



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2017

MARKS: 200

TIME: 3 hours

This question 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 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 provided as possible answers to the following questions. Write down the question number (1.1.1–1.1.10), choose the answer and make a cross (X) over the letter (A–D) of your choice in the ANSWER BOOK.

EXAMPLE:

1.1.11 A good source of vitamin C is ...

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

1.1.11**A****B****C****~~D~~**

1.1.1 E-mails, websites and cellphones used to market products are ... marketing tools.

- A audio
- B visual
- C electronic
- D audio-visual

(1)

1.1.2 A grape variety used to make wine:

- A Cultivar
- B Vintage
- C Product
- D Origin

(1)

1.1.3 An enzyme in raw pineapple that prevents a gelatin mixture from setting:

- A Ficin
- B Bromelain (Bromelin)
- C Papain
- D Casein

(1)

- 1.1.4 A pizza provides eight portions. The total cost of the pizza is R72,00. The cost of ONE portion is ...
A R9,00.
B R12,00.
C R36,00.
D R80,00. (1)
- 1.1.5 When a person suffers from diabetes, it means that the body does not produce enough ...
A cholesterol.
B calories.
C lactose.
D insulin. (1)
- 1.1.6 A flavouring used in the preparation of desserts, which is made from cocoa beans:
A Vanilla
B Coffee
C Chocolate
D Caramel (1)
- 1.1.7 The difference between the actual cost to produce an item and the money that it is sold for:
A Gross profit
B Indirect cost
C Direct cost
D Net profit (1)
- 1.1.8 A method where meat is covered with thin slices of fat:
A Larding
B Marinating
C Tenderising
D Barding (1)
- 1.1.9 ... includes activities that ensure that prospective guests are aware of the types of accommodation available at an establishment.
A Pricing
B Marketing
C Financing
D Targeting (1)
- 1.1.10 Choux pastry filled with cream and stacked together with caramel is called ...
A croquembouche.
B churros.
C profiteroles.
D beignets. (1)

1.2 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the terminology in COLUMN A. Write only the letter (A–I) next to the question number (1.2.1–1.2.6) in the ANSWER BOOK, for example 1.2.7 J.

COLUMN A TERMINOLOGY	COLUMN B DESCRIPTION
1.2.1 Dusting	A a mixture placed in a bag and forced through a nozzle onto cakes
1.2.2 Pureeing	B shortening and sugar beaten until light and fluffy
1.2.3 Piping	C technique used to turn out a gelatin pudding onto a plate
1.2.4 Creaming	D incorporating air into a mixture by folding gently
1.2.5 Unmolding	E beating cream until it reaches the stiff peak stage
1.2.6 Caramelisation	F fruit pulped, strained or liquidised
	G heating sugar to the hard crack stage
	H place a gelatin mixture in a container and refrigerate
	I a thin layer of icing sugar sprinkled on a sponge cake for decorative purposes

(6 x 1)

(6)

1.3 ONE-WORD ITEMS

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

- 1.3.1 Wine of which the alcohol has been removed before it is bottled
- 1.3.2 A sweet wine that is served after a meal
- 1.3.3 The Act that regulates the sale of alcohol
- 1.3.4 The term that refers to pastry shells that are pre-baked with rice or dried beans
- 1.3.5 Advertising a product by phoning potential customers
- 1.3.6 Fat distributed between the muscle fibres of a meat cut
- 1.3.7 A traditional sauce served with roast beef
- 1.3.8 Rice rolled with cooked seafood or raw fish, wrapped in seaweed sheets
- 1.3.9 A mixture of chopped fruit or vegetables, flavoured with spices, sugar and vinegar and cooked to a thick pulp
- 1.3.10 Legumes used to make textured vegetable proteins (10)

1.4 SELECTION

- 1.4.1 Identify TWO items that are included in overheads:
 - A Stationery
 - B Salaries
 - C Staff training
 - D Cleaning materials (2)
- 1.4.2 Identify TWO steaks cut from the fillet:
 - A Rump
 - B Tourne
 - C Medallion
 - D T-bone (2)

1.5 MATCHING ITEMS

Choose a description from COLUMN B that matches a dessert in COLUMN A and then match it with an example in COLUMN C. Write only the letter (A–G) and number (i–vii) next to the question number (1.5.1–1.5.5) in the ANSWER BOOK, for example 1.5.6 H (viii).

COLUMN A DESSERT	COLUMN B DESCRIPTION	COLUMN C EXAMPLE OF DESSERT
1.5.1 Starch-based milk dessert	A fruit dipped in a batter and shallow fried	(i) vacherin
1.5.2 Baked custard	B several layers of ice cream moulded in a dome shape	(ii) bavarois
1.5.3 Frozen dessert	C starch boiled with milk, placed in a pie dish, dotted with butter and baked in the oven	(iii) crème brûlée
1.5.4 Meringue	D rich egg custard topped with a crust of caramelised sugar and served in the mould	(iv) bombe
1.5.5 Moulded cold custard	E whisked egg white added to a confectioner's custard base and baked in a bain-marie	(v) sago pudding
	F whisked egg white and sugar baked into a hard basket shape to hold whipped cream	(vi) crème pâtissière
	G custard base with gelatin and whipped cream, poured into a mould and chilled to set	(vii) malva pudding

(5 x 2) (10)

TOTAL SECTION A: 40

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

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

Gastro-enteritis and TB are two of the reasons for the high rate of absenteeism in the food and beverage industry in South Africa.

