



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2010

MARKS: 200

TIME: 3 hours

This question paper consists of 15 pages and a 2-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 serving (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 SHEETS, detach them and put them 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 Kosher meals are prepared for ...

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

ANSWER:

A	B	C	D
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1.1.1 Marketing consists of making decisions on the following:

- A Price, place, product and promotion
- B Price, place, position and presentation
- C Price, profit, publicity and place
- D Price, profit, plan and people (1)

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

- A willing
- B tolerant
- C honest
- D alert (1)

1.1.3 An important guideline that must be followed in order to prevent the spread of HIV:

- A Treat minor cuts by applying antiseptic only.
- B Cover open wounds when preparing food.
- C Treat the wound but do not cover.
- D Cover cutlery and crockery and then store. (1)

- 1.1.4 A chef fell in the kitchen and broke his arm. The broken arm bone has to be ... in order to prevent further injury.
- A mobilised
B moved
C manoeuvred
D immobilised (1)
- 1.1.5 Stockholding refers to the amount of stock ...
- A sold to a customer.
B kept in a facility.
C used in the kitchen.
D issued by the stores controller. (1)
- 1.1.6 A cocktail drink is always served ...
- A before a meal.
B after a meal.
C after dessert.
D before coffee. (1)
- 1.1.7 The station waiter serves ... covers.
- A 8 to 10
B 8 to 12
C 8 to 16
D 8 to 14 (1)
- 1.1.8 ... are thin slices of lightly toasted bread, spread with a paté and topped with various ingredients.
- A Croutons
B Crudités
C Crutes
D Crostini (1)
- 1.1.9 The crown of beer should be about ... centimetres high.
- A 3 to 4
B 2 to 3
C 1 to 2
D 5 to 6 (1)
- 1.1.10 A piece of equipment using an oil-based lamp to keep food hot is called a ...
- A bain-marie.
B chafing dish.
C casserole dish.
D gueridon trolley. (1)

1.2 MATCHING ITEMS

Choose a definition from COLUMN B that matches a term 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 TERMS	COLUMN B DEFINITIONS
1.2.1 Bouchées	A piercing pastry with a fork before baking blind
1.2.2 Glaze	B a product made from puff pastry
1.2.3 Docking	C a dish made from choux pastry
1.2.4 Flan	D to give a product an attractive appearance by brushing it with beaten egg
1.2.5 Palmiers	E setting pastry into a tin before baking
	F small flaky pastry cases which may be filled with a variety of fillings
	G a product made from phyllo pastry
	H a pastry with a filling but without a cover

(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 A television advertisement is an example of a/an ... marketing tool.
- 1.3.2 A/An ... analysis is done to investigate whether a business will be successful.
- 1.3.3 A/An ... is a person who starts his/her own business.
- 1.3.4 ... are rules that determine what employees in an establishment should wear.
- 1.3.5 ... is a virus that causes Aids.
- 1.3.6 A/An ... is an example of a burn caused by steam.
- 1.3.7 A/An ... recipe is pre-tested and pre-calculated.
- 1.3.8 Wine is ... to ensure that the sediment remains in the bottle.
- 1.3.9 A/An ... menu gives a guest limited choices.
- 1.3.10 ... is the process performed by the waiter after the main course and before the dessert is served.

(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 specific group of people classified by age, gender, culture and religion that are likely to buy a product
- 1.4.2 A process during which an area in the kitchen is made germ-free
- 1.4.3 The type of cost that includes a telephone account
- 1.4.4 The amount of wine that is poured into a glass when serving red wine
- 1.4.5 The regulation that controls the sale of alcoholic beverages
- 1.4.6 The type of wine served with kingklip
- 1.4.7 The equipment in which white wine is placed after pouring

- 1.4.8 A type of wine served with dessert
- 1.4.9 A highly trained and specialised wine steward
- 1.4.10 A service style where guests move in a queue with a tray selecting food items from a counter (10)

1.5 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 (1.5.1 – 1.5.5) on the attached ANSWER SHEET.

