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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2025

MARKS: 200

TIME: 3 hours

This question paper consists of 17 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, as shown below.

Correct:

1.1.1

1.1.2

Incorrect:

1.1.1

1.1.2
5. Write neatly and legibly. ...

SECTION A: SHORT QUESTIONS**QUESTION 1****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 B.

EXAMPLE:

1.1.11 A good source of vitamin C is ...

- A milk.
- B oranges.
- C meat.
- D bread.

ANSWER:

1.1.11 B

1.1.1 The type of wine that undergoes a second fermentation process in the bottle:

- A White
- B Sparkling
- C Rosé
- D Red

(1)

1.1.2 A relatively cheap textured vegetable protein that is obtained from ...

- A lentils.
- B peas.
- C soya.
- D beans.

(1)

1.1.3 An advantage of using computers in the hospitality industry:

- A Information saved can never be lost
- B Provides quicker service to customers
- C No training is required for new staff
- D Software must be updated regularly

(1)

1.1.4 White and rosé wine should be served at a temperature of ...

- A 5–7 °C.
- B 7–12 °C.
- C 12–14 °C.
- D 14–16 °C.

(1)

1.1.5 One of the main ingredients of an Italian meringue is ...

- A castor sugar.
- B icing sugar.
- C sugar syrup.
- D caramelised sugar.

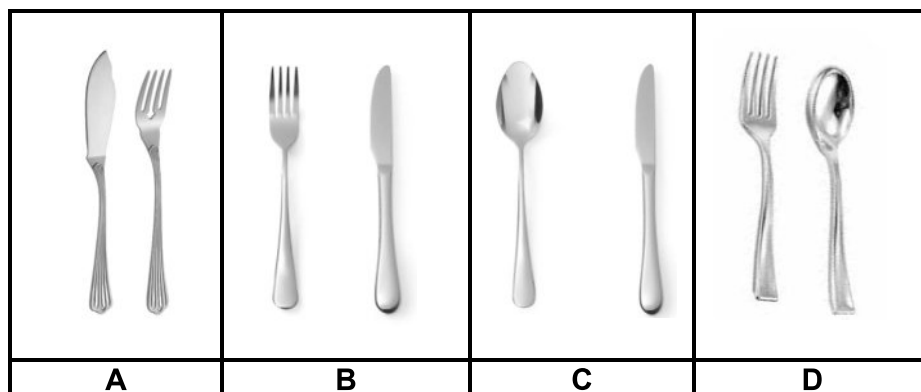
(1)

1.1.6 The equipment that uses a flammable gel to keep food warm:

- A Bain-marie
- B Chafing dish
- C Carving unit
- D Hot tray

(1)

1.1.7 Silver-service utensils used to pick up single portions of food to place onto a guest's plate:



(1)

1.1.8 The number of cocktail snacks served before a four-course dinner:

- A 2–5
- B 6–7
- C 8–10
- D 10–12

(1)

1.1.9 Meat obtained from cattle that is younger than nine months:

- A Game
- B Pork
- C Veal
- D Lamb

(1)

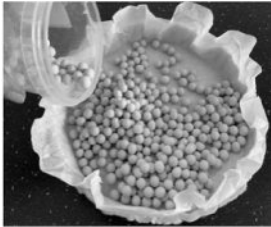
1.1.10 The food ingredient most likely to cause an allergic reaction:

- A Crab
- B Cabbage
- C Chicken
- D Carrots

(1)

1.2 MATCHING ITEMS

Choose the name of the technique in COLUMN B and the benefits of applying the technique in COLUMN C that match the picture of the technique in COLUMN A. Write only the letter (A–G) and the numeral (i–vii) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 H, viii.

