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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2022

MARKS: 200

TIME: 3 hours



This question paper consists of 18 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. SECTION A: QUESTION 1 – Answer all the questions below each other in the ANSWER BOOK without leaving a line open, as shown below:

Correct:
1.1.1
1.1.2

Incorrect:
1.1.1

1.1.2
5. 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.

(1)

ANSWER:

1.1.11 B

1.1.1 A variety of raw vegetables served on a platter with a dip:

- A Canapés
- B Croûtes
- C Croutons
- D Crudités

(1)

1.1.2 Crystallised ginger is preserved using ...

- A sugar.
- B acid.
- C salt.
- D chemicals.

(1)

1.1.3 An example of a choux pastry dish:

- A Baklava
- B Bouchées
- C Beignets
- D Barquettes

(1)

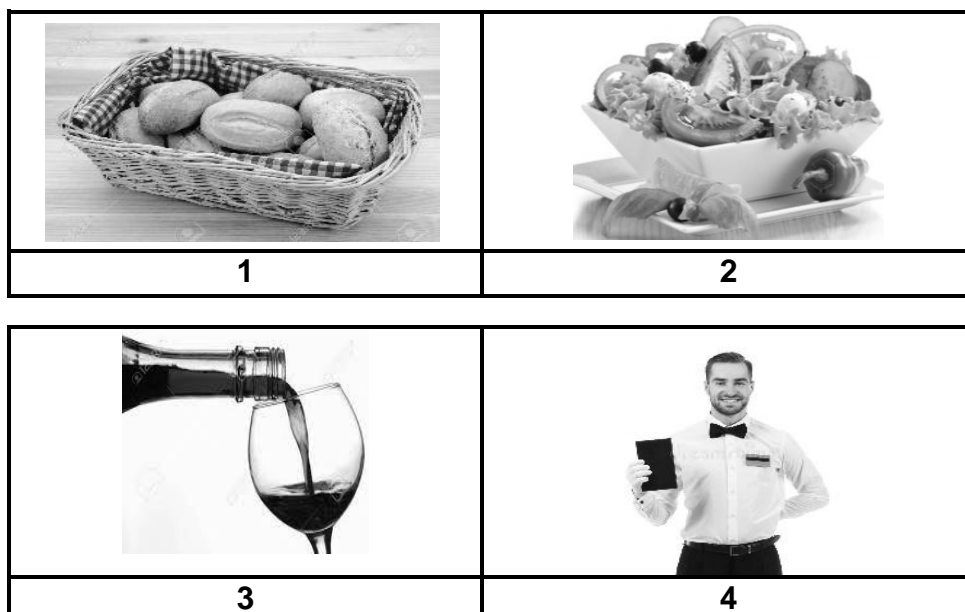
1.1.4 A method of preservation that involves heating liquids to 72 °C for 15 seconds and then cooling to 4 °C:

- A Sterilisation
- B Pasteurisation
- C Rancidification
- D Homogenisation

(1)



1.1.5 The following items are served to a guest from the left:



- A 1, 2, 3
- B 2, 3, 4
- C 1, 3, 4
- D 1, 2, 4

(1)

1.1.6 Coating the rim of a glass with salt while preparing a cocktail is known as ...

- A dusting.
- B dashing.
- C frosting.
- D frothing.

(1)

1.1.7 A pesco-vegetarian will not include ... in their diet.

- A fish and seafood
- B poultry and eggs
- C milk and cream
- D cheese and nuts

(1)

1.1.8 A disease caused by food poisoning:

- A Hepatitis A
- B Tuberculosis
- C Cholera
- D Gastroenteritis

(1)



1.1.9 A mixture of minced meat, onion, soaked breadcrumbs, egg and seasoning, shaped into balls and then coated and fried:

- A Pizette
- B Rissoles
- C Roulade
- D Palmiers

(1)

1.1.10 The number of hors d'oeuvres to be served per person before a formal dinner:

- A 2–3
- B 1–2
- C 1–3
- D 3–7

(1)

1.2 MATCHING ITEMS

Choose the description from COLUMN B that matches the preparation techniques of meat 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 TECHNIQUE	COLUMN B DESCRIPTION
1.2.1 Trimming	A covering the surface of meat with bacon
1.2.2 Carving	B to sauté meat over moderate heat until firm but not brown
1.2.3 Searing	C to steep meat in a seasoned liquid to add flavour
1.2.4 Marinating	D to remove fat and sinew from meat
1.2.5 Basting	E browning meat over high heat to improve the flavour and colour
	F spooning melted fat and meat juices over meat during cooking
	G slicing cooked meat against the grain

