



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2011

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This question paper consists of 14 pages and 2 page answer sheet.

INSTRUCTIONS

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 SERVICE. (40)

1. Answer ALL the questions.
2. Read ALL the questions carefully.
3. Number the answers correct according to the numbering system used in this paper.
4. Write neatly and legibly.
5. Answer SECTION A on the attached ANSWER SHEET.
6. Answer SECTIONS B, C and D in the ANSWER BOOK.

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

Four possible answers are given for each question. Select the best answer to each question. Write down only the letter (A, B, C or D) of that answer.

1.1.1 Removing of water or drying out of the human body:

- A Diarrhoea
 - B Contamination
 - C Dehydration
 - D Vaccine
- (1)

1.1.2 The following is not a symptom of HIV:

- A Nights sweats
 - B Fatigue
 - C Swollen lymph
 - D Headache
- (1)

1.1.3 The storekeeper is not responsible for ...

- A ordering.
 - B receiving.
 - C replacing.
 - D issuing.
- (1)

1.1.4 One of the following is an example of a red wine.

- A Sauvignon Blanc
 - B Shiraz
 - C Chardonnay
 - D Cape Riesling
- (1)

1.1.5 A raising agent used in puff pastry is called ...

- A butter.
 - B baking powder.
 - C steam.
 - D air.
- (1)

- 1.1.6 Which one of the following dishes is made of choux pastry?
- A Bouchées
 - B Baklava
 - C Pate brisée
 - D Paris breast
- (1)
- 1.1.7 The temperature at which puff pastry should be baked is ...
- A 180 °C.
 - B 200 °C.
 - C 220 °C.
 - D 210 °C.
- (1)
- 1.1.8 The chef responsible for menu planning is called ...
- A chef entremetier.
 - B chef patissier.
 - C chef de cuisine.
 - D chef de partie.
- (1)
- 1.1.9 A term that describes a chief wine steward:
- A Aboyeur
 - B Commis de wagon
 - C Sommelier
 - D Maître d'hôtel
- (1)
- 1.1.10 Fat inside the tissue of muscle is called ...
- A barding.
 - B marinating.
 - C larding.
 - D marbling.
- (1)
- (10 x 1) (10)

1.2 MATCHING ITEMS

Choose the most suitable answer from COLUMN B that matches each of the costing concepts in COLUMN A. Write down only the letter (A – E) next to the question number (1.2.1 – 1.2.5) on the attached answer sheet.

| COLUMN A | | COLUMN B | |
|----------|----------------|----------|--------------------------|
| 1.2.1 | Food costs | A | Fixed costs |
| 1.2.2 | Hiring costs | B | Product price |
| 1.2.3 | Labour costs | C | Water and electricity |
| 1.2.4 | Overhead costs | D | Tables, chairs and linen |
| 1.2.5 | Indirect costs | E | Fees and salaries |
| | | F | Transport of staff |

(5 x 1) (5)

1.3 WRITE DOWN 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 – 1.3.5) on the attached answer sheet.

- 1.3.1 An individual who can identify new and innovated business opportunities and ventures are called ... (1)
- 1.3.2 A ... attitude by staff members contribute greatly to the image of an establishment. (1)
- 1.3.3 Rapid weight loss, fatigue and night sweats are symptoms of ... (1)
- 1.3.4 A ... system is a system where sales are recorded on computer. (1)
- 1.3.5 A detailed document offering a price for a requested reason is (1)

1.4 ONE-WORD ITEMS

Give ONE word for each of the following descriptions.

- 1.4.1 A document describing your personal details, skills and experience. (1)
- 1.4.2 The body's system that resists and fights illness. (1)
- 1.4.3 To support and keep a limb straight during an injury. (1)
- 1.4.4 A detailed list of articles or goods. (1)
- 1.4.5 Items that are used up, usually that one can eat or drink. (1)
- 1.4.6 The income minus all the expenditures equals the ... (1)

- 1.4.7 Beautifying food by adding something to improve the appearance. (1)
- 1.4.8 Meat obtained from calves younger than nine months. (1)
- 1.4.9 The process of heating alcohol, to get a stronger content from the steam (1)
- 1.4.10 Spoons, forks and knives used for serving. (1)
- 1.4.11 A trolley used to prepare food in front of the guest at the table. (1)

1.5 MATCHING ITEMS

Choose the treatment in COLUMN B that matches a situation in COLUMN A. Write only the letter (A – G) next to the question number (1.5.1 – 1.5.5) on the attached answer sheet.

