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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2011

MARKS: 200

TIME: 3 hours

This question paper consists of 17 pages and a 1-page answer sheet.

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 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 SHEET, detach it and place it 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:

1.1.11 Being ... is the ability to recognise others as individuals with different personalities.

- A willing
- B tolerant
- C honest
- D alert

ANSWER:

A	<input checked="" type="checkbox"/> B	C	D
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1.1.1 Marketing ... is designed to create a demand for a particular product so that people are motivated to buy it.

- A research
- B analysis
- C strategy
- D description

(1)

1.1.2 An ... is a person who starts his/her own business.

- A employee
- B entrepreneur
- C entremieter
- D employer

(1)

1.1.3 ONE of the following attributes is related to professional ethics and values in the hospitality industry:

- A Committing yourself partially to your work
- B Communicating clearly to avoid misunderstandings
- C Exercising rudeness under stress
- D Dealing with sensitive issues openly with colleagues

(1)

- 1.1.4 ... is a disease that can be cured by taking the medication for six months.
- A Cholera
 - B Tuberculosis
 - C Hepatitis
 - D Typhoid
- (1)
- 1.1.5 ... is an opportunistic disease caused by HIV and Aids.
- A Diabetes
 - B Cholesterol
 - C Anaemia
 - D Herpes
- (1)
- 1.1.6 ... are caused by liquid oxygen.
- A Dry burns
 - B Cold burns
 - C Chemical burns
 - D Scalds
- (1)
- 1.1.7 A system that can significantly improve the effectiveness of any hospitality business:
- A POS
 - B PBS
 - C PTS
 - D POP
- (1)
- 1.1.8 A/An ... is a list used to record all the items in a stock room.
- A requisition
 - B quotation
 - C itinerary
 - D inventory
- (1)
- 1.1.9 The actual price that is paid for ONE ingredient is referred to as the ...
- A total cost.
 - B portion cost.
 - C selling price.
 - D unit price.
- (1)

1.1.10 A religious group that prepares gammon on Christmas day:

- A Jews
- B Christians
- C Hindus
- D Muslims

(1)

1.2 CHOOSE THE CORRECT ANSWERS

Various options are provided as possible answers to the following questions. Choose the answers and make a cross (X) in the blocks (A–F) next to the question number (1.2.1–1.2.2) on the attached ANSWER SHEET.

1.2.1 Identify TWO dishes that can be served with champagne:

- A Pork
- B Caviar
- C Coffee
- D Oysters

(2)

1.2.2 Identify THREE dishes that can be served with shiraz:

- A Chocolate mousse
- B Roast chicken
- C Beef lasagne
- D Grilled steak
- E Fried hake
- F Lamb kebab

(3)

1.3 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 (1.3.1–1.3.10) on the attached ANSWER SHEET.

- 1.3.1 A/An ... is part of a business plan that indicates who is responsible for various tasks in a business.
- 1.3.2 A victim of an electric shock should be moved to a safe location by using a ... material.
- 1.3.3 A ... can be used to reduce swelling caused by a sprain.
- 1.3.4 A person who fell should be placed in a/an ... position.
- 1.3.5 Sherry is classified as a/an ... wine.
- 1.3.6 An example of a wine that has large carbon dioxide bubbles is ...
- 1.3.7 Equipment used at a bar when serving spirits is known as a ... measure.
- 1.3.8 Bottled beer is served at ... °C.
- 1.3.9 A ... is a place setting for one person at a table.
- 1.3.10 A staff member who welcomes guests as they arrive at a restaurant is called a ... (10 x 1) (10)

1.4 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1–1.4.10) on the attached ANSWER SHEET.