COLUMN A PICTURE OF TECHNIQUE	COLUMN B NAME OF TECHNIQUE	COLUMN C BENEFITS OF APPLYING TECHNIQUE
1.2.1 	A lining	i. ensures that air is trapped in the pastry during baking
1.2.2 	B baking blind	ii. golden brown surface is created during baking
1.2.3 	C glazing	iii. allows air trapped between the dough and pie dish to escape during baking
1.2.4 	D rubbing in	iv. this process prevents the crust from being undercooked after baking
1.2.5 	E rolling	v. keeps the crust from burning during baking
	F cutting-in	vi. creates a flat even surface during preparation
	G docking	vii. ensures that the shortening does not melt during preparation

(5 x 2)

(10)

1.3 ONE-WORD ITEMS

Give ONE term/word for EACH of the following descriptions. Write only the term/word next to the question numbers (1.3.1 to 1.3.10) in the ANSWER BOOK.

- 1.3.1 Slaughtering and preparing beef according to Muslim religious laws
 - 1.3.2 A fruit-based water ice that cleanses the palate after eating different courses
 - 1.3.3 The department in a hospitality establishment that is responsible for the well-being of staff
 - 1.3.4 Profiteroles filled with pastry cream and arranged to form a pyramid and held together with caramel
 - 1.3.5 A type of liquor licence you would apply for when starting a restaurant business
 - 1.3.6 The chemical agent used in pickled meat that prevents the growth of yeast and bacteria
 - 1.3.7 The preparation method used to remove small stones and pebbles in dry beans
 - 1.3.8 The process of buying goods and services using the internet
 - 1.3.9 A thick, sweet spread made by cooking chopped fruit with sugar and bottling it
 - 1.3.10 A term given to tablecloths, overlays and waiter service cloths
- (10 x 1) (10)

1.4 SELECTION

1.4.1 Select FOUR preparation methods that enhance the flavour of meat before cooking. Write only the letters (A–H) next to the question numbers (1.4.1) in the ANSWER BOOK.

- A Larding
- B Trimming
- C Stuffing
- D Basting
- E Marinating
- F Boning
- G Binding
- H Barding

(4)

1.4.2 Identify TWO symptoms that could be displayed by someone who has contracted hepatitis A in the list below. Write only the letters (A–D) next to the question number (1.4.2) in the ANSWER BOOK.

- A Yellow skin
- B Blue death
- C Loss of appetite
- D Low blood pressure

(2)

1.5 Choose the cocktail (A–D) that matches the mixing methods listed below. Write only the letter (A–D) next to the question numbers (1.5.1 to 1.5.4) in the ANSWER BOOK. e.g. 1.5.5 E.

A Sunrise Cranberry juice, Grenadine syrup	B Pina Colada Crushed Pineapple, Coconut milk	C Mojito Carbonated water, Sugar syrup	D Cosmopolitan Cranberry juice, Lime juice
			

1.5.1 Stirred

1.5.2 Blended

1.5.3 Built

1.5.4 Shaken

(4)

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

QUESTION 2

2.1 Study the TB awareness poster below and answer the questions that follow.



- 2.1.1 Name THREE symptoms of TB. (3)
- 2.1.2 Judge the accuracy of the statement in the poster by referring to how TB is transmitted. (3)
- 2.1.3 Recommend THREE practices that food handlers should follow to prevent the spread of TB in the kitchen. (2)

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

John is a waiter at Dice Café known for its excellent service due to great teamwork among the staff. John prepares for his shifts by ensuring that his uniform is clean. He knows that professionalism is not just about how he looks, but also about his behaviour.

