



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2014

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. Write neatly and legibly.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK, for example 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 technique of pouring warm brandy over crêpes Suzette and setting it alight is called ...

- A frappé.
- B fromage.
- C flambé.
- D fumet.

(1)

1.1.2 ... causes a tingling sensation in a guest's mouth:

- A Coffee and tea
- B Raisins and sultanas
- C Broccoli and cauliflower
- D Prawns and shrimps

(1)

1.1.3 Canapés are ...

- A small pieces of garnished toast.
- B cold snacks with a variety of fillings.
- C puff pastry baskets filled with cream.
- D rich unsweetened custard pies.

(1)

1.1.4 A method used to melt chocolate is ...

- A scalding.
- B steaming.
- C boiling.
- D tempering.

(1)

- 1.1.5 The standard quantity in which a product is ordered for the kitchen is known as a/an ... unit.
- A costing
 - B supply
 - C purchase
 - D inventory
- (1)
- 1.1.6 A selection of wine served with fish:
- A Chardonnay and Pinot Noir
 - B Chardonnay and Riesling
 - C Sauvignon and sherry
 - D Sauvignon and Merlot
- (1)
- 1.1.7 A chemical that is used in food preservation:
- A Tartaric acid
 - B Bicarbonate of soda
 - C Phosphoric acid
 - D Salicylic acid
- (1)
- 1.1.8 Liquor may not be served to persons under the age of ... years.
- A 18
 - B 16
 - C 19
 - D 21
- (1)
- 1.1.9 Porterhouse steak is cut from the ...
- A fillet.
 - B silverside.
 - C T-bone.
 - D rump.
- (1)
- 1.1.10 A revenue-generating area in an accommodation establishment is the ... department.
- A marketing
 - B laundry
 - C finance
 - D security
- (1)

1.2 **MATCHING ITEMS**

Choose a description from COLUMN B that matches the word/term in COLUMN A. Write only the letter (A–M) next to the question number (1.2.1–1.2.10).

COLUMN A TERMS/WORDS	COLUMN B DESCRIPTIONS
1.2.1 Binding	A changes that take place within the muscle fibres after the animal is slaughtered
1.2.2 Marbling	B dredging meat in seasoned flour before dipping it in egg
1.2.3 Rigor mortis	C deep frying meat at high temperatures
1.2.4 Cold shrinkage	D immersing meat in flavoured liquid to enhance taste and texture
1.2.5 Ripening	E tying meat with string and securing it with knots at regular intervals
1.2.6 Marinating	F spooning melted fat over meat during roasting
1.2.7 Basting	G covering meat with thin slices of bacon
1.2.8 Electrical stimulation	H hanging meat after slaughtering for a period of time to make it tasty and tender
1.2.9 Larding	I rapidly cooling a warm carcass in order to ensure muscle contraction
1.2.10 Breeding	J rapidly cooling meat to avoid shrinkage
	K fat distributed throughout the muscle
	L inserting strips of fat into meat
	M frying meat at a low temperature to brown the surface

(10 x 1) (10)

1.3 ONE-WORD ITEMS

Give ONE word or term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 A system that allows meal charges to be transferred to the room accounts of guests
- 1.3.2 Ice cream on a sponge cake base covered with meringue
- 1.3.3 A traditional South African dessert where a hot sweetened cream and butter sauce is poured over the warm sponge base
- 1.3.4 The bacteria that will affect raw chicken if handled incorrectly
- 1.3.5 A slow method of cooking food in a pot with a tightly fitting lid
- 1.3.6 Applying egg wash on pastry before cooking to ensure an attractive appearance
- 1.3.7 A deep fried choux paste, piped into long fingers, covered with sugar and cinnamon
- 1.3.8 A service style in which food is served in portions
- 1.3.9 An enterprise that has a well-established name and is an approved way of starting a small business
- 1.3.10 A pastry shell that is baked and later filled (10)

1.4 SELECTION ITEMS

Select the correct responses for each of the following. Write only the letters (A–E) next to the question numbers (1.4.1 and 1.4.2) in the ANSWER BOOK.