- 1.5.1 A/An ... focuses on all the resources and processes that one will need to achieve business goals.
- 1.5.2 ... are bacteria that cause gastro-enteritis.
- 1.5.3 Alcoholic beverages may not be served to individuals below the age of ... years.
- 1.5.4 The difference between the selling price and the original cost of food is the ...
- 1.5.5 A/An ... card is used to record stock. (5)

TOTAL SECTION A: 40

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

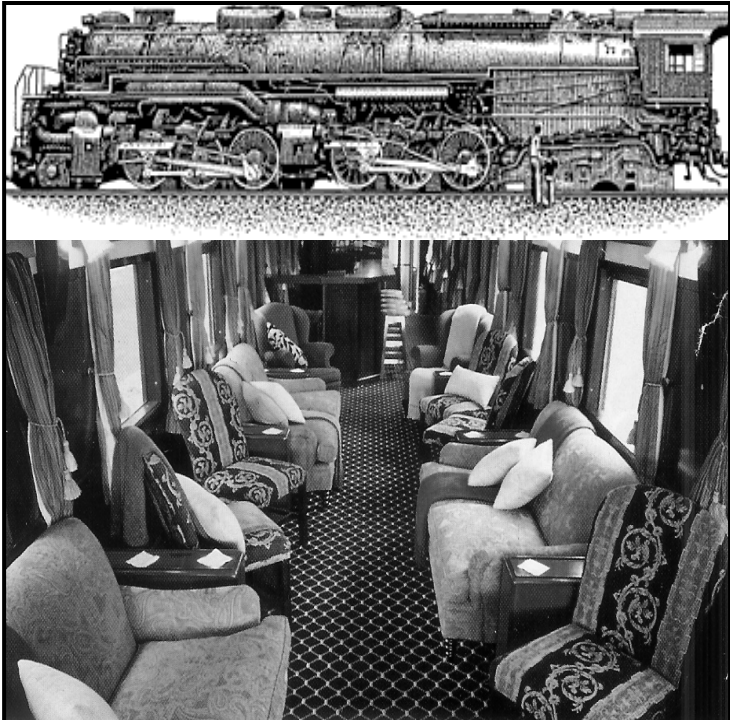
2.1 Study the picture below and answer the questions that follow.

Old world train luxury ...

**The Royal Livingstone Express
steam train**

Special rate!!!!!!

**R6 000,00 per person per day,
all inclusive!**



- 2.1.1 List FIVE points on professional ethics and values that you will emphasise when training the dining-cart staff. (5)
- 2.1.2 Identify FIVE entrepreneurial opportunities in the hospitality industry that can be outsourced to enhance the above business. (5)
- 2.1.3 Evaluate the above poster with regard to the guidelines for designing a marketing tool. (6)

The train service decided to sell some of the older coaches to entrepreneurs to change them into restaurants.

- 2.1.4 Recommend the type of information that should be included in such a business plan. (6)

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

Anele, a Grade 12 learner, got sick a week before her examination. It was discovered that she suffers from TB. Anele was admitted to a TB hospital under strict supervision of the medical staff.

- 2.2.1 What does the abbreviation *TB* stand for? (1)

- 2.2.2 Suggest THREE symptoms that could have lead to Anele's admission to hospital. (3)

- 2.2.3 State TWO ways in which Anele could have contracted the disease. (2)

- 2.2.4 Recommend TWO ways in which Anele could have prevented the spreading of this disease. (2)

- 2.3 Study the illustration below and answer the questions that follow.

The maintenance worker of a large catering firm accidentally got an electric shock while working with an electrical appliance.



- 2.3.1 What are some of the symptoms that the maintenance worker above will display? (4)

- 2.3.2 Discuss THREE procedures that should be followed when treating the worker above. Motivate your answers. (6)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION**QUESTION 3**

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

A restaurant owner purchases stock on the Internet and uses the triple checking system to record his sales. His friends advise him to change to the point-of-sale system.

