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GRADE 12

SEPTEMBER 2022

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours

This 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 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 provided as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, for example 1.1.11 C.

EXAMPLE

1.1.11 A good source of protein is ...

- A oranges.
- B pumpkin.
- C meat.
- D cornflour.

ANSWER: 1.1.11 C

1.1.1 A classic sauce served with roast mutton and lamb:

- A Tartare sauce
- B Apple sauce
- C Mint sauce
- D Horseradish sauce

(1)

1.1.2 The person who is served last at the dinner table of a formal dinner:

- A Host
- B Youngest boy
- C Guest of honour
- D Oldest person

(1)

1.1.3 The best choice of salad for a gluten- and lactose intolerant guest:

- A Beetroot and Feta Salad
- B Caesar Salad
- C Greek Pasta Salad
- D Grilled Vegetable Salad

(1)

1.1.4 One of the duties of the maître d'hôtel:

- A Present the menu
- B Unfold the serviettes
- C Check the reservation
- D Seat guests

(1)

- 1.1.5 Identify the correct equipment used for silver service:
- A Side-plate and napkin
 - B Spoon and fork
 - C Chinese spoons
 - D Carving knife and fork (1)
- 1.1.6 Suitable dishes on the menu of a restaurant with a South African ethnic theme:
- A *Waterblommetjie*-stew; Bobotie; Koeksisters
 - B Pizza; Biltong-pasta; Chocolate Mousse
 - C Tomato Soup; Umngqusho; Pancakes with ice-cream
 - D Curry-bunnies; Samosas; White chocolate Truffles (1)
- 1.1.7 An example of an audio-visual marketing tool is ...
- A telemarketing.
 - B digital shows in large public areas.
 - C brochures.
 - D lucky draws. (1)
- 1.1.8 People at risk to contract cholera:
- A Children in childcare centres
 - B People with chronic liver diseases
 - C Older adults in nursing homes
 - D People who eat shellfish and vegetables from water that is known to harbour the bacteria (1)
- 1.1.9 Choose from the food items listed below, a good source of protein for someone who suffers from high cholesterol.
- A Steamed chicken breast with spinach
 - B Deep-fried chicken leg and thigh
 - C Chicken breast stuffed with Brie cheese and wrapped with bacon
 - D Creamy Chicken Stroganoff (1)
- 1.1.10 The purchasing price of 5 kg sugar is R85. Calculate the cost of 250 g sugar.
- A R17,00
 - B R4,25
 - C R3,40
 - D R8,50 (1)

1.2 MATCHING ITEMS

Match the example of a food item or dish in COLUMN B that best suits a type of pastry in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

COLUMN A TYPE OF PASTRY	COLUMN B FOOD ITEM
1.2.1 Phyllo pastry	A Beef Wellington
1.2.2 Pâte Brisée	B Apple crumble pie
1.2.3 Puff pastry	C Doughnuts
1.2.4 Pâte Sucrée	D Paris Brest
1.2.5 Choux pastry	E Bagels
	F Spanakopita
	G Quiche Lorraine

(5 x 1)

(5)

1.3 MATCHING ITEMS

Choose the food items in COLUMN B that matches the symbols on the food items in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, for example 1.3.6 H.

COLUMN A SYMBOL ON FOOD ITEMS	COLUMN B FOOD ITEMS
1.3.1 	A Sugar free food
1.3.2 	B Radiated food
1.3.3 	C Food suitable for low cholesterol diets
1.3.4 	D Kosher food
1.3.5 	E Vegetarian food
	F Locally produced
	G Halal food

(5 x 1) (5)

1.4 ONE-WORD ITEMS

Give ONE word/term for EACH of the following descriptions. Write ONLY the correct word/term next to the question numbers (1.4.1 to 1.4.10) in the ANSWER BOOK.

- 1.4.1 Unlaminated dough, made only of flour and water and used to prepare samosas
- 1.4.2 Small oval or boat-shaped pastry cases made from shortcrust pastry
- 1.4.3 Planning how money will be utilised in the next financial year
- 1.4.4 Deep fried choux pastry strips and then coated with sugar or dipped into chocolate sauce
- 1.4.5 The set of rules of an establishment that prescribes the clothing and uniforms of its employees
- 1.4.6 The method of preservation used for cherries which is used for decorating cakes
- 1.4.7 The price charged to guests who choose to bring their own bottle of wine to a restaurant
- 1.4.8 The Act that regulates the distribution and sales of alcoholic beverages to the public
- 1.4.9 A cocktail containing vodka, tomato juice, and other spices and flavourings including Worcestershire sauce
- 1.4.10 A bundle of herbs, usually tied together with a cotton string, used to add flavour to soups, stocks and stews (10 x 1) (10)

1.5 SELECTION

Select FIVE food items suitable for a diabetic diet. Write only the letters (A–I) next to the question number (1.5) in the ANSWER BOOK.