- 1.4.1 An electronic marketing tool used to inform customers about a product
- 1.4.2 Food cooked on a daily basis and delivered to people who are unable to cook their own food
- 1.4.3 The planned spending of a monthly income
- 1.4.4 A set of unwritten rules of behaviour and attitudes that is followed by food service staff
- 1.4.5 Goose liver finely minced and served as an hors d'oeuvre

- 1.4.6 A hormone that helps the body to use glucose effectively
- 1.4.7 A form that is used when ordering items from the stock room
- 1.4.8 A specialised food service performed from a movable trolley on which food is carved
- 1.4.9 The type of meal where the cutlery for all courses are placed on the table before the guests arrive
- 1.4.10 An informal way of serving food where dishes are set out on a separate table and guests serve themselves (10 x 1) (10)

1.5 MATCHING ITEMS

Choose an example of a dish from COLUMN B that matches a term in COLUMN A. Write only the letter (A–H) next to the question number (1.5.1–1.5.5) on the attached ANSWER SHEET.

COLUMN A TERMS	COLUMN B EXAMPLES OF DISHES
1.5.1 Paté brisee	A baklava and spring rolls
1.5.2 Paté sucee	B apple strudel and Hertzoggies
1.5.3 Choux paste	C bouchées and vol-au-vents
1.5.4 Puff	D fruit tarts and milk tarts
1.5.5 Phyllo	E croquembouche and lemon meringue
	F éclairs and profiteroles
	G quiche and Cornish pastries
	H Danish pastries and samoosas

(5 x 1) (5)

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.

BUSY MOMS 'OUTSOURCE' MEALS TO ONLINE KITCHENS

Outsourcing cooking to online kitchens is fast becoming the trend for overstretched mothers.

The company spent a year and a half planning and investigating before launching the online ordering model a year ago. The launch was in the middle of the economic downturn, but was swamped by a large number of online visitors. 'Busy moms with pressured lifestyles are looking for quality time at home with the family,' says Chef Direct co-owner Jonathan Akal.

Chef Direct produces and supplies fresh, preservative-free, ready-made meals, children's meals, fitness meals and deli products. The options are extensive, from family favourites to gourmet delights. Specials and new meals are added to the menu every month. Two days after the order, meals are delivered by refrigerated truck. The cold chain is never broken and this ensures seven-day freshness. Locked-in freshness allows organised women to order a week's supply of meals, in order to get optimum value from the R40 delivery charge. Since Chef Direct started to click with moms, eating quality meals at home no longer means taking a bite out of a parent's quality time.

[Adapted from *Daily News*, Wednesday 30 September 2009]

- 2.1.1 Explain the precautions taken by the above company to ensure that their food is fresh. (2)
- 2.1.2 Describe the marketing strategy of the above company. (7)
- 2.1.3 Recommend THREE local game meat products that the above company can include in their menu. (3)

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

Outsource your meals to Chef Direct
(www.chefdirect.co.za)

Busy mom, this is your chance to spend quality time
at home with your family.
At a low cost of R40, we deliver two days after the
order.

We deliver and supply ready-made meals,
children's meals, fitness meals and deli products.

2.2.1 Evaluate the above flyer with regard to the guidelines for designing a marketing tool. (6)

2.2.2 Recommend TWO promotions that could be added to the content of the flyer to attract more customers. (2)

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

A guest at a hotel experiences a sudden swelling of the lips after having a meal.

2.3.1 Identify the above condition. Give a reason for your answer. (2)

2.3.2 List THREE other symptoms of the above condition. (3)

2.3.3 Suggest steps to be followed when treating the above condition. (3)

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



2.4.1 Identify the type of service performed. (1)

2.4.2 Evaluate to what extent you consider the above chefs to be appropriately dressed. (2)

2.4.3 Name TWO characteristics that the employees should display in order to ensure successful team spirit. (2)

2.5 2.5.1 Compare the differences between gastro-enteritis and HIV and AIDS with regard to the spreading medium and symptoms.

