



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSP.1
HOSPITALITY STUDIES
NOVEMBER 2009**

MARKS: 200

TIME: 3 hours

This question paper consists of 21 pages and 1 answer sheet.

AFTERNOON SESSION



INSTRUCTIONS AND INFORMATION

Read these instructions carefully before answering the questions.

1. Answer ALL the questions.
2. Number the answers correctly according to the numbering system used in this question paper.
3. Answer SECTION A on the ANSWER SHEET.
4. Answer SECTIONS B, C, and D in the ANSWER BOOK.
5. Write neatly and legibly.
6. Write your examination number on the ANSWER SHEET and hand it in with your ANSWER BOOK. (Put answer sheet inside your ANSWER BOOK.)



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

1.1.16 A frozen dessert in a round mould is a ...

- A mousse.
- B bombe glacé.
- C parfait.
- D vacherin.

ANSWER

A	<input checked="" type="checkbox"/>	C	D
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1.1.1 An advantage of the electronic media is that ...

- A possible customers can be reached.
- B possible customers cannot be reached.
- C it disturbs people and invades their privacy.
- D all of the customers from rural areas can be reached.

1.1.2 The marketing process consists of making decisions on the ...

- A product, plan, partnership and profit.
- B product, price, packaging and promotion.
- C product, price, place and promotion.
- D product, people, presentation and profit.

1.1.3 A lung infection that a kitchen worker can easily contract from a co-worker is ...

- A gastro-enteritis.
- B typhoid fever.
- C cholera.
- D tuberculosis.



1.1.4 'A waiter with HIV/Aids has been diagnosed with an opportunistic (secondary) infection.'

An example of an opportunistic infection in the above case is ...

- A gastro-enteritis.
- B pneumonia.
- C meningitis.
- D headaches.

1.1.5 Nontando's tongue and face, especially around the eyes, were swollen after eating a meal at a restaurant. Which ONE of the following foods could have caused the above reaction?

- A Greek salad
- B Duchesse potatoes
- C Roast chicken
- D Shellfish soup

1.1.6 Strips of choux pastry, deep fried and dusted with icing sugar, are called ...

- A cream puffs.
- B profiteroles.
- C beignets.
- D éclairs.

1.1.7 Canapés are ...

- A dainty tarts filled with cheese.
- B deep-fried bread cubes.
- C bite-sized toast with a topping.
- D Mexican pastry sticks coated with sugar.

1.1.8 Stewing is a method whereby ...

- A tender cuts of meat are cooked in rapidly boiling water.
- B tough cubes of meat are cooked slowly in liquid.
- C tough cubes of meat are cooked in rapidly boiling water.
- D tender cuts of meat are cooked over direct heat.

1.1.9 The correct portion of leg of lamb is ...

- A 120 g
- B 150 g



- C 100 g
- D 200 g

1.1.10 A wine that is suitable to serve with chicken and fish is ...



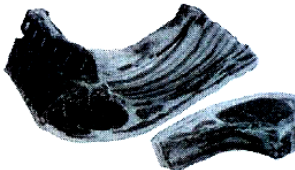


- A Cabernet Sauvignon.
- B Sauvignon Blanc.
- C Cabernet Franc.
- D Colombar.

(10 x 1) (10)



1.2 **MATCHING ITEMS**

Choose a lamb cut from COLUMN B that matches an illustration in COLUMN A. Write only the letter (A – H) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

COLUMN A Illustrations: Lamb	COLUMN B Lamb cuts
1.2.1 	A neck B rump C loin
1.2.2 	D shoulder E breast F thick rib
1.2.3 	G rib H flank
1.2.4 	
1.2.5 	

(5 x 1) (5)

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 ... costs will include hiring of equipment, transport and rent in a commercial kitchen operation.
- 1.3.2 If you are treating the cut of another person in the kitchen, it is essential to wear ... to avoid blood from penetrating your own wound.
- 1.3.3 The base of a pastry is pricked before blind baking to prevent it from ...
- 1.3.4 The French term for sweet short crust pastry is called....
- 1.3.5 A frozen dessert set in a dome-shaped mould is a
- 1.3.6 Equipment used to remove the cork from the wine bottle is a
- 1.3.7 ... is the procedure that is followed after the main meal and before the serving of desserts.
- 1.3.8 ... service is an informal way of serving food where guests help themselves.
- 1.3.9 Guests at a table are served with beverages from the ... side.
- 1.3.10 An ... is a large plate used to assist in the carrying of food. (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 A small puff pastry case baked and filled with a savoury filling
- 1.4.2 A dessert made with flavoured custard cream, gelatine and whipped cream
- 1.4.3 A Jewish term that appears on food made with milk and milk