- 2.1.1 What is the incubation period for gastro-enteritis? (1)
- 2.1.2 Explain how a food handler may prevent gastro-enteritis from affecting others in the workplace. (5)
- 2.1.3 State THREE symptoms of each of the following:
 - (a) Gastro-enteritis (3)
 - (b) TB (3)

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

Good service differs from one restaurant to the next.

- 2.2.1 Define the term *good service*. (2)
- 2.2.2 Critically discuss the statement above. (3)

- 2.3 A restaurant manager considers buying the system below. Study the photograph and answer the questions that follow.



- 2.3.1 Identify the type of system. (1)
- 2.3.2 Explain TWO benefits of the system above. (2)

TOTAL SECTION B: 20

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

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

A variety of fresh and preserved cherry products are displayed at the annual Cherry Festival in Ficksburg.

3.1.1 Name TWO methods that can be used to preserve excess cherries other than bottling. (2)

3.1.2 Discuss step by step how you would prepare bottled cherries. (4)

3.2 The following information about a dinner held for 100 guests at the Cherry Festival was given to the organisers:

Selling price of the menu: R10 000
Food cost: R3 500
Overhead cost: R2 500

3.2.1 Calculate the total net profit. (3)

3.2.2 Calculate the cost for each guest. (3)

3.2.3 Suggest FOUR important aspects that the organisers of the dinner should include on their quotation. (4)

3.3 Study the method of preparing choux pastry below and answer the questions that follow.

Method:

1. Place butter, salt and water in a saucepan and bring to the boil.
2. Add the flour and mix well using a wooden spoon.
3. Cook for a few minutes until mixture pulls away from the sides of the pan.
4. Allow the mixture to cool slightly and add the eggs one at a time.
5. Pipe pastry on a greased baking sheet.
6. Bake at 230 °C for 10–15 minutes.
7. Reduce the heat to 190 °C for 20 minutes.
8. Allow the pastry to cool.

3.3.1 Give reasons for the following steps:

(a) Step 4 (1)

(b) Step 7 (2)

3.3.2 Suggest TWO toppings that may be used as decoration for the choux pastry. (2)

3.3.3 Predict the end result if the water had been boiled for too long during the preparation of the choux pastry. (2)

3.4 Differentiate between a *pollo-vegetarian* and a *pesco-vegetarian*. (4)

3.5 Give reasons for EACH of the following statements:

3.5.1 White and red speckled beans should be cooked separately. (1)

3.5.2 Do not boil dried beans without soaking. (1)

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

You are planning a cocktail function for your parents' anniversary. The function will last for two hours.

3.6.1 Determine the number of snacks to be served per person. (1)

3.6.2 Describe FOUR guidelines to follow when preparing the cocktail snacks. (4)

3.6.3 Evaluate the suitability of serving sticky ribs at the cocktail function. (3)

3.6.4 Recommend THREE sweet bite-size cocktail snacks that you may include on the menu. (3)

[40]

QUESTION 4

- 4.1 Study the photograph of stewed lamb shanks below and answer the questions that follow.



- 4.1.1 Distinguish between the characteristics of raw *lamb* and raw *beef*. (4)
- 4.1.2 Explain why stewing is a suitable cooking method to prepare the lamb shanks. (2)
- 4.1.3 Suggest a suitable accompaniment for the stewed lamb shanks. (1)
- 4.2 Read the extract below and answer the questions that follow.

The Savera Hotel has a kosher kitchen. The hotel has been requested to host a banquet for 100 Jewish guests.

- 4.2.1 Define the term *banquet*. (2)
- 4.2.2 Name TWO departments that would be required to plan and prepare for the banquet. (2)
- 4.2.3 Discuss THREE requirements to consider when planning the banquet menu for the Jewish guests. (3)
- 4.2.4 Determine the number of waiters you will need for the function. (1)

- 4.3 Study the photograph of a vol-au-vent below and answer the questions that follow.



- 4.3.1 Identify the pastry used to make the vol-au-vent. (1)
- 4.3.2 State the functions of the following ingredients in the preparation of the pastry above:
- (a) Butter (2)
 - (b) Water (2)
- 4.3.3 Suggest TWO savoury fillings that may be used in the vol-au-vent. (2)
- 4.3.4 What are the characteristics of a successful vol-au-vent? (3)
- 4.4 4.4.1 Name TWO types of gelatin. (2)
- 4.4.2 Predict the results of the following when preparing a gelatin dish:
- (a) Adding too much sugar (1)
 - (b) Adding lemon juice (1)
 - (c) Setting the dish at 20 °C (1)

- 4.5 Study the photograph of the Christmas pudding below and answer the questions that follow.