| | COLUMN A | | COLUMN B |
|-------|--|---|------------------------------|
| 1.5.1 | No breathing or signs of circulation. | A | Clean with running water |
| 1.5.2 | Signs of circulation but no sign of breathing. | B | Give victim alcohol to drink |
| 1.5.3 | Choking | C | Reduce swelling with ice |
| 1.5.4 | Sprains | D | Perform rescue breathing |
| 1.5.5 | Shock | E | Perform abdominal thrusts |
| | | F | Perform CPR |
| | | G | Calm and reassure the victim |

(5 x 1) (5)

1.6 ONE WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.6.1 – 1.6.4) on the attached answer sheet.

| | | | | | |
|---------|----------|----------|----------|---------|--------|
| Stewing | Grilling | Braising | Roasting | Boiling | Frying |
|---------|----------|----------|----------|---------|--------|

- 1.6.1 Tough cubes of meat cooked slowly in liquid.
- 1.6.2 Most tender cuts of meat are cooked under direct heat.
- 1.6.3 A combination of dry and moist cooking methods that can be used for tough and tender cuts of meat.
- 1.6.4 Meat placed with the fat side up on a rack in a shallow pan and cooked in the oven. (4 x 1) (4)

TOTAL SECTION A: 40

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

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

Anelisa decided to start a small development business from home, selling doughnuts. She did not make much profit when she started, so she decided to review her plans.

Anelisa designed a business plan to ensure the success of her home industry. The plan included the cost of ingredients, the labour costs and the profit that will be generated.

2.1.1 Design and give guidelines on an advertisement to promote Anelisa's business. (6)

2.1.2 Evaluate the business plan compiled by Anelisa in regard to the information that should appear in a professional business plan. (6)

2.2 Briefly discuss the following marketing tools by giving an advantage, a disadvantage and an example of each. Tabulate your answer as follows:

| | | Advantage | Disadvantage | Example |
|-------|----------------------|------------------|---------------------|----------------|
| 2.2.1 | Telemarketing | | | |
| 2.2.2 | Electronic marketing | | | |
| 2.2.3 | Audio-visual tools | | | |

(9)

2.3 A guest in your restaurant chokes on a piece of food.



2.3.1 Name the first aid procedure to be followed assisting the above guest (1)

2.3.2 Explain the procedure mentioned in QUESTION 2.3.1 (4)

2.4 Explain the difference between, a half thickness burn and a full thickness burn. (4)

- 2.5 Answer the following questions based on HIV/Aids.
- 2.5.1 What does the abbreviation HIV stand for? (2)
- 2.5.1 Determine FOUR symptoms that a HIV patient may suffer from. (4)
- 2.6 A professional appearance is of great importance when working with costumers in any establishment.
- 2.6.1 Outline how a professional appearance can be maintained. (4)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 Stock control and kitchen management have been simplified with the use of computers.
- 3.1.1 Discuss the advantages of the use of computers in the kitchen. (4)
- 3.1.2 Explain the importance of thorough stock control. (4)
- 3.2 Explain the following terms:
- 3.2.1 Non-consumable goods (1)
- 3.2.2 Surplus (1)
- 3.3 The following information regarding a wedding reception for 120 guests is available:
- Total selling price of the menu = R10 000
 - Food cost of the menu = R4 500
 - Overheads = R1 800
- 3.3.1 Calculate the cost of the menu per person. (2)
- 3.3.2 Calculate the food cost %. (2)
- 3.3.3 Calculate the net profit. (3)
- 3.4 Use the list of food items below to compile a three-course dinner menu for your class's restaurant evening.
- | |
|--|
| Profiteroles; Morogo; Butternut soup; Beef casserole; Coffee and Tea; Putu pap; Sweet carrots |
|--|
- (9)
- 3.5 Your class have been asked to host a cocktail function, welcoming overseas visitors to your school.
- 3.5.1 Recommend FOUR savoury snacks that can be served at a cocktail function. (4)
- 3.5.2 Give examples of TWO traditional South African products that can be served to the foreign visitors. (2)
- 3.5.3 Give TWO advantages of hosting a cocktail function. (2)

3.6 Explain the following dietary requirements with regard to catering for the following religious groups:

3.6.1 Halaal (2)

3.6.2 Kosher (2)

3.6.3 Hindu (2)

[40]

