUE	DESCRIPTION
A	(1)	(2)
B	(1)	(2)

(6)

3.3 Study the quote below and answer the question that follows on the next page.

ZOZOLO CATERERS QUOTATION	
Name of client: (a)	_____
Address: (b)	_____ _____ _____
Tel. No.: (c)	_____ _____
Date of function: (d)	_____
Excluded from the price: (e)	_____ (f) _____
8 dozen mince samoosas @ R24,00 per dozen 2 dozen vegetable samoosas @ R22,00 per dozen 72 quiches @ R30,00 per dozen 60 sausage rolls @ R35,00 per dozen Sound system R1 500,00 Cutlery and crockery R850,00 Decor R700,00 Tablecloths/Chair backs R1 000,00 Table decor and cooldrinks are free.	
TERMS OF PAYMENT Deposit of 65% to be paid four weeks in advance. Outstanding amount to be paid before or on the date of the function.	

Calculate the following using the information on the previous page. Show ALL calculations in QUESTION 3.3.1 to 3.3.3.

- 3.3.1 Cost of the function (4)
- 3.3.2 Deposit (2)
- 3.3.3 Balance (2)
- 3.4 Complete the quotation in QUESTION 3.3 above. Write down the missing information next to the question number (3.4(a)–3.4(f)) in the ANSWER BOOK. (6)
- 3.5 Control of beverage stock in a catering business is necessary. Name TWO documents that can be used for such control. (2)
- [40]**

QUESTION 4

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

Photograph A**Photograph B**

- 4.1.1 Distinguish between the TWO types of dessert above. (2)
- 4.1.2 Name ONE variation of dessert A. (1)
- 4.1.3 State TWO ways of unmoulding dessert A. (2)
- 4.1.4 Explain when the fruit must be added in dessert A and motivate your answer. (2)
- 4.1.5 State THREE rules to observe when preparing the dishes above. (3)

4.2 Study the extract below and answer the question that follows.

The following ingredients were left over from a function:

eggs; nuts; green and red peppers; sugar; bacon;
fresh cream; cottage cheese; crackers; gelatin

Create a recipe for a cocktail snack for a lacto-ovo vegetarian guest that can be prepared using the ingredients above. Tabulate your answer as follows:

NAME OF DISH	INGREDIENTS USED	METHOD FOLLOWED
(1)	(4)	(5)

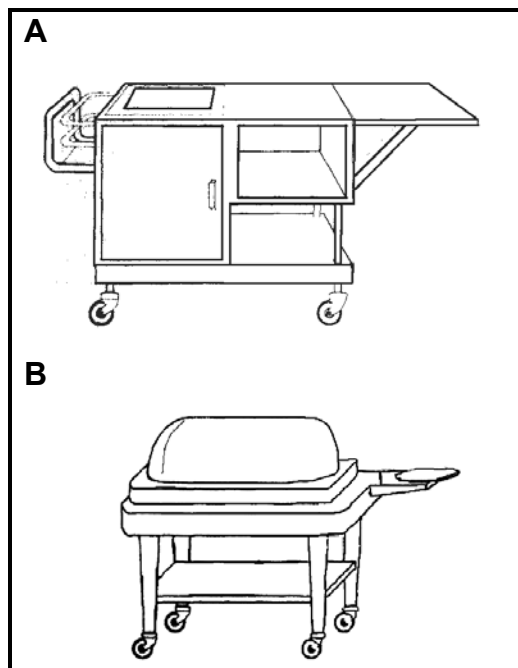
(10)

- 4.3 The triplicate system of recording is being replaced by computers.
- 4.3.1 Why are THREE copies required in the triplicate system? (2)
- 4.3.2 Do you think that computers are replacing the triplicate system? Motivate your answer. (3)
- 4.4 Your friend is having a cocktail function for about two hours (16:00–18:00). You will be assisting her in the preparation of the snacks.
- 4.4.1 Indicate the number of snacks that you would serve at the function. (1)
- 4.4.2 Give any TWO examples of cutlery that can be used when serving cocktail snacks. (2)
- 4.4.3 Give THREE hints that you would follow when preparing snacks for the function. (3)
- 4.5 Stock-taking is very important at the King Hotel to minimise losses.
- 4.5.1 Give management advice on guidelines they should follow to minimise the loss of linen. (3)
- 4.5.2 State THREE procedures that should be followed when receiving consumables at the kitchen of the King Hotel. (3)
- 4.6 Explain the advantages of plated service at restaurants. (3)
- [40]**

TOTAL SECTION C: 80

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

5.1 Study the illustrations below and answer the question that follows.



Identify the equipment in sketches **A** and **B** above and state ONE function of each.

(4)

5.2 Study the menu below and answer the question that follows.

MENU
DINNER
Thick Clam Soup with Fresh Cream

Prawn Cocktail

Roast Beef
Deep-fried Potatoes
Steamed Vegetables
Horseradish Sauce
Brown Gravy
Greek Salad with Dressing

Bar One Chocolate Pudding
Ice Cream

Tea/Coffee

The menu above is a high risk for an individual with cholesterol problems. Choose FIVE dishes that are NOT suitable for the individual and replace them with suitable ones.

(10)

5.3 Explain the procedure that should be followed when serving the following beverages:

5.3.1 Beer (5)

5.3.2 White wine (4)

5.4 Explain each of the following terms that appear on a wine bottle:

5.4.1 Origin

5.4.2 Estate

5.4.3 Cultivar (3)

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



5.5.1 Identify the type of setting in the photograph above. (1)

5.5.2 Evaluate to what extent the setting above is suitable for a formal dinner. (3)

5.5.3 Describe the setup of a restaurant for a formal function. (4)

5.6 Advise a new waiter on the correct procedure to be followed when:

5.6.1 Presenting the bill (3)

5.6.2 Crumbing down (3)

TOTAL SECTION D: 40
GRAND TOTAL: 200