products

- 1.4.4 Beef fillet cut into neat round slices that are fried or grilled
- 1.4.5 A process that occurs when egg protein is overheated, causing shrinkage and water loss.
- 1.4.6 A cold dessert made from sugar and flavourings and thickened with starch (cornflour)
- 1.4.7 A mixture of vinegar, seasoning and oil used to flavour and tenderise meat
- 1.4.8 A menu from which guests select meals and the dishes are made to order
- 1.4.9 A paper-thin pastry that is be covered with a damp cloth to prevent drying out during the preparation process
- 1.4.10 To give a finished baked product a shiny appearance (10 x 1) (10)

1.5 FILL IN THE MISSING WORD(S)

Complete the following sentences by using the words provided in the list below. Write only the word(s) next to the question number (1.5.1 – 1.5.5) on the attached ANSWER SHEET.

market mix; market segmentation; market research; marketing plan; market force; market communication; target market

- 1.5.1 ... helps to identify the needs and wants of the customer.
- 1.5.2 ... is the group of customers that will most likely buy the products and services.
- 1.5.3 A method of spreading product information is called ...
- 1.5.4 ... refers to the competitors with similar products and services on the market.
- 1.5.5 ... is a process of identifying the smaller, more specific markets. (5)

TOTAL SECTION A: 40

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

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

Your Hospitality Studies class has won the tender to sell mealies at a 2010 Soccer World Cup match hosted in Port Elizabeth. Now the class members have to combine their skills and build on individual strengths to ensure that the project (sale of mealies) will be successful.

- 2.1.1 Suggest TWO suitable cooking methods that can be used to prepare the mealies at a stall in the stadium. (2)
- 2.1.2 Recommend FIVE important hints that the above learners must consider when working together in the stall to ensure success. (5)
- 2.1.3 Identify FIVE home industry products that self-employed people could sell to the food and beverage sector. (5)
- 2.1.4 You have been asked to design a leaflet to advertise your project. Suggest EIGHT points that you will include. (8)

2.2 Study the following sketch and answer the question that follows.



Do you consider the conduct of the above personnel appropriate, or not? Motivate your answer.

(7)

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

A customer ate re-heated beef stew and ice cream at a restaurant. After a few hours the customer became very ill and was taken to a nearby hospital.

2.3.1 Identify the above illness. (1)

2.3.2 Name TWO possible symptoms of the illness identified in QUESTION 2.3.1. (2)

2.3.3 The catering company has denied that the customer was affected after eating the food at the restaurant.

Describe THREE other ways in which the customer could have contracted the illness mentioned in QUESTION 2.3.1. (3)



2.4

A buffet chef accidentally cuts his finger while working in the kitchen.

Explain THREE procedures that you would follow when treating the cut. (3)

2.5

A chef was shocked while handling the electric food processor.

Explain how you would render treatment in the above situation. (4)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

- 3.1 Explain how the use of computers will benefit menu planning. (5)
- 3.2 Name the system where sales are recorded and logged onto the computer. (1)
- 3.3 Read the case study below and answer the questions that follow.

Lee-Ann is employed as the new stock controller at the West End Hotel and is in charge of consumable stock. She discovers the following:

- A. The stock is not arranged according to type.
- B. Some slow-moving items are bought in bulk.
- C. Items are taken out of the original packaging.

The Food and Beverage Manager asked Lee-Ann to check on the supply of mayonnaise (1-litre bottles). On 5 October 2008 there were eight bottles of mayonnaise. On the same day 12 bottles were received. Two days later six bottles were issued and two broke.

- 3.3.1 Explain the effect that procedure B will have on the hotel. (2)
- 3.3.2 What is the benefit of keeping stock in its original packaging? (2)
- 3.3.3 Is it necessary for Lee-Ann to take stock daily? Substantiate your answer. (2)
- 3.3.4 Compile a simple bin card to show the remaining stock. (8)
- 3.4 Distinguish between *lacto-vegetarian* and *ovo-vegetarian*.