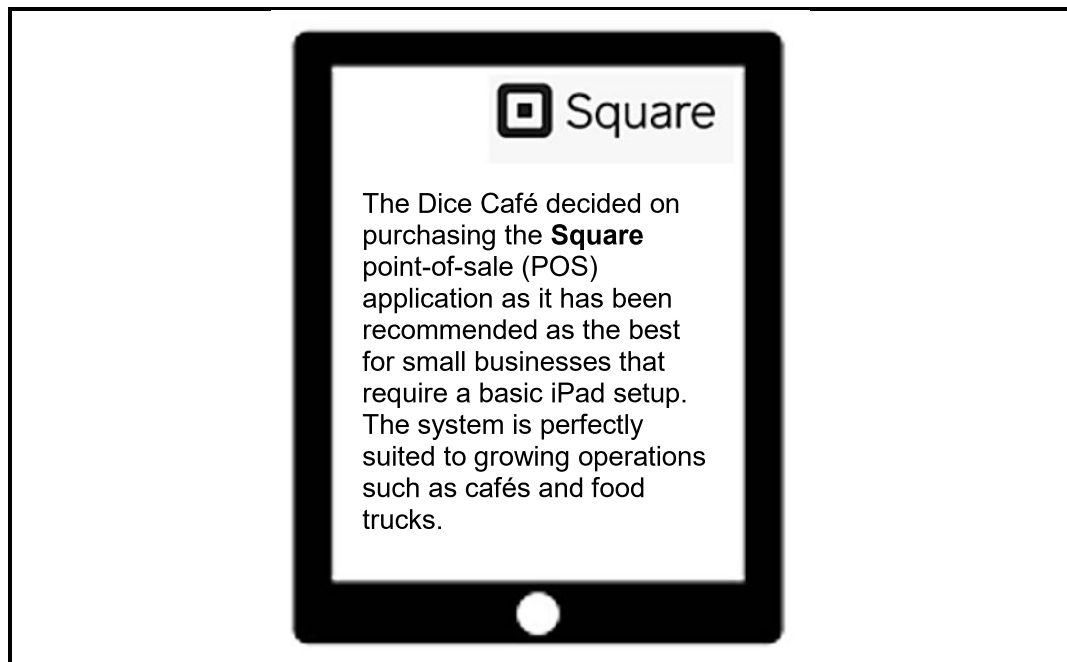
- 2.2.1 Predict TWO ways in which teamwork is achieved by Dice Café employees during a busy lunch hour. (2)
- 2.2.2 Other than a clean uniform, state THREE ways John can maintain a professional appearance. (3)

2.3 Study the images below and answer the question that follows.



Distinguish between the different levels of service at the restaurants above. (2)

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



2.4.1 State THREE types of information that the waiter will capture when a customer calls the restaurant to make a table reservation. (3)

2.4.2 Discuss TWO advantages of how the point-of-sale (POS) application can assist management with sales and stock. (2)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

- 3.1 Study the dishes available at the Sans Restaurant for each course below and answer the questions that follow.

HORS D'OEUVRES	MAIN COURSES	DESSERTS
Crudités with Pesto Dip	Beef Olives with Creamy Spinach	Limoncello Granita
Mini Quiche Lorraines	Creamy Three-cheese Pasta with Salami	Mango Sago Pudding
Oysters with Red Onion Vinaigrette	Chickpea Burger with Straw Potatoes	Vacherin with Fruit Compote

- 3.1.1 Judge the suitability of the dishes for the following guests:

- (a) Hors d'oeuvres for Jewish guests (3)
- (b) Main course for a guest with high cholesterol (3)

- 3.1.2 Select the most suitable dessert for a lacto-vegetarian and a fruitarian respectively. Motivate your choices. (4)

- 3.1.3 Explain TWO possible reasons why a person chooses to become a vegetarian. (2)

- 3.2 A cocktail function is an easy way to serve food and beverages to diverse groups of people.

- 3.2.1 Discuss FOUR advantages of hosting a cocktail function. (4)

- 3.2.2 Recommend THREE guidelines to follow when preparing for beverage service at a cocktail function. (3)

- 3.3 Study the scenario below and answer the questions that follow.

Rita, a chef pâtissière, prepares a delightful raspberry mousse for a special event. The mousse will be served in elegant glass cups, garnished with fresh raspberries and mint leaves. Rita's goal is to create a light, airy and flavourful dessert.