- 3.1.1 Explain the advantages of the point-of-sale system. (3)
- 3.1.2 Name THREE precautionary measures that should be taken when purchasing on the Internet. (3)
- 3.1.3 Suggest information that should be recorded by the restaurant owner when purchasing equipment. (3)

3.2 Read the extract below and answer the questions that follow. Show ALL the calculations for QUESTIONS 3.2.1 to 3.2.3.

Vanisa and Paveshan are getting engaged. Catering will be done by Sunshine Caterers. The prices of the menus are as follows:

- R110 per person for meals including meat
- R80 per person for meals including vegetarian dishes

Seventy guests, of which 20 are vegetarians, will attend the function.

Details of the function are as follows:

Date:	1 January 2011
Venue:	Number 285, Osner Hotel, East London
Time:	15:00
Host telephone number:	046 645 1020
Host fax:	046 645 2210
Caterer telephone number:	046 845 1136

- 3.2.1 Calculate the total cost of the meals for ALL the guests. (4)
- 3.2.2 Calculate the 40% deposit. (2)
- 3.2.3 Indicate the balance that will be paid a day before the function. (2)
- 3.2.4 Draw up a quotation form using the above information. (8)

3.3 Explain how the following techniques are applied during the preparation of choux puffs:

3.3.1 Beating (2)

3.3.2 Piping (2)

3.4 You have to select a sweet and a savoury filling for choux puffs. Give ONE example of each. (2)

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



3.5.1 Identify the dessert in the above illustration. (1)

3.5.2 Name TWO main ingredients used to prepare the dessert in the above illustration. (2)

3.5.3 Explain, step by step, the method used to prepare the above dessert. (4)

3.5.4 The mixture used in the dessert in QUESTION 3.5.1 can be used to prepare other sweet dishes. Name and describe ONE other dessert. (2)
[40]

QUESTION 4

- 4.1 4.1.1 Explain why cocktail functions are becoming a popular way of entertaining guests in South Africa. (3)
- 4.1.2 List FIVE guidelines that must be followed when planning the menu for a cocktail function. (5)
- 4.2 Study the menu below and answer the questions that follow.

<p style="text-align: center;">MENU</p> <p style="text-align: center;">COCKTAIL</p> <p style="text-align: center;">Vegetable Julienne with Chive Yoghurt Dip</p> <p style="text-align: center;">++++</p> <p style="text-align: center;">Beef Samosas with Dipping Sauce</p> <p style="text-align: center;">++++</p> <p style="text-align: center;">Beef Skewers</p> <p style="text-align: center;">++++</p> <p style="text-align: center;">Chicken and Mayonnaise Canapés</p> <p style="text-align: center;">++++</p> <p style="text-align: center;">Mini Curried Vegetable Vol-au-vents</p> <p style="text-align: center;">++++</p> <p style="text-align: center;">Savoury Shortbread</p> <p style="text-align: right;">12 November 2010</p>

- 4.2.1 Evaluate to what extent the menu above meets the requirements of an 'all inclusive South African cuisine'. Identify shortcomings and make recommendations to improve the menu. (8)
- 4.2.2 Identify FOUR items in the menu above that can be changed to accommodate ovo-vegetarian guests. Motivate your answer. (8)
- 4.2.3 Name the pastry used to prepare the mini curried vegetable vol-au-vents in the above menu. (1)