QUESTION 4

4.1 Study the recipe below and answer the questions which follow.

| BEEF GOULASH | |
|----------------------------------|----------|
| | Serves 6 |
| 1 large onion (sliced in rings) | |
| 1 garlic clove (finely pressed) | |
| 1 green pepper (diced) | |
| 1 tomatoes (skinned and chopped) | |
| 500 g boneless beef (cubed) | |
| 150 ml frozen peas | |
| 200 ml beef stock | |
| 200 ml milk | |
| 6 large potatoes | |
| 1 large carrots | |

4.1.1 Classify the following vegetables:

(a) Onions (1)

(b) Tomatoes (1)

(c) Peas (1)

4.1.2 How would you store the following vegetables to retain their quality?

(a) Carrots (1)

(b) Potatoes (1)

(c) Frozen peas (1)

4.1.3 Determine if Beef Goulash is suitable for the Hindu culture?
Explain your answer.

(3)

4.1.4 If the beef used in recipe were from cattle younger than nine months it is referred to as ...

(1)

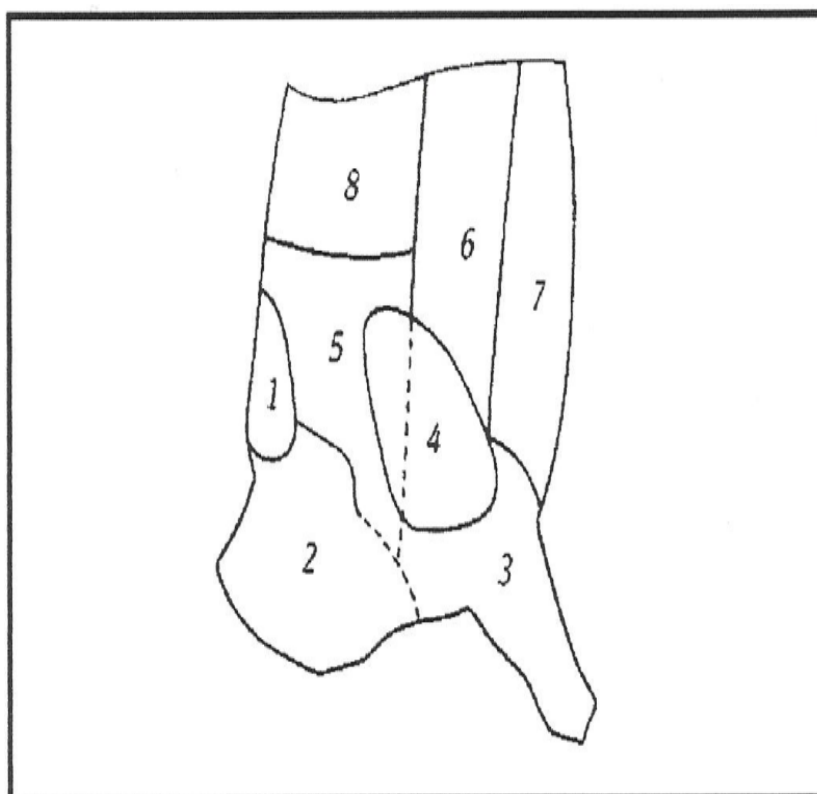
4.2 Differentiate between different groups of vegetarians.

Redraw and complete the table below on your answer sheet.

| Vegetarian | Do eat | Do not eat |
|------------|------------------|------------|
| Lacto-ovo | 4.2.1 | 4.2.2 |
| Lacto | 4.2.3 | 4.2.4 |
| 4.2.5 | Plants and seeds | 4.2.6 |
| Fruitarian | 4.2.7 | 4.2.8 |
| 4.2.9 | Plants and fish | 4.2.10 |

(10)

4.3 Study the section of the beef carcass below and answer the questions that follow.



- 4.3.1 Name the selection of the beef carcass illustrated above. (1)
- 4.3.2 Identify the meat cuts numbered 1 – 4. (4)
- 4.3.3 Suggest ONE suitable cooking method for each of the cuts numbered 1 – 4. (4)
- 4.3.4 What type of meat is not roller marked? (1)

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



[Steak and kidney pie: *Cooking with Robert Carrier*]