- 3.3.1 Compare the preparation steps of sheet and powdered gelatine that could be used for the raspberry mousse. Tabulate your answer as follows:

SHEET	POWDERED
(2)	(2)

(4)

3.3.2 Describe how whipped cream will contribute to the texture of the raspberry mousse. (2)

3.3.3 Rita notices that the raspberry mousse is not setting properly.

Explain FOUR possible reasons why the raspberry mousse did not set properly. (4)

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

3.4.1 Complete the quotation form below. Write only the answers next to the letters (A–F). DO NOT REDRAW THE QUOTATION.

Gizzo Function Catering has been approached by the Buffalo City Metro Education District to prepare a light lunch for 40 guests at 12:00 on 1 July 2025. The lunch will be on the Nahoon Riverboat. The venue cost is included in the price of the lunch, but excludes entertainment and decoration items. The client has been advised to pay 50% deposit 30 days before the function and settle the balance on or before the day of the function.

The cost to prepare the lunch will be as follows:

Food cost: R1 600,00

Labour cost: R480,00

Overheads: R320,00

Selling price: R3 960,00



QUOTATION

This quotation is valid for a period of (30) days from the date of issue.

Caterer: **A** (1) To: Client: **B** (1)

Number of people: **C** (1) Selling price p/p: **D** R..... (1)

Payment terms: Deposit: **E** (1) To be paid by: **F**2025 (1)

Balance To be paid by: 1 July 2025

(6)

3.4.2 Calculate the net profit of the function. Show ALL calculations and formulae. (3)

3.4.3 Calculate the total food cost percentage. Show ALL calculations. (2)

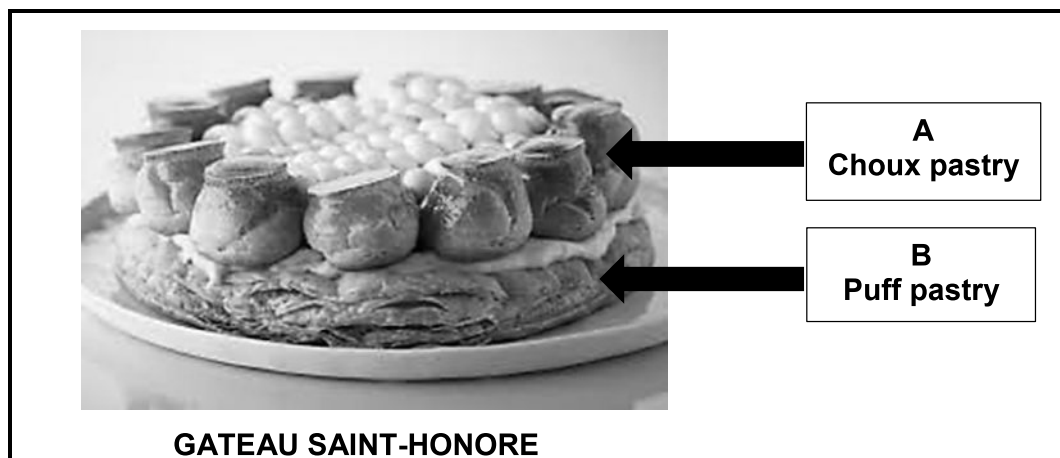
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[40]