- A Fresh Berry Salad
- B Consommé Julienne
- C Full English Breakfast
- D Wholewheat cucumber sandwich
- E Baked cheesecake with caramel sauce
- F Roasted vegetables with balsamic vinegar
- G Crème Brûlée
- H Grilled ostrich fillet with reduction sauce
- I Salami and cheese sandwich (5 x 1) (5)

1.6 SEQUENCE

Rearrange these FIVE dishes in the correct order it will be served during a formal dinner. Write only the letters (A–E) next to the question number (1.6) in the ANSWER BOOK.

A Lemon sorbet

B French Onion Soup

C Tournedos a la Bordelaise

D Crème Caramel

E Hake Meunière

(5 x 1) (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.

Michael, the sous chef at a boutique hotel in Franshoek was awarded as Chef of the Year. During an interview he mentioned that he has regular training sessions with his staff. He values buying fresh and local ingredients and always appoints young staff from Franshoek as trainees. He encourages the young chefs to experiment with the latest trends by means of regular in-house competitions. At each chef's station are clear pictures and portion sizes for the different dishes. All plates should look the same as those on the menu.

2.1.1 Evaluate how Michael achieved the following professional ethics by referring to his interview:

- (a) Creativity of chefs (1)
- (b) Honesty (1)
- (c) Tap into local resources (2)

2.1.2 Propose FOUR aspects regarding respect for other team members that Michael can pay attention to during staff training sessions. (4)

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



2.2.1 Develop a suitable heading for the picture in terms of customer relations and service excellence. (1)

2.2.2 Explain how good customer service can affect the profitability of an enterprise. (4)

2.3 List FOUR benefits for guests to do online reservations when booking a hotel room. (4)

2.4 Defend the following statement:

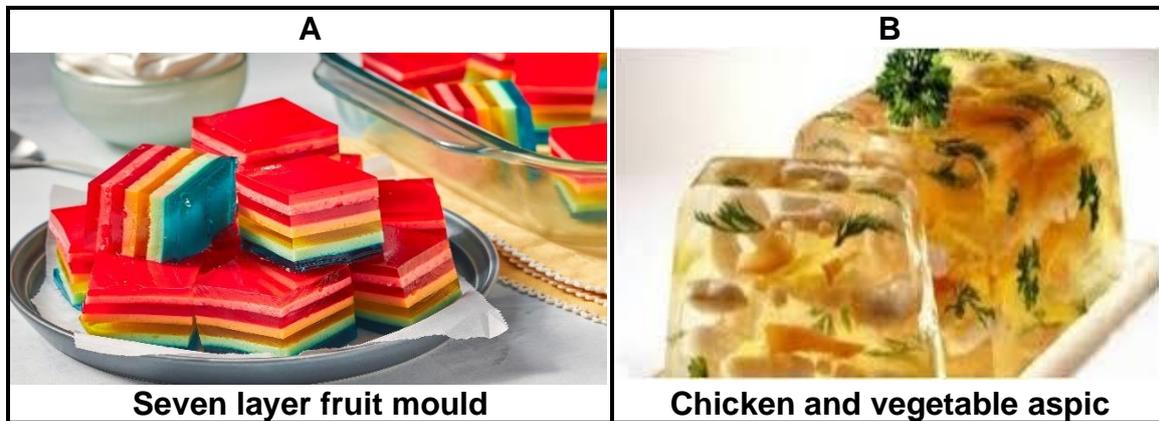
A food service worker who has HIV/Aids should be fired.

(3)

TOTAL SECTION B: 20

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

- 3.1 Study the pictures of gelatine dishes and answer the questions that follow.
Both recipes require gelatine sheets.