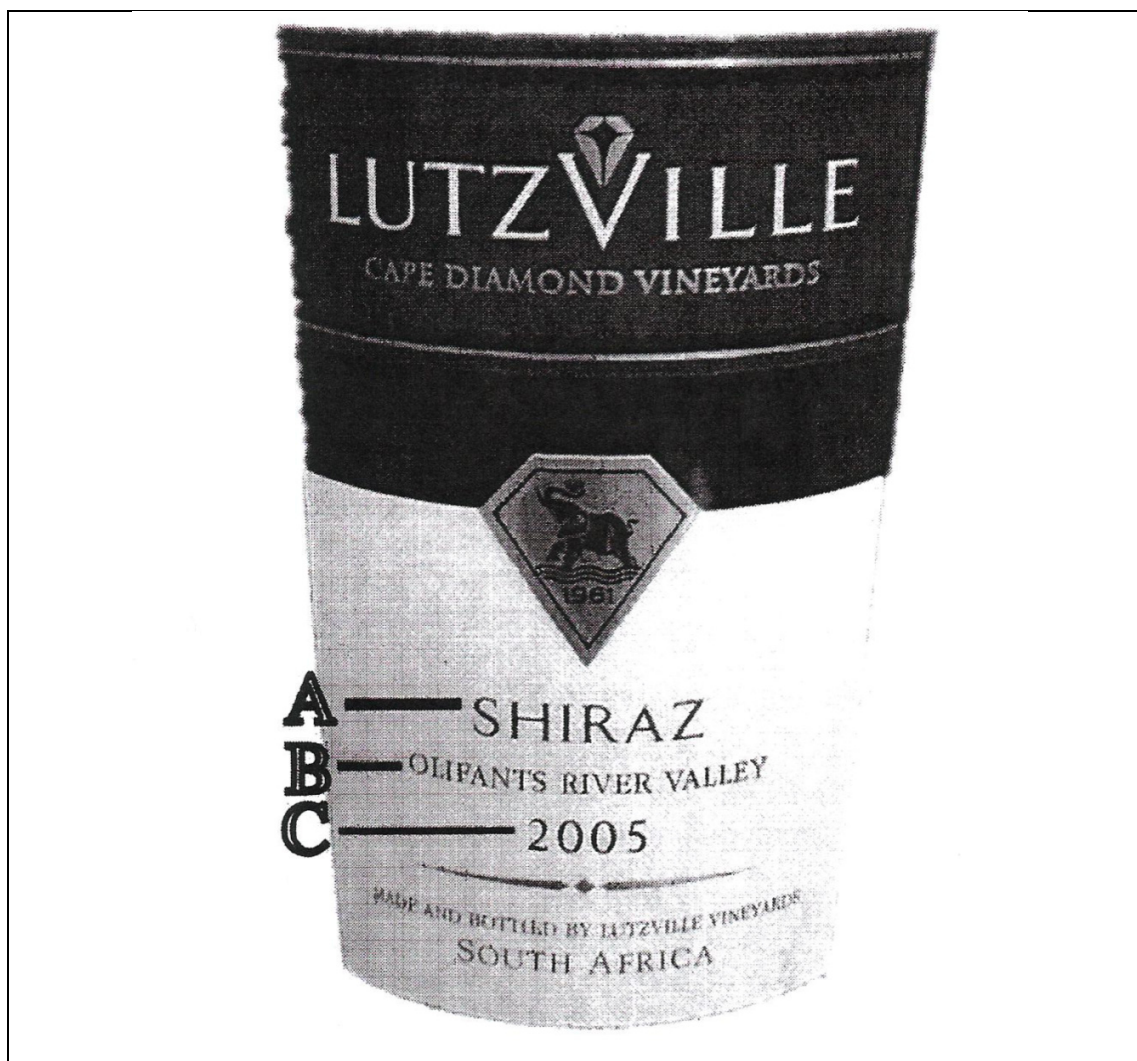
- 4.4.1 Indicate the type of pastry used in the above illustration. (1)
- 4.4.2 List FOUR important rules that should be followed when making the pastry mentioned above. (4)
- 4.4.3 At what temperature can the above pastry be baked? (1)
- 4.4.4 Explain the functions of the following ingredients in pastry:
- (a) Butter (1)
 - (b) Water (1)
 - (c) Sugar (1)
 - (d) Eggs (1)

[40]

TOTAL SECTION C: 80

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

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



- 5.1.1 Briefly explain the information labelled A, B and C on the bottle. (3)
- 5.1.2 State the colour of the above wine. (1)
- 5.1.3 At what temperature should the above wine be served? (1)
- 5.1.4 Name ONE dish that you would serve with the above wine. (1)
- 5.1.5 What are you suppose to do with the cork when serving the wine?
Give ONE reason for your answer. (2)
- 5.2 What is fortified wine? Give an example of such a wine. (2)

- 5.3 Read the extract below and answer the questions that follow