4.2.4 State ONE function of each of the following ingredients used in the pastry:

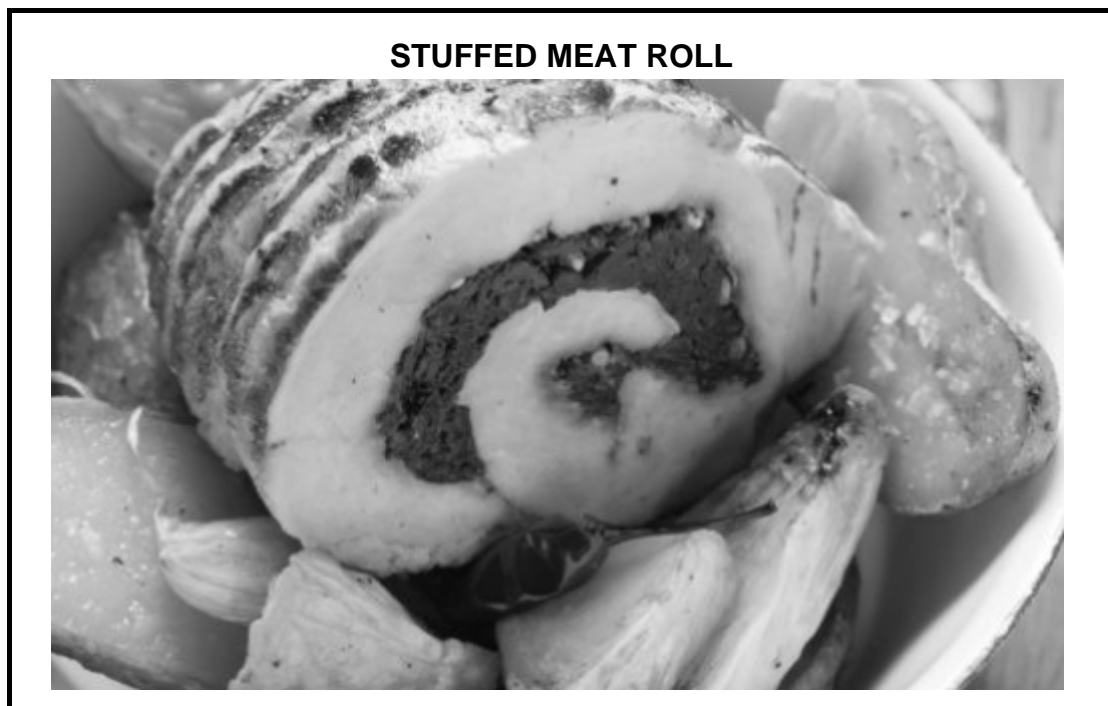
- (a) Butter
- (b) Eggs
- (c) Iced water

(3)

4.2.5 Name THREE alternative cocktail snacks that can be prepared from the pastry in QUESTION 4.2.3.

(3)

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



4.3.1 Suggest the most suitable cooking method for the dish above.

(1)

4.3.2 Name THREE suitable meat cuts that can be used to prepare this meat roll.

(3)

4.3.3 Give the correct portion size per guest of this dish.

(1)

4.3.4 Give TWO reasons for using a stuffing in the above meat roll.

(2)

4.3.5 Suggest TWO local South African vegetables that would be suitable to serve with this dish.

(2)

[40]

TOTAL SECTION C: 80

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

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

The Shongwe family had a meal at your school restaurant to celebrate their 50th anniversary. They ordered a merlot with their meal.

Give the Shongwe family the following information:

- 5.1.1 The classification of the wine served (1)
- 5.1.2 The type of food that can be served with the merlot (2)
- 5.1.3 The correct serving temperature of the above wine (1)
- 5.1.4 Explain the procedure to be followed by the wine waiter when serving the above wine (5)

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

In a hotel two barmen work shifts. They find it difficult to control the stock because they do not have a good stock control system.

- 5.2.1 Name the document the barmen should complete in order to prevent the loss of stock. (1)
- 5.2.2 Identify the procedure that the barmen should follow when changing shifts to improve stock control. (4)

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



- 5.3.1 Identify the table setting illustrated above. (1)
- 5.3.2 Name FOUR types of tableware that is used in the above illustration. (4)
- 5.3.3 State FOUR guidelines to be followed when setting up the venue for a function. (4)
- 5.3.4 Explain how the closing mise-en-place should be performed. (5)
- 5.3.5 Describe the factors that will determine the position of the tables at a function. (4)
- 5.4 Explain how the following procedures are applied in a restaurant:
- 5.4.1 Presenting the menu to the guest (3)
- 5.4.2 Taking food orders (3)
- 5.4.3 Storing glasses (2)

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 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)

CENTRE NUMBER:								
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EXAMINATION NUMBER:													
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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