- 3.1.1 Formulate a practical hint when preparing dish **A** to assure that the different layers and colours of the jellies in dish **A** will not mix and disturb the layered appearance. (1)
- 3.1.2 Dish **B** is called an aspic. Explain what an aspic jelly is made of. (1)
- 3.1.3 Give a brief description how to ... the gelatine in both dishes.
- (a) hydrate (1)
 - (b) disperse (2)
- 3.1.4 Explain how the even distribution of ingredients is achieved when preparing dish **B**. (2)
- 3.1.5 Discuss THREE tips for successfully unmoulding a gelatine dessert. (3)

3.2 Study the picture of a pastry dish below and answer the questions that follows.



- 3.2.1 Identify the classic French pastry dish. (1)
- 3.2.2 State the type of pastry used for the dish. (1)
- 3.2.3 Motivate the use of the following ingredients when preparing the type of pastry mentioned in QUESTION 3.2.2:
 - (a) Butter instead of margarine (1)
 - (b) Lemon juice (1)
- 3.2.4 Suggest TWO types of ... that are suitable for this dish.
 - (a) fillings (2)
 - (b) toppings (2)

3.3 Recommend a suitable nut to be used in each of the following:

- 3.3.1 Waldorf salad
- 3.3.2 Cheapest nutty spread
- 3.3.3 Baklava
- 3.3.4 Classic pesto sauce (4)

3.4 Compare meat and TVP with regard to:

3.4.1 Keeping quality (2)

3.4.2 Protein content (1)

3.4.3 Price (1)

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

The following costs were incurred by the Rainbow Restaurant for a banquet prepared for 120 guests.

Food costs	R12 000
Overhead costs	R1 500
Labour costs	R2 800
Nett profit	R19 700

3.5.1 Calculate the selling price. Show ALL calculations. (5)

3.5.2 Calculate the gross profit. Show ALL calculations. (2)

3.5.3 Calculate the selling price per person. (2)

3.5.4 Give THREE guidelines for Rainbow Restaurant that will help them to make maximum profit from catering. (3)

3.6 Support the following statement with suitable examples.

Choux pastry is a versatile dough.

(2)
[40]

QUESTION 4

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

<p style="text-align: center;">Menu Cocktail Party</p> <p style="text-align: center;">Savoury Snacks</p> <p style="text-align: center;">Bobotie Spring Rolls Angels on Horseback Mini Chicken Pie</p> <p style="text-align: center;">Smoked Salmon on Potato-rösti Biltong and Cream Cheese Bouchée</p> <p style="text-align: center;">Sweet Treats</p> <p style="text-align: center;">Mini Milk Tart Brandy Balls White Chocolate Truffles</p>

- 4.1.1 Assess the suitability of this menu when a meal will be served after the cocktails. Motivate your answer. (2)
- 4.1.2 Critically comment on the suitability of the savoury dishes for ... guests. (2)
- (a) Jewish (2)
- (b) Muslim (2)
- (c) Buddhist (2)
- 4.1.3 Determine the food group that is NOT represented. (1)
- 4.1.4 Suggest ONE savoury and ONE sweet snack to represent a snack with the main ingredient from the food group mentioned in QUESTION 4.1.3. (2)
- 4.2 Suggest THREE different ways to preserve fillet of beef. (3)
- 4.3 List THREE ways to sterilise jars for bottling. (3)

4.4 Study the pictures of the different meringue-based dishes below and answer the questions.



4.4.1 Identify the name of each dish. (2)

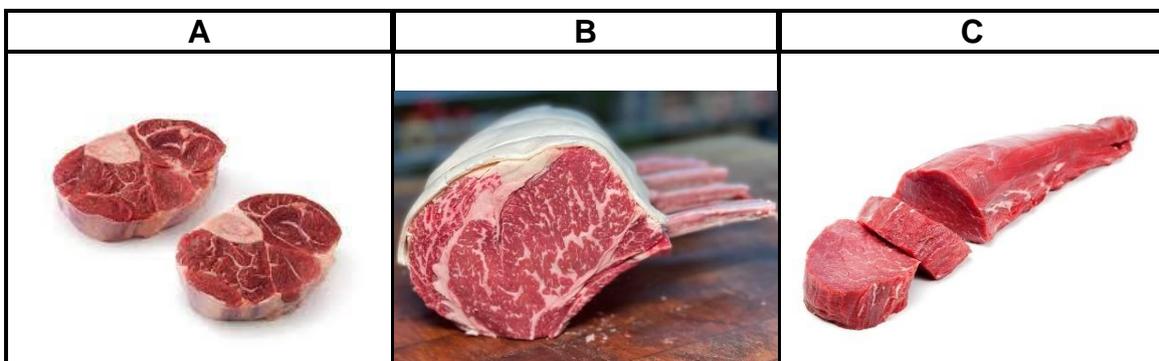
4.4.2 Distinguish between the THREE types of meringues by explaining the different preparation techniques. Tabulate your answer as follows:

	TYPE OF MERINGUE	PREPARATION TECHNIQUE
(a)		
(b)		
(c)		

(2)
(2)
(2)

4.4.3 Give THREE guidelines to prepare a successful meringue. (3)

4.5 Study the pictures of beef meat cuts below and answer the questions.



4.5.1 Identify each beef meat cut. (3)

4.5.2 Suggest the most suitable meat cut for each of the following dishes. Motivate your answer.

- (a) Deboned, stuffed and rolled pot roast
- (b) Stock and soup
- (c) Steak Diane (6)

4.6 List THREE advantages of stuffing meat. (3)

[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.

NEW BOUTIQUE HOTEL

Mr and Mrs Watkins bought an old hotel in a small town in the Eastern Cape, 200 km from the nearest large city. It took them a year to renovate and furnish the hotel and turned it into a boutique hotel. Mr Watkins grew up in a hotel-environment since his parents were the owners of several hotels. Mrs Watkins is a trained chef.

Their town is a popular halfway stop from Bloemfontein to Port Elizabeth for business travellers as well as holiday tourists on their way to the coast. There are no other hotels in a 120 km radius and only 4 guesthouses in their town.

Mr and Mrs Watkins intend to attract visitors with their special meals for breakfast, lunch and dinner. However, they are a bit worried about the availability of fresh produce, especially fruit and vegetables. They consider the option of employing local people for their own sustainable garden.

From experience they believe that their marketing strategy will be 'by word of mouth' as well as social media (Facebook, Twitter, Tiktok and Instagram)

- 5.1.1 Mr and Mrs Watkins saw the possibility of a new business opportunity. List FOUR characteristics they should have to be successful. (4)
- 5.1.2 Do a SWOT-analysis from the given information to help the couple with their strategic planning. (4 x 2) (8)
- 5.1.3 Create a list of FOUR permanent job opportunities that will be made available by the boutique hotel. (4)
- 5.1.4 Suggest THREE possible indirect job opportunities for the local community once the hotel is up and running. (3)
- 5.1.5 Determine THREE non-revenue generating areas that are important for this establishment. (3)
- 5.1.6 Give THREE guidelines for Mr and Mrs Watkins to ensure that their *Facebook*-page is an effective marketing tool. (3)
- 5.1.7 Explain how the restaurant staff should be trained regarding the procedure to follow in the event of a serious fire. (3)
- 5.1.8 Unforeseen events like power failure can have an effect on a guest's level of satisfaction of their stay. Give TWO tips to the owners as precautions to ensure that their guests will not experience any inconvenience in their rooms at night. (2)

[30]

QUESTION 6

6.1 Study the wine list of a restaurant below and answer the questions that follow.

WINE LIST
Special Late Harvest
Sauvignon Blanc
Brut Sparkling Wine
Pinotage
Sherry

6.1.1 Differentiate between the wines using the criteria below. Tabulate your answer as follows in the ANSWER BOOK.

CULTIVAR	WINE CLASSIFICATION	SWEET OR DRY
Special Late Harvest		
Sauvignon Blanc		
Brut Sparkling Wine		
Pinotage		
Sherry		

(10)

6.1.2 From the list above suggest a suitable wine to be served with the following:

- (a) Grilled Trout with Butter Sauce
- (b) Honey and Orange Pancakes
- (c) Blue Cheese
- (d) Ostrich Steak with Pepper sauce
- (e) Fresh oysters

(5)

6.2 List FIVE steps, in the correct sequence, a waiter should follow from arrival of guests until the serving of pre-dinner drinks. (5)

6.3 Distinguish between an *on-consumption liquor license* and an *off-consumption liquor license*. Give an example of each to motivate your answer. (4)

6.4 Describe FOUR procedures waiters should follow during the closing mise-en-place. (4)

6.5 Advise the maître d' on suitable solutions for the following complaints from guests:

6.5.1 The waiter is unavailable (1)

6.5.2 The waiter cannot remember the order (1)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200