Tabulate your work as follows:

	GASTRO-ENTERITIS	HIV/AIDS
Ways of transmission	(1)	(1)
Symptoms	(2)	(2)

2.5.2 Recommend ONE treatment for a person suffering from gastro-enteritis. (1)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

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

Elsie sells 100 bunny chows and a few snacks outside the school gate. She feels that the sale of the items is not bringing in enough profit. She wants to make 50% profit on her sales. Assist her in achieving her goal. Use the following information:

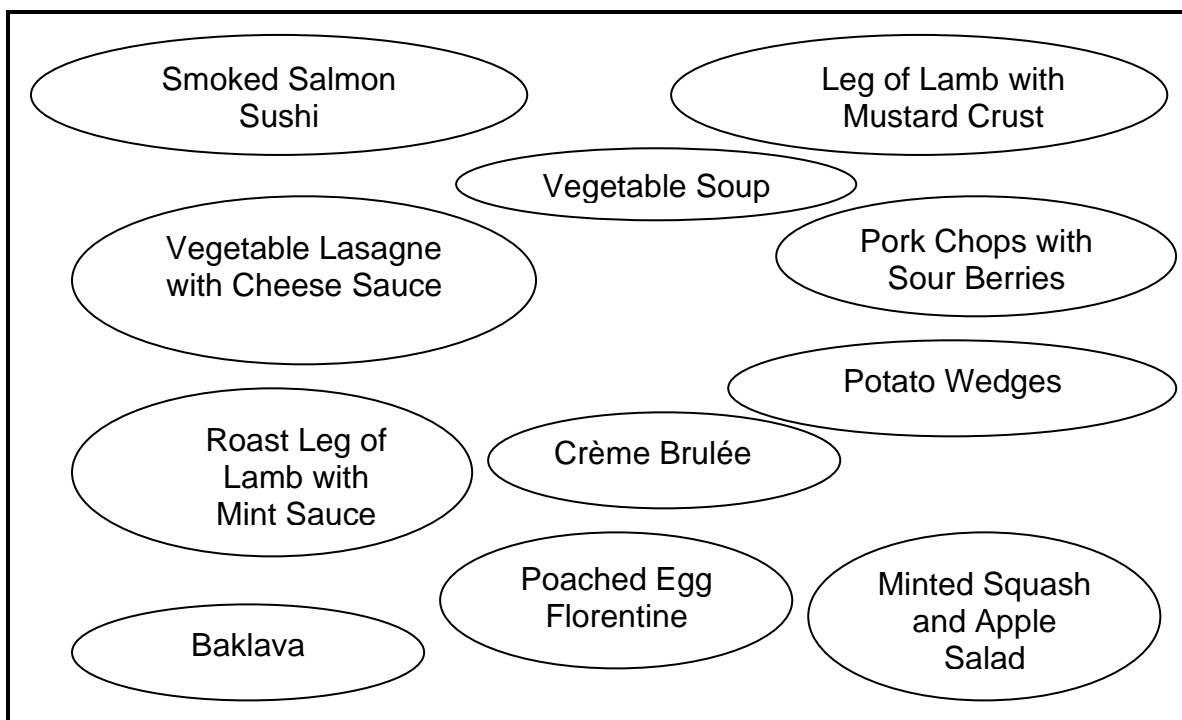
Ingredients required:

25 loaves of bread @ R7,50 a loaf
8 kg curry mutton @ R59,00 per kg
100 ml oil @ R10,50
100 g mixed spices @ R32,00 per kg
3 kg potatoes @ R5,99 per kg

3.1.1 Calculate the cost of the ingredients and show ALL the calculations. (10)

3.1.2 Calculate the profit (total amount of money) that Elsie will make on the food. (4)

3.2 Study the dishes below and answer the questions that follow on page 12.



3.2.1 Identify TWO dishes that are not suitable for Jews. Motivate your answer. (4)

3.2.2 Select suitable dishes from the list in QUESTION 3.2 and plan a three-course menu for a lacto-vegetarian guest. (Use the correct menu format.) (5)

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

The restaurant at the school uses a number of appliances when catering for functions. Many of the appliances are not in good working order any more.