(5 x 1) (5)



1.3 **MATCHING ITEMS**

Choose the ice cream dessert from COLUMN B that matches the description 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 DESCRIPTION		COLUMN B ICE CREAM DESSERTS	
1.3.1	Scoops of ice cream served in a boat-shaped glass dish topped with cream	A	baked Alaska
		B	coupe
1.3.2	Ice cream served in a long, slender glass with alternate layers of toppings and sauces	C	bombe
		D	parfait
1.3.3	Ice cream on a sponge cake base, covered with meringue, browned and served on a plate	E	soufflé
		F	banana split
1.3.4	Ice cream and sauce or fruit coated with syrup and toppings served in a stemmed goblet	G	sherbet
1.3.5	Two or more flavours of ice cream layered in a spherical mould and served in a dessert bowl		

(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 The difference between the selling price and the food cost
- 1.4.2 A technique of brushing down food particles from a cover after the main course but before dessert is served
- 1.4.3 A table item which guides the seating arrangements and should be clearly visible to a guest from the entrance of a venue
- 1.4.4 A refreshing dish that cleanses the palate after different courses
- 1.4.5 The department responsible for the well-being of staff in a hospitality establishment
- 1.4.6 The type of liquor licence required when running a restaurant with a bar
- 1.4.7 A term given to napkins, tablecloths, overlays and service cloths
- 1.4.8 A fee charged to guests when they bring their own wine onto licensed premises
- 1.4.9 A written document drawn up for a client with a calculated price for a specific function
- 1.4.10 The time between contamination and the appearance of the first symptoms of a disease (10 x 1) (10)



1.5 SELECTION

1.5.1 Select FIVE desserts from the list below that are prepared using baking as a cooking method. Write only the letters (A–J) next to the question number (1.5.1) in the ANSWER BOOK.

- A Banana fritters
- B Mango mousse
- C Malva pudding
- D Panna cotta
- E Apple strudel
- F Lemon chiffon
- G Hot Charlotte
- H Tarte Tatin
- I Crème anglaise
- J Chocolate soufflé

(5)

1.5.2 Select FIVE advantages of plated service from the list below. Write only the letters (A–J) next to the question number (1.5.2) in the ANSWER BOOK.

- A Guests can eat as much as they want
- B Less food wastage
- C Better portion control
- D Guests serve themselves
- E Guests are all served at the same time
- F More creative presentation of dishes
- G Serve food clockwise around the table
- H Food is cooked in front of the guests
- I Skilled training of serving food from a platter is required
- J Less service cutlery is required

(5)

TOTAL SECTION A: 40

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

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

One of the most common symptoms of the Covid-19 virus is coughing. The restaurant manager of the NAMAT Hotel had been coughing constantly for a few weeks, even though he tested negative for Covid-19. After the doctor had X-rays taken of the restaurant manager's lungs, he prescribed medicine and booked him off.

- 2.1.1 Determine the disease the restaurant manager is likely to be suffering from, other than Covid-19. (1)
- 2.1.2 Name THREE other symptoms of the disease identified in QUESTION 2.1.1. (3)
- 2.1.3 Predict how the disease identified in QUESTION 2.1.1 could negatively impact on the work force of the NAMAT Hotel. (3)

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

The NAMAT Hotel has upgraded their front office area with new high-tech computer systems and programs to improve the checking-in of guests. As a result, additional front office staff had to be appointed to operate the new computer systems. Electronic feedback received from the guests show that they prefer the NAMAT Hotel to other hotels in the area. This is due to the efficient and excellent service provided by the staff.