Tabulate your answer as follows:

LACTO-VEGETARIAN	OVO-VEGETARIAN

(4)



3.5 Explain the following terms:

3.5.1 Tofu (2)

3.5.2 Textured vegetable protein (2)

3.5.3 Sauté (2)

3.6 Answer the following questions:

3.6.1 Name FOUR guidelines that you would consider when making pastry. (4)

3.6.2 Compare the proportions of fat and flour in the following pastries. Copy the table below into the ANSWER BOOK and complete it.

	FAT	FLOUR
Short crust		
Puff pastry		

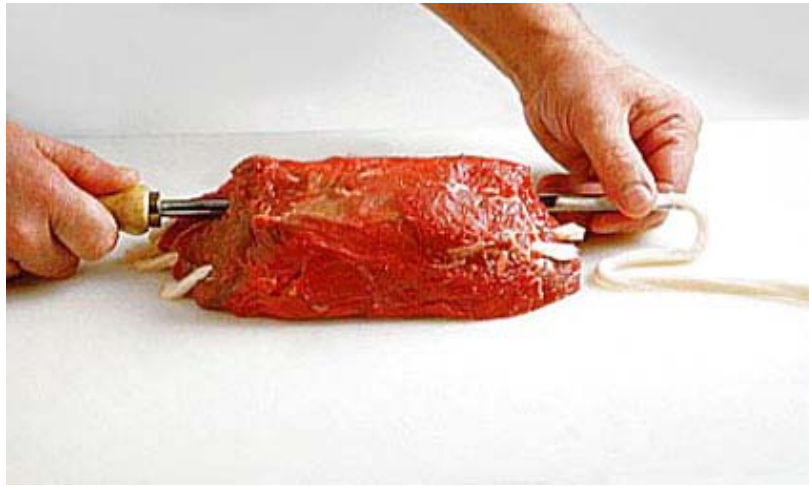
3.6.3 Name ONE product of EACH of the above pastries. (2)

[40]



QUESTION 4

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



A



B

- 4.1.1 Identify the techniques used in illustrations A and B. (2)
- 4.1.2 Explain the techniques mentioned in QUESTION 4.1.1 (4)
- 4.1.3 Name the equipment used in illustration A and give a reason for the technique used. (2)



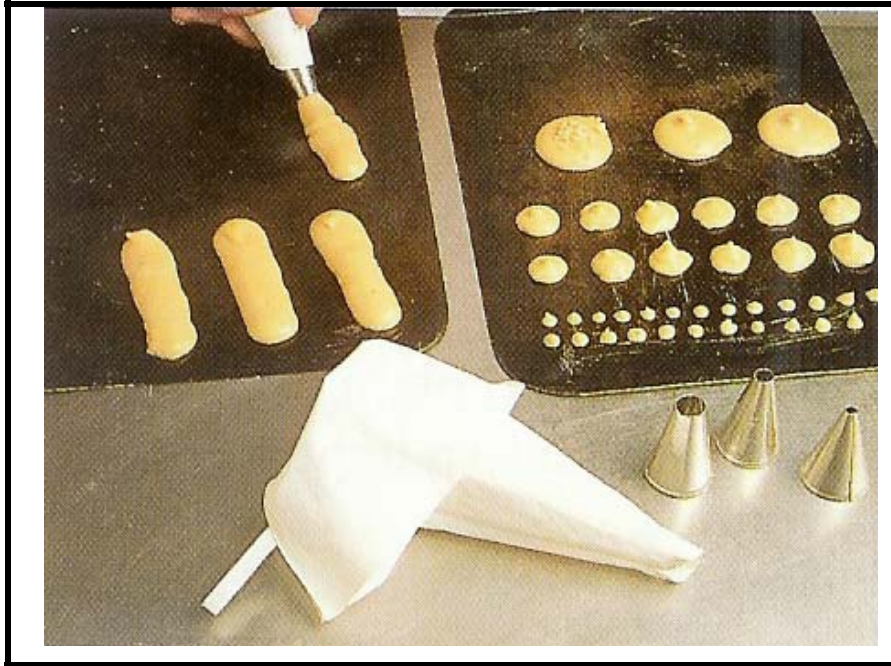
4.2 Study the menu and answer the questions that follow.