- 4.5.1 Describe the technique for cooking the dessert above. (2)
- 4.5.2 Explain how the dessert above may be presented. (2)
- 4.5.3 Recommend TWO suitable sauces for this dessert. (2)

- 4.6 Good nutrition is vitally important for HIV positive people.

Justify the statement above. (4)
[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

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

Springbok Game Lodge

Luxurious accommodation on a game farm midway between Cathcart and Queenstown in the heart of the Eastern Cape.

These all-inclusive packages include accommodation, three wholesome meals, a daily game drive with snacks and the use of facilities such as a tennis court and sauna.

2 for 1: Pay the single midweek rate of R600 and your friend/partner stays free of charge when sharing with you.

Visit www.springboklodgesa.co.za



- 5.1.1 Name THREE aspects that will determine the target market for the Springbok Game Lodge. (3)
- 5.1.2 Determine whether promotion was used as a marketing strategy and give a reason for the answer. (2)
- 5.1.3 Name ONE disadvantage of using promotion as part of your marketing mix. (1)
- 5.1.4 Describe TWO requirements of the packaging of the snacks. (2)
- 5.1.5 Identify FOUR aspects that the Springbok Game Lodge could have included in their business description. (4)
- 5.1.6 Explain how the Springbok Game Lodge may contribute to job creation and give TWO examples. (4)
- 5.2 5.2.1 Classify the terms below into revenue and non-revenue-generating areas in the hospitality industry.

finance; bars; security; food and beverage; maintenance; guest rooms

Tabulate your answer as follows:

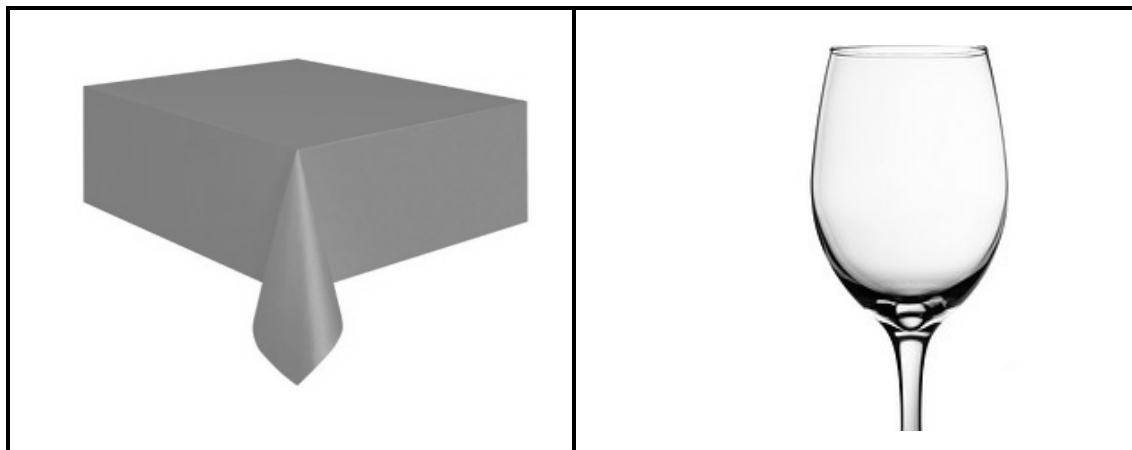
REVENUE-GENERATING AREAS	NON-REVENUE- GENERATING AREAS

- 5.2.2 Explain the interrelationship between sales and marketing and the finance department. (2)
- 5.2.3 Identify THREE duties of the security staff. (3)
- 5.2.4 Name THREE entrepreneurial opportunities that may be found in the beverage sector. (3)

[30]

QUESTION 6

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



A
TABLE CLOTH

B
RED WINE GLASS

6.1.1 Define the term *opening mise-en-place*. (2)

6.1.2 Identify the opening mise-en-place that should be checked for the table cloth in **A**. (3)

6.1.3 Explain the procedure that should be followed when cleaning the glass in **B**. (3)

6.1.4 Determine the suitability of serving a glass of Chardonnay with a fish starter. (2)

6.1.5 Discuss the correct position of the glass above on a cover. (3)

6.1.6 Explain how red wine bottles should be stored. (4)

6.2 6.2.1 Differentiate between *on-consumption* and *off-consumption liquor licenses*. Tabulate your answer as follows:

ON-CONSUMPTION	OFF-CONSUMPTION

(4)

6.2.2 Discuss the procedure that should be followed for plated service. (3)

6.2.3 Motivate the use of plated service for a formal dinner. (3)

6.3 The walk-in refrigerator at a local game lodge reaches 22 °C.

Determine the impact of this situation on the game lodge. (3)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200