- 1.4.1 Identify TWO desserts made from dairy products that a diabetic person should avoid:
 - A Lemon meringue pie made with condensed milk
 - B A blueberry smoothie made with skim milk
 - C Passion fruit with soya cream
 - D Caramel fudge ice cream
 - E Panna cotta with evaporated milk (2)

1.4.2 Identify THREE characteristics of good quality pork:

- A The flesh is greyish pink
 - B The flesh is a bright red colour
 - C Fat is white to creamy white
 - D Texture is firm and should not leave a dent when pressed
 - E Bones are white and porous
- (3)

1.5 Study the drinks below and answer the questions that follow.

Monis Medium Cream; Virgin Mary; Chardonnay; Claret; Merlot;
Pinotage; Kahlua; Chenin Blanc; Sauvignon Blanc; Mahewu

From the list above, select each of the following:

1.5.1 THREE red wines (3)

1.5.2 TWO white wines (2)

TOTAL SECTION A: 40

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

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

The staff at the Terrace Restaurant is not functioning well as a team. Each staff member has his/her own idea about the job descriptions and the running of the restaurant. This creates a lot of friction. No special bonuses have been given to the staff because the restaurant has not been very profitable.

2.1.1 Explain how it will be possible to establish good working relationships at the Terrace restaurant. (5)

2.1.2 Suggest how good customer care and service excellence by the maître d' can increase the profit of the restaurant. (3)

2.2 Tuberculosis is a global issue. Explain the impact that this will have on the hospitality industry. (4)

2.3 Discuss the benefit of using computer technology in the administration of the housekeeping department. (4)

2.4 Read the statement below and answer the question that follows.

A tour leader is taking a group of tourists to Brazil to watch the Soccer World Cup.

Recommend the procedure that should be followed by the tour leader when checking-in the group. (4)

TOTAL SECTION B: 20

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

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

<p>Roast Beef Boucheés Chutney Chicken with Asparagus and Green Bean Salad Glazed Pork Steaks with Salsa Peach and Coconut Trifle</p>

- 3.1.1 Name the pastry used for the roast beef boucheés. (1)
- 3.1.2 List FIVE rules to follow when mixing the pastry in QUESTION 3.1.1. (5)
- 3.1.3 Suggest ONE other sauce that may be served with the glazed pork steaks. (1)
- 3.1.4 Substitute the coconut in the trifle with TWO suitable nuts. (2)
- 3.1.5 Recommend THREE types of meat of feathered game that can be used as fillings for the boucheés. (3)
- 3.1.6 Evaluate the suitability of any THREE of the above dishes for a pollo-vegetarian. (6)
- 3.1.7 Identify ONE dish that will NOT be acceptable for Hindus. (1)
- 3.1.8 Suggest THREE other dishes that you will prepare for Hindu guests. (3)

3.2 Study the recipe below and answer the questions that follow.

THREE BEAN SALAD (Serves 8)



INGREDIENTS

250 ml cooked red kidney beans
250 ml cooked chickpeas
250 ml cooked green beans
15 ml mixed fresh herbs
1 onion, finely chopped
125 ml vinaigrette dressing

- 3.2.1 Name ONE important nutrient found in the beans. (1)
- 3.2.2 Explain the procedure that should be followed when preparing dried beans for cooking. (3)
- 3.2.3 Give a reason why salt is added to the dried kidney bean at the end of the cooking process. (1)

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



- 3.3.1 State TWO types of gelatine that can be used to prepare the topping. (2)
- 3.3.2 Explain THREE precautionary measures that the chef had taken in order to ensure the setting of the gelatine topping. (3)
- 3.3.3 Give TWO reasons why you should add the strawberries only after the topping has partially set. (2)

3.4 You are the supplier of homemade fig jam to the local food market.

Design a label for your jam bottle. Include SIX important aspects that should appear on the label.