QUESTION 4

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

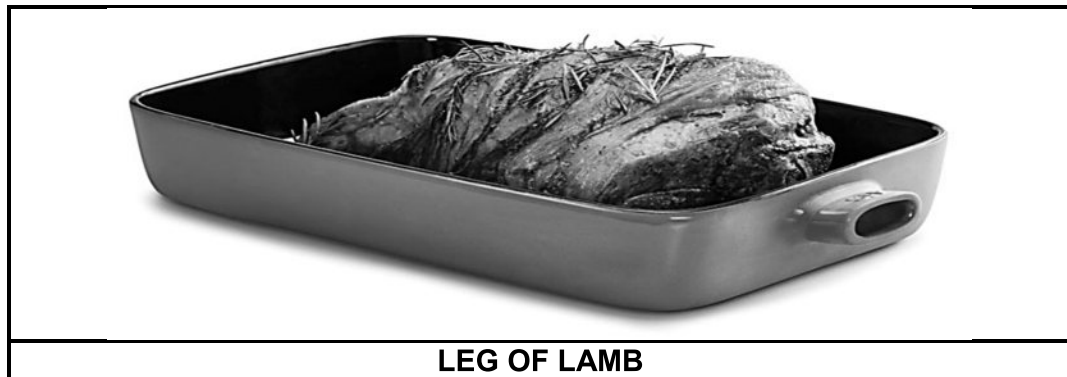


- 4.1.1 Determine TWO common ingredients used in the preparation of BOTH the pastries. (2)
- 4.1.2 Name the leavening agents in EACH pastry. (2)
- 4.1.3 Justify why the choux pastry is first baked at 200 °C and then the temperature is reduced to 180 °C. (2)
- 4.1.4 Differentiate between the quality characteristics of the pastries. Tabulate your answer as follows:

CHOUX PASTRY	PUFF PASTRY
(3)	(3)

- 4.1.5 Discuss how baked, unfilled choux puffs are stored. (3)
- 4.2 Give ONE reason for applying the following rules when preparing puff pastry:
- 4.2.1 Roll out lightly in one direction (1)
- 4.2.2 Do not overhandle the dough (1)
- 4.2.3 Do not add too much water (1)

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



- 4.3.1 Motivate why oven roasting is a suitable cooking method for the leg of lamb. (3)
- 4.3.2 Suggest FOUR measures to reduce the loss of sarcoplasm during the preparation and cooking of the leg of lamb to prevent drying out of the meat. (4)
- 4.3.3 Explain the procedure to follow when carving a cooked leg of lamb for service. (3)

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





TOPPING SELECTION:

- Chocolate ganache
- Praline
- Coulis
- Spun sugar

Carin is an ice-cream artisan who prepares a variety of uniquely flavoured ice creams for her stall. She created a vanilla pod ice cream for an upcoming summer festival. The ice cream will be served in tuile cups with a topping of the customer's choice.

- 4.4.1 Indicate whether Carin would use a crème anglaise or a crème pâtissière to prepare the ice cream. Motivate your answer. (2)
- 4.4.2 Determine THREE quality characteristics that Carin's ice cream should adhere to. (3)
- 4.4.3 Argue which topping is the most UNSUITABLE for the ice cream tuile cups. (2)
- 4.4.4 Describe *tuiles*. (1)
- 4.5 Discuss FOUR benefits of freezing vegetables as a method of preservation. (4)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICES

QUESTION 5

5.1 Name the ancillary positions described below:

5.1.1 The person who compiles a report according to the transactions that took place during the day (1)

5.1.2 The person who promotes the establishment to clients by introducing new products and services (1)

5.2 Study the advertisement below that was featured in a local newspaper and answer the questions that follow.

HOTEL TMT

HOTEL IN EAST RAND OF JOHANNESBURG UPGRADED







The upgrade includes more upmarket and eco-friendly rooms as well as improving guest experiences, whether it is for business or leisure.

Visit www.hotelmt.co.za for a 50% discount

5.2.1 Name FOUR cost-effective, non-digital, visual marketing tools that can be used to promote the hotel. (4)

5.2.2 Determine which aspects in the advertisement adhere to the guidelines for designing an effective marketing tool. (6)

5.2.3 Analyse the marketing tool with regard to the 5 Ps of the marketing mix. (3 x 2) (6)

- 5.2.4 Name FOUR main aspects that should be included in the financial plan of the hotel to cater for the proposed upgrade. (4)
- 5.2.5 Identify TWO revenue and TWO non-revenue generating areas at the hotel. (4)
- 5.2.6 Suggest FOUR ways in which the hotel will contribute to the economy of South Africa. (4)
- [30]**

QUESTION 6

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

Andries has been appointed as a maître d'hôtel at a newly opened upmarket establishment. Part of his duties will be to train the new waiters on how to set tables and perform specialised serving techniques.