3.3.1 Recommend TWO ways in which the school can maintain the kitchen appliances to prevent the above situation. (2)

3.3.2 Name TWO documents that can be used to keep a record of the above appliances so that they can be maintained on a regular basis. (2)

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

MENU	10 December
Fruit Kebabs	
xxx	
Chicken Skewers	
xxx	
Vegetable Phyllo Pastry Baskets	
xxx	
Beef Samosas and Sauce	
xxx	
Mini Vegetable Pizzas	
xxx	
Crudités with Dip	

3.4.1 Identify the type of function at which the above menu can be served. (1)

3.4.2 Name THREE guidelines to be followed when planning snacks for the function mentioned in QUESTION 3.4.1. (3)

3.4.3 Evaluate whether the number of snacks on the menu is suitable for a pre-dinner party. (2)

3.4.4 Identify the country from which the following snacks originated:

(a) Beef samoosa (1)

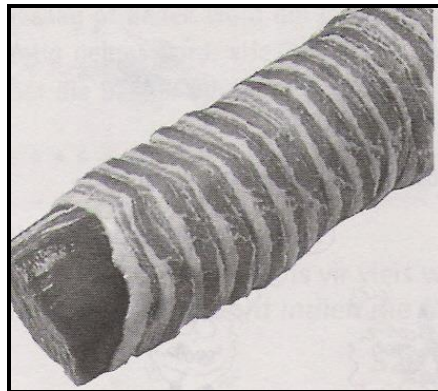
(b) Mini vegetable pizza (1)

3.5 3.5.1 Determine the number of snacks to be served per person if guests had lunch and will not have supper. (1)

3.5.2 Identify FOUR suitable drinks that can be served at the above function. (4)
[40]

QUESTION 4

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



4.1.1 Identify and describe the technique used when preparing the meat. (2)

4.1.2 Do you consider the above technique to be beneficial? Motivate your answer. (4)

4.1.3 Describe the following processes in meat:

(a) Ripening (2)

(b) Rigor mortis (2)

- 4.2 Study the photograph of a beef Wellington below and answer the questions that follow.



- 4.2.1 Name the type of pastry used for beef Wellington. (1)
- 4.2.2 Suggest the most suitable method of cooking the above dish. (1)
- 4.2.3 Name the most suitable meat cut used for the above dish. (1)
- 4.2.4 Name THREE other products that can be prepared by using the above pastry. (3)
- 4.2.5 State THREE general rules when making the above pastry. (3)
- 4.2.6 Describe how the meat is prepared before it is covered with the pastry. (2)

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

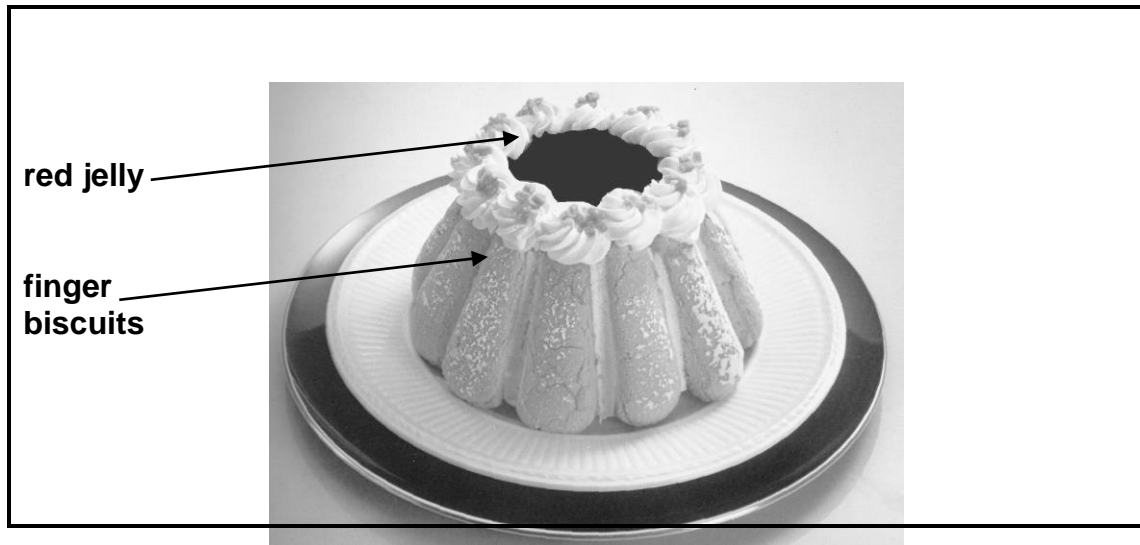
Learners in a Hospitality Studies class made choux paste. The ingredients used were 2 eggs, 125 ml flour, 125 ml water, 62,5 g margarine and 1 ml salt. They used some of the mixture to make éclairs and the balance of the mixture they piped into hot oil and dusted it with icing sugar. They baked the éclairs at a high temperature for the first 10 minutes and reduced the temperature for the remainder of the baking period.