(6)
[40]

QUESTION 4

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



A. PARIS BREST



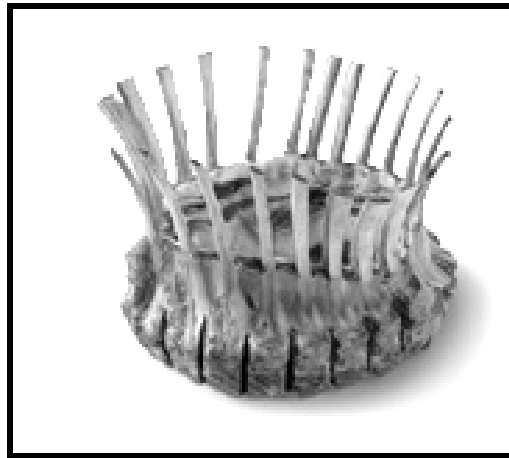
B. PASTRY CASE

4.1.1 Compare PASTRY A and PASTRY B under the following headings:

- (a) Type of pastry used (2)
- (b) Temperatures when baking (2)
- (c) Characteristics of the end product (4)

4.1.2 Give TWO examples of products that can be prepared using the pastry in PHOTOGRAPH A (2)

4.2 Study the photograph below and answer the questions that follow.



4.2.1 Identify the dish in the photograph. (1)

4.2.2 Suggest a sauce that can be served with the dish. (1)

4.2.3 Indicate the size of the portion that you would serve per guest. (1)

4.2.4 Explain the following processes that are applied during the preparation of the dish:

- (a) Trimming
 - (b) Searing
- (4)

4.3 4.3.1 Define the term *barding*. (1)

4.3.2 Explain why it is important to bard game meat. (2)

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

DURBAN ICC

The Durban ICC is a popular venue for hosting international and local conferences. They also host many smaller functions.

An informal function for 100 guests is planned for 24 December 2014.

The following information will be used to calculate the price of this function:

Food cost:	R7 500
Labour cost:	R2 200
Overhead cost:	R1 500
Profit:	R4 800

- 4.4.1 Name the type of informal function that is most suitable for the occasion. (1)
- 4.4.2 State THREE advantages of the function mentioned in QUESTION 4.4.1 (3)
- 4.4.3 Calculate the following costs using the prices above. Show ALL the calculations.
- (a) Total price of the function (3)
- (b) Gross profit (3)
- (c) Cost per person (2)
- 4.4.4 Suggest FOUR additional charges that the ICC can include on their quotation form for the informal function. (4)
- 4.4.5 Conferencing has a positive impact on the South African economy. Discuss this statement. (4)
- [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.

BUSINESS PLAN	
Registered company name:	Elaine's Bakery
Business profile:	Elaine has been in business for 5 years and distributes biscuits, cakes and bread to restaurants and shopping outlets.
Number/Profile of employees:	1 owner 1 marketing manager 1 financial manager 3 pastry chefs 2 cleaners 2 security guards
Financial plan:	
Income	
Sales per month	120 000
Expenditure	
Salaries	58 000
Advertising	2 000
Food cost	15 000
Packaging	3 000
Rent	15 000
Profit	
Sales	27 000
Contact details:	
Business No.: 040 671 1320	Address: 10 Longsdale Street King William's Town 5600

- 5.1.1 List THREE criteria that Elaine's Bakery needs to consider when developing a marketing tool. (3)
- 5.1.2 Discuss the use of packaging by Elaine's Bakery. (4)
- 5.1.3 Evaluate the financial plan of Elaine's Bakery. (8)
- 5.2 State ONE role of each of the following staff members of Elaine's Bakery:
- 5.2.1 Marketing manager (1)
- 5.2.2 Finance manager (1)
- 5.3 Briefly discuss the interrelationship between the *marketing* and *finance departments*. (4)

- 5.4 Security personnel play an important role in Elaine's Bakery. Explain why. (4)
- 5.5 Explain the following concepts:
- 5.5.1 Rack rate (1)
 - 5.5.2 Revenue-generating area (2)
 - 5.5.3 Entrepreneurship (2)
- [30]**