Assist Andries to draft a manual on the following aspects:

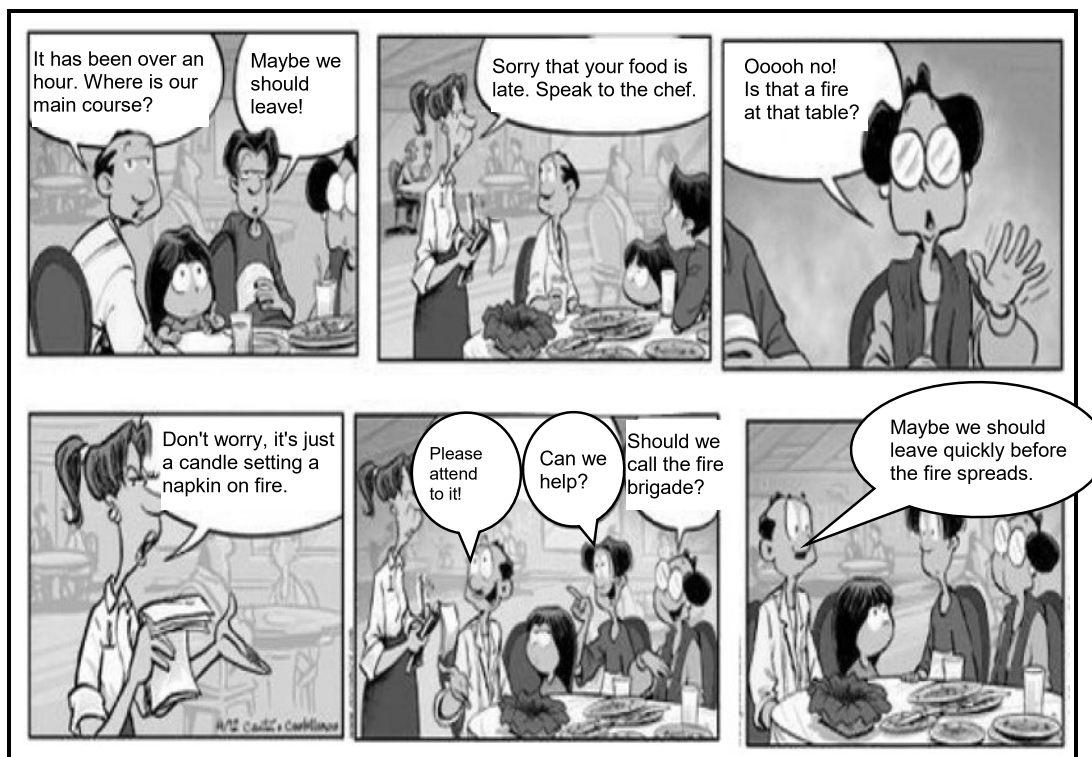
- 6.1.1 List of rules for setting the cutlery and glassware for four-course dinner covers (4)
- 6.1.2 Description of silver service of bread (4)
- 6.1.3 Closing mise-en-place of service equipment (4)

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



- 6.2.1 Identify and describe the wine in the picture. (2)
- 6.2.2 Explain FOUR precautions that must be taken when storing the wine in a cellar. (4)

6.3 Study the cartoon below and answer the questions that follow.



6.3.1 Comment on how the waiter should have handled the following customer complaint:

The guests only received their main course more than an hour after they had placed their order.

(4)

6.3.2 Evaluate the waiter's way of handling the breakout of the small fire.

(4)

6.4 Describe how coffee service will be performed in a modern upmarket restaurant.

(4)

[30]

TOTAL SECTION D:
GRAND TOTAL:

60
200