<p style="text-align: center;">MENU</p> <p style="text-align: center;">DINNER</p> <p style="text-align: center;">Ostrich Pâté</p> <p style="text-align: center;">*****</p> <p style="text-align: center;">Roast Karoo Lamb Mint Sauce Baked Potatoes Glazed Carrots Tossed Green Salad</p> <p style="text-align: center;">*****</p> <p style="text-align: center;">Bavarian Cream</p> <p style="text-align: center;">*****</p> <p style="text-align: center;">Tea/Coffee</p> <p style="text-align: right;">2009-10-27</p>
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- 4.2.1 Identify the number of courses in the menu above. (1)
- 4.2.2 Discuss the opening *mise-en-place* to be completed in a dining area. (4)
- 4.2.3 Is the above menu suitable for a diabetic person? Motivate your answer. (3)
- 4.2.4 Recommend a suitable wine that could be served with the main course. (1)
- 4.3 Give a reason for each of the following faults that occurred in the preparation of the Bavarian cream:
- 4.3.1 A stiff dessert (1)
- 4.3.2 Dessert did not keep its shape (1)
- 4.3.3 Dessert took too long to set (1)



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



- 4.4.1 Identify the above pastry. (1)
- 4.4.2 Identify the TWO products illustrated above. (2)
- 4.4.3 Name TWO fillings that can be used for the products mentioned in QUESTION 4.4.2. (2)

4.5 Read the information below and answer the questions that follow.

The social committee of Mount Vernon Secondary School asked Golden Caterers to prepare a quotation for a banquet to be held on 14 February 2010 for their former learners.

The address of the school is: 65 Violet Road, Pretoria, 0001; telephone number 012 457 3682 and the fax number is 012 457 3677.

- The number of people attending the function is 100.
- Time of the function 18:00 – 23:00.
- There is no charge for cutlery and crockery.
- Tablecloths will not be included in the price (the cost of hiring tablecloths and overlays is R150,00).
- Total cost of the menu is R148,00 per person.
- Music will not be included in the price (cost of hiring music is R600,00).
- Cash bar available.
- A 60% deposit should be paid 15 days before the function.
- The quotation is valid for 30 days only.

Calculate the following:

- 4.5.1 The total cost of the function (2)
- 4.5.2 The cost per person (2)
- 4.5.3 The deposit that is required (2)
- 4.5.4 The balance to be paid (2)
- 4.5.5 Use all the information above to complete the following quotation.
Write the answer next to the letter (A – F) in the ANSWER BOOK.



GOLDEN CATERERS

Tel: 012 306 4537, 74 Golden Avenue, Goldfields, Fax: 012 306 4538

QUOTATION

Date: 20 December 2009

For attention: Social committee of Mount Vernon Secondary School

Address: 65 Violet Road Tel: A. _____ (1)
 Pretoria Fax: B. _____ (1)
 0001

We have the pleasure of submitting the following quotation:

Date of function: C. _____ (1)
 Total number of guests: D. _____ (1)
 Duration of the function: E. _____ (1)
 Not included in total price: F. _____ (2)

Yours truly

 Function Co-ordinator

20 December 2009
 Date

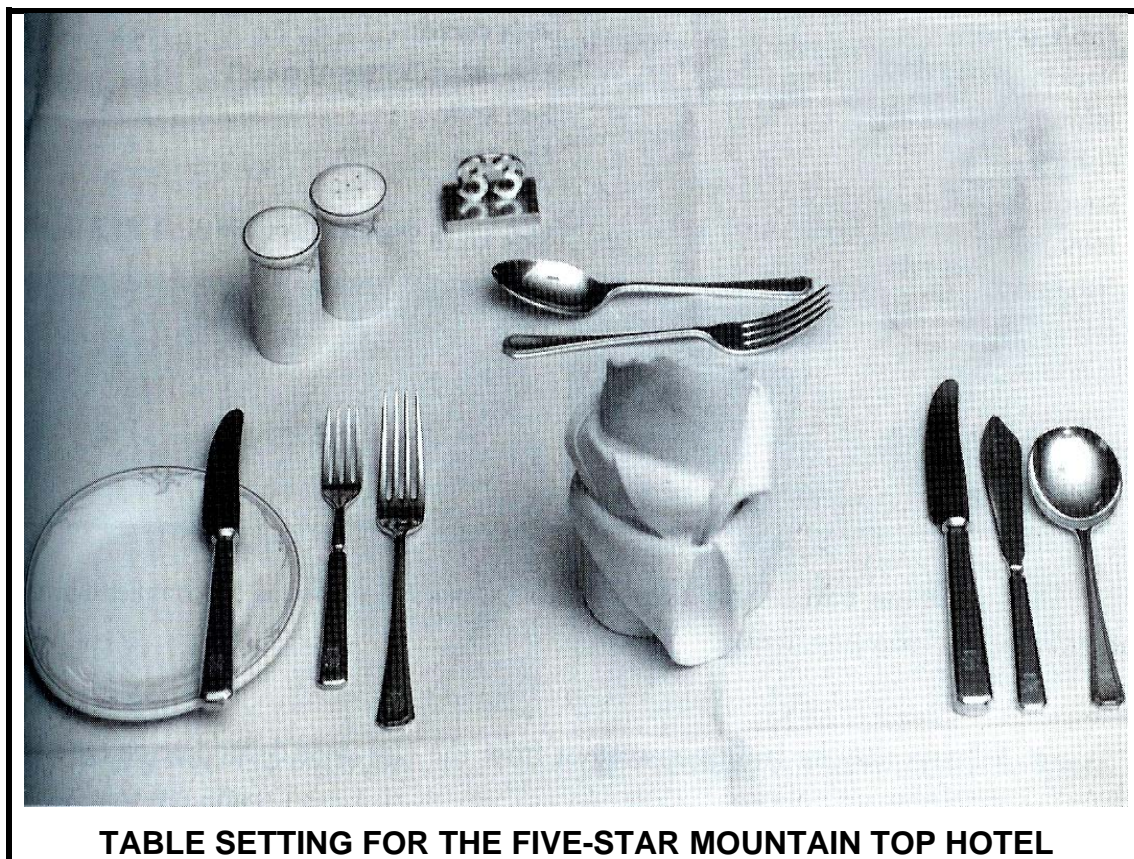
(7)
[40]