- 4.3.1 Explain why eggs are essential in the preparation/cooking of choux paste. (2)
- 4.3.2 Do you think that the correct proportion of ingredients has been used? Motivate your answer. (2)
- 4.3.3 Name the choux paste product that was piped into hot oil. (1)

4.3.4 Give ONE reason for each of the following procedures that are applied when preparing choux paste:

- (a) Baking at a high temperature for the first 10 minutes (1)
- (b) Reducing the temperature for the remainder of the cooking time (1)

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



- 4.4.1 Identify the dessert in the above photograph. (1)
- 4.4.2 The following techniques are applied when making the above desert. Explain each one.
- (a) Folding in (2)
 - (b) Hydrating or soaking the gelatin (2)
 - (c) Unmoulding (2)
- 4.4.3 You are requested to serve the above dessert at a banquet. Name THREE ways of presenting the dessert attractively. (3)
- 4.4.4 State TWO quality characteristics of the above dessert. (2)
- [40]**

TOTAL SECTION C: 80

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

- 5.1 5.1.1 List THREE procedures that should be followed when taking orders for food. (3)

5.1.2 **First impressions last.**

Explain this statement with regard to the greeting and seating of guests. (2)

- 5.2 Study the statement below and answer the questions that follow.

A guest ordered a shiraz wine from a waiter to match the grilled rump steak.

- 5.2.1 Do you think the guest made the correct choice of wine? Motivate your answer. (2)

- 5.2.2 Describe how the waiter should present the wine to the guests. (4)

- 5.2.3 Assess to what extent you consider the glass in the picture below to be suitable for use when serving wines.



- 5.3 Read the extract below and answer the questions that follow.

SIGN-IN ACCOMMODATION

Sign-In Hotel and Restaurant have been developed to suit the needs of today's tourists. The hotel's food and beverage department offers venues for cocktail and formal dinner functions. The restaurant displays an atmosphere of informal ethnic elegance.

- 5.3.1 Comment on how the staff should clean and take care of cutlery and silverware at the above hotel. (5)

- 5.3.2 Suggest FOUR different methods of payment that the hotel should accept to accommodate tourists. (4)

	5.3.3	Recommend FIVE ways in which the atmosphere of informal ethnic elegance can be achieved at Sign-In Restaurant.	(5)
	5.3.4	Name THREE types of special equipment that will be required for the cocktail function.	(3)
	5.3.5	Name and describe the type of cover that should be used for formal dinner functions.	(2)
5.4	5.4.1	Explain the term <i>corkage fee</i> .	(2)
	5.4.2	Discuss the importance of keeping records when issuing beverages.	(2)
	5.4.3	Give a method that a barman should use in order to maintain good stock control when keeping records of beverages.	(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 CHOOSE CORRECT ANSWERS

1.2.1	A	B	C	D	E	F
1.2.2	A	B	C	D	E	F

(5)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	
1.4.7	
1.4.8	
1.4.9	
1.4.10	

(10)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10)

1.5 MATCHING ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

TOTAL SECTION A: 40