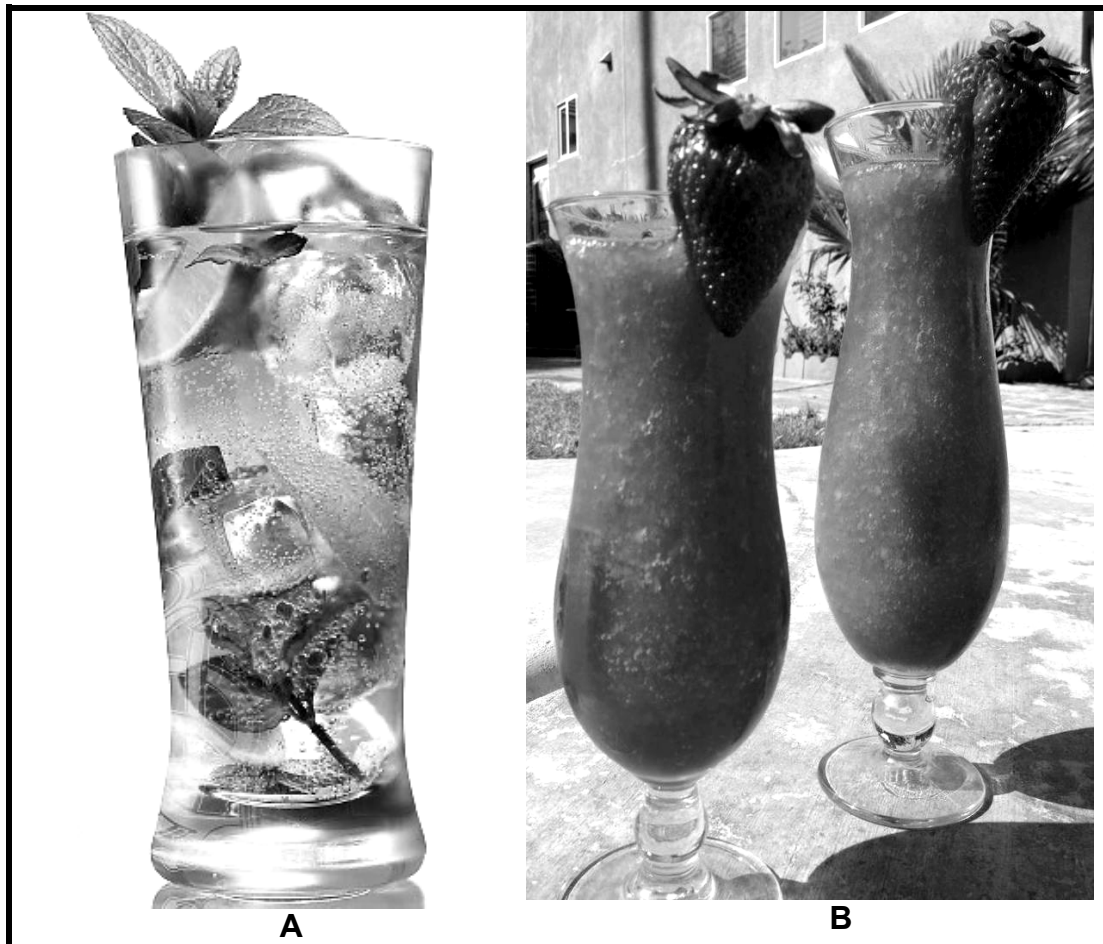
QUESTION 6

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



- 6.1.1 The tea in the above picture is made with loose leaves. Comment on the tea service. (3)
- 6.1.2 While the waiter was serving the tea he accidentally spilled it on a guest's dress. Explain how to handle the situation. (4)
- 6.1.3 Name TWO special types of equipment used to serve cake with the tea. (2)
- 6.1.4 Determine the action that the restaurant should take if the urn used to boil water for the tea suddenly stops working. (3)
- 6.1.5 Describe the clearing techniques that the waiter will use after the guests have left the restaurant. (3)
- 6.2 6.2.1 Suggest THREE general guidelines to consider when choosing wines for a meal. (3)
- 6.2.2 State THREE regulations for selling wine with meals on the premises. (3)

6.3 Study cocktails **A** and **B** below and answer the questions that follow.



- 6.3.1 Identify the mixing method used to prepare **A** and **B**. (2)
- 6.3.2 Name TWO types of equipment that can be used to prepare the cocktail in photograph **B**. (2)
- 6.3.3 Suggest ONE additional garnish/decoration that can be used for the cocktail in photograph **B**. (1)
- 6.3.4 Give the barman FOUR hints on how to prepare the cocktail in photograph **A**. (4)
- [30]

TOTAL SECTION D: 60
GRAND TOTAL: 200