TOTAL SECTION C: 80



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

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



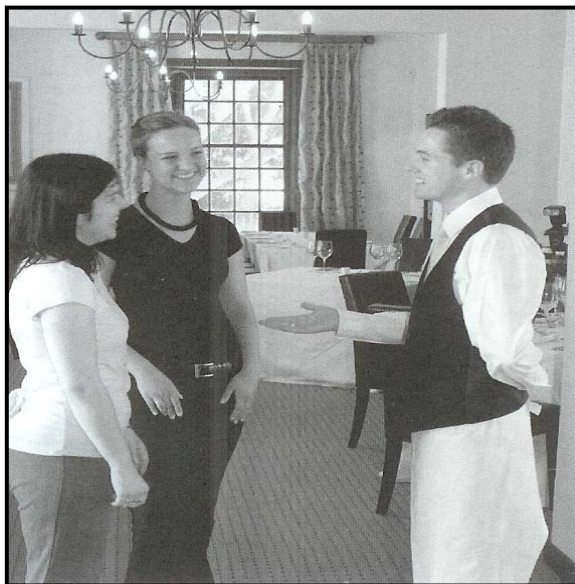
- 5.1.1 Define the term *cover*. (2)
- 5.1.2 Evaluate to what extent the above setting is suitable for a formal dinner. (2)
- 5.1.3 State on which side of the cover the wine glass should be placed. (1)
- 5.1.4 Explain the procedure that should be followed when opening a bottle of sparkling wine. (4)
- 5.1.5 Recommend ways to create a local African theme for the restaurant. (6)
- 5.2 Name TWO examples of linen used in the dining room of a restaurant. (2)
- 5.3 Explain the procedure that should be followed before linen is returned to the laundry. (4)
- 5.4 Name THREE forms of payment that can be used to settle the bill. (3)

5.5 Study pictures A and B below and answer the questions that follow.



A

5.5.1 Identify and discuss the serving style in picture A. (3)



B

5.5.2 Comment on the dress and personal appearance of the waiter in the restaurant in picture B. (3)

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



- 5.6.1 Identify the above equipment. (1)
- 5.6.2 State ONE use of the equipment. (1)
- 5.6.3 Suggest THREE suitable food items that can be placed into this equipment. (3)

5.7 Study the wine label below and answer the questions that follow.



Extract the following information that appears on the wine label:

- 5.7.1 Alcoholic content (1)
- 5.7.2 Vintage (1)
- 5.7.3 Origin (1)
- 5.7.4 Estate (1)
- 5.7.5 Cultivar (1)

TOTAL SECTION D: 40
GRAND TOTAL: 200



ANSWER SHEET HOSPITALITY STUDIES

CENTRE NUMBER	
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SECTION A: QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS **EXAMINATION NUMBER:** _____

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 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

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)

1.4 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)

1.5 FILL IN THE MISSING WORD(S)

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5)

TOTAL SECTION A: 40

NB.: PLEASE HAND IN TOGETHER WITH ANSWER BOOK.