- 2.2.1 Advise the manager on the principles of professional work ethics when training new front office staff. (4)
- 2.2.2 Discuss how the high-tech computer program will be used when checking in guests. (4)
- 2.2.3 Comment on the impact of the positive feedback that the hotel received from the guests regarding their excellent service. (3)
- 2.2.4 Explain how a point-of-sales (POS) system can assist the front office staff to be more efficient. (2)

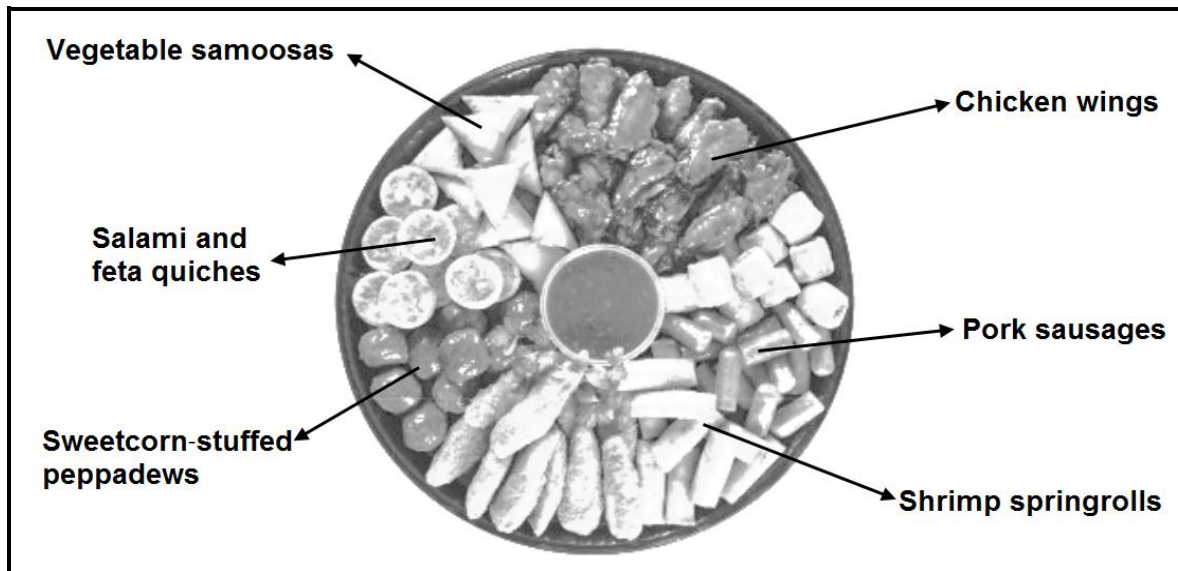
TOTAL SECTION B: 20



SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

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



3.1.1 Name the type of function where this platter with these various snacks will be served. (1)

3.1.2 Evaluate the suitability of the snacks for Jewish guests. (5)

3.2 Study the table of ingredients below and answer the questions that follow.

LEMON MAPLE MERINGUE		
SHORT CRUST PASTRY	FILLING	TOPPING
250 g almond flour 5 ml salt 125 g butter 1 egg yolk 35 ml ice water	250 ml cold water 125 ml lemon juice 80 ml maple syrup 60 g butter 2 egg yolks 45 ml corn flour Zest of 1 lemon	3 egg whites 250 ml hot sugar syrup

3.2.1 Determine whether the ratio of fat to flour used in the table of ingredients for the pastry is CORRECT. (2)

3.2.2 Select TWO ingredients from the table that can cause an allergic reaction. (2)

3.2.3 Name THREE other uses of short crust pastry. (3)



- 3.2.4 Justify why the following rules have to be followed during preparation of the pastry:
- (a) Do not stretch the pastry. (1)
 - (b) Measure the ingredients accurately. (1)
 - (c) Lightly roll out the pastry in one direction. (1)
- 3.2.5 Provide TWO benefits of applying the following techniques during the preparation of short crust pastry:
- (a) Blind-baking (2)
 - (b) Docking (2)
- 3.2.6 Identify the type of meringue that is prepared for the lemon maple meringue. (1)

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

The following costs were incurred by the San Rosh Restaurant in preparation of a menu:

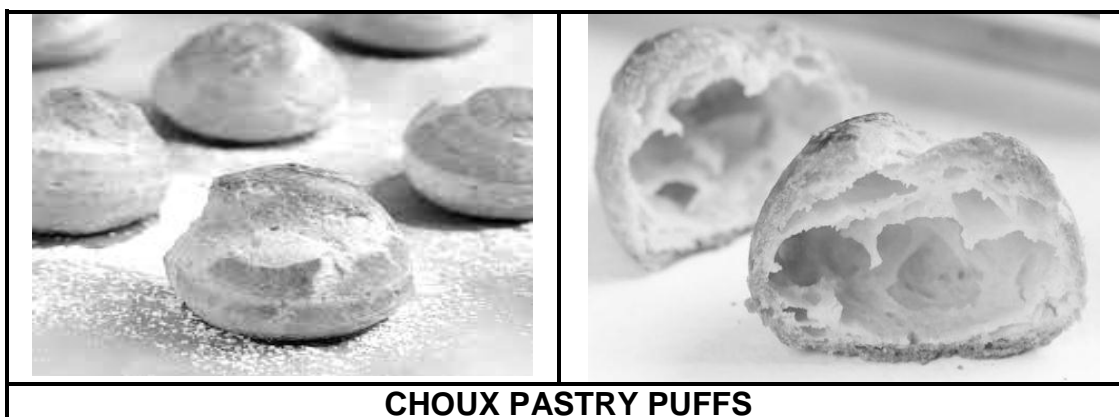
Food cost: R5 450
Overhead cost: R750
Labour cost: R1 500
Profit: 45%

Number of guests: 40

- 3.3.1 Calculate the selling price of the menu. Show ALL formulas and calculations. (5)
- 3.3.2 Calculate the food cost per person. Show ALL formulas and calculations. (3)



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

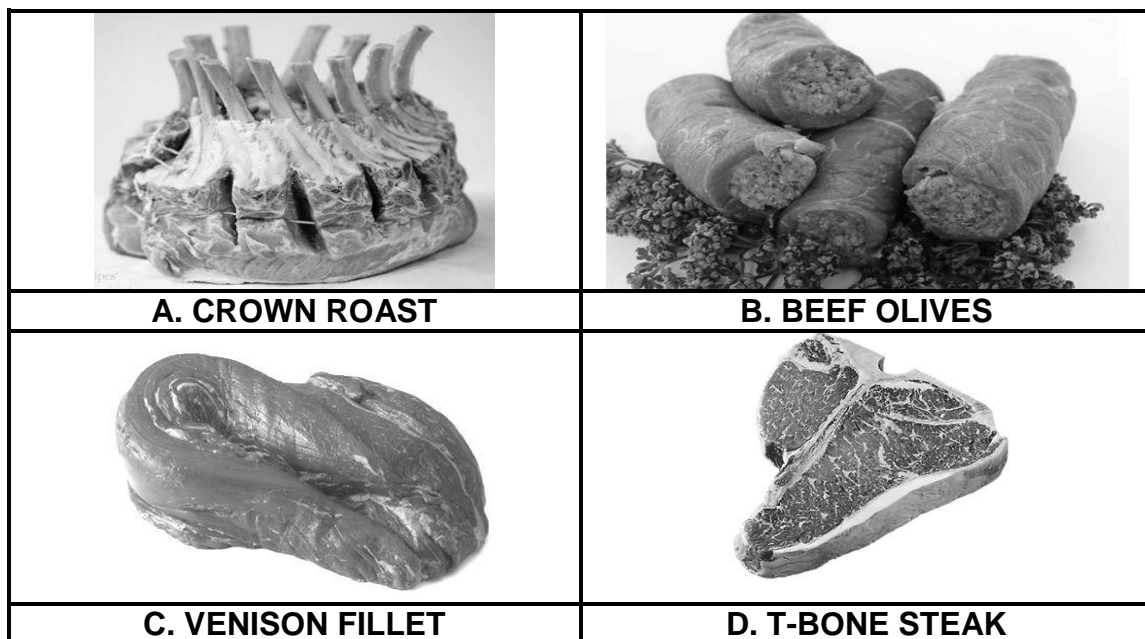


- 3.4.1 Evaluate the appearance of the choux pastry puffs. (3)
- 3.4.2 Explain why choux pastry puffs are baked at two different temperatures. (2)
- 3.4.3 Predict the outcome of choux pastry products if the following occurred:
- (a) Too much water evaporated during the initial stages of cooking the mixture (2)
 - (b) Flour was added to the prepared dough (2)
- 3.4.4 Explain how baked unfilled choux pastry puffs can be stored. (2)
- [40]**



QUESTION 4

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






- 4.1.1 Determine which cuts of meat are suitable for the meat in pictures **B** and **D** respectively. (2)
- 4.1.2 Justify the use of a stuffing in picture **B**. (3)
- 4.1.3 Give THREE rules to apply when oven roasting a venison fillet. (3)
- 4.1.4 Select the meat cut in pictures **A–D** that will be suitable for a person suffering from high cholesterol. Motivate your answer. (2)
- 4.1.5 Describe the characteristics of the texture of the meat cut in picture **B**. (2)
- 4.1.6 Explain the benefits of the marbling in meat cut **D**. (3)
- 4.2 Give TWO reasons for the following procedures in the preparation of dried beans:
- 4.2.1 Sorting (2)
- 4.2.2 Soaking in water before cooking (2)
- 4.3 The use of sunflower seeds has become popular amongst people due to its nutritional value.
- 4.3.1 Give ONE benefit of roasting sunflower seeds during food preparation. (1)
- 4.3.2 Name TWO uncooked dishes that can be prepared by adding sunflower seeds. (2)
- 4.3.3 Discuss the nutritional value of sunflower seeds. (2)



4.4 During a practical lesson the learners prepared pineapple jelly.

- 4.4.1 Name TWO forms of unflavoured gelatine that can be used in the preparation of the jelly. (2)
- 4.4.2 Give ONE reason for applying the following processes when preparing the jelly:
- (a) Brush the mould lightly with oil or use a non-stick spray. (1)
 - (b) The hydrated gelatine mixture should not boil. (1)
 - (c) Fresh pineapple should be cooked before adding it to the jelly. (2)
- 4.4.3 Explain how the addition of the following ingredients will influence the gel formation:
- (a) Wine (1)
 - (b) Yoghurt (2)

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

		
SUGAR	JARS	APRICOTS

- 4.5.1 Discuss the role of sugar in the making of jam. (1)
- 4.5.2 Describe the following techniques used in the preparation of jam:
- (a) Sterilisation of jars (4)
 - (b) Pureeing the apricots (2)

[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.

The Nkosi family booked their annual holiday at the NAMAT Hotel after seeing an advertisement with specials.

On their arrival at the security gate they were not allowed onto the premises because their names were not on the arrivals list. Mr Nkosi showed them his proof of payment from the hotel but the security guard still refused them entry.

5.1.1 Determine which non-revenue-generating area was responsible for the fault on the Nkosi family booking. (1)

5.1.2 Explain how personnel in the non-revenue-generating area, identified in QUESTION 5.1.1, should handle the situation. (2)

5.1.3 Evaluate the security guard's action towards the Nkosi family at the gate of the hotel. (4)

5.1.4 Name THREE factors that might have influenced the target market of the NAMAT Hotel. (3)

5.2 Give FOUR aspects that the NAMAT Hotel must include in the business description of their business plan. (4)

5.3 The marketing department at the NAMAT Hotel is responsible for creating and maintaining an excellent image of the establishment.

5.3.1 Suggest THREE visual, printed marketing tools that can be used by the hotel. (3)

5.3.2 Briefly discuss THREE promotion strategies that could be used to attract more guests to the hotel. (3)



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

A pop-up market to raise funds was organised at a local high school. The funds raised would be donated to a nearby old-age home. The pop-up market had a variety of products from the local entrepreneurs, for example fresh organic produce and home industry products. The date for the market was set in advance to avoid conflicting activities in town. Initially they had 100 stalls booked. However, due to Covid-19 lockdown regulations only 50 stalls were operational.

5.4.1 Analyse the pop-up market with regard to the following:

(a) Strengths (3)

(b) Opportunities (3)

5.4.2 Discuss how Covid-19 has negatively impacted on the hospitality industry's contribution to the economy. (4)

[30]



QUESTION 6

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



- 6.1.1 Classify the wine. (1)
- 6.1.2 Name the type of glass used to serve the wine. (1)
- 6.1.3 Recommend THREE foods that will complement the wine. (3)
- 6.1.4 Discuss SIX guidelines that must be followed when pouring the wine for guests. (6)

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



- 6.2.1 Identify the mixing method used to prepare the mocktail. (1)



6.2.2 Name TWO types of equipment that are used to prepare the mocktail. (2)

6.2.3 Describe how the mocktail is prepared. (3)

6.3 Discuss the sequence of serving mocktails to seated guests at a formal dinner. (2)

6.4 Differentiate between *squashes* and *syrops*. Tabulate your answer as follows:

SQUASHES	SYRUPS

(2 x 2) (4)

6.5 Study the picture below and answer the question that follows.



Criticise the cover for a formal four-course dinner. (4)

6.6 Discuss how the hotel staff should handle a single guest who wants to be left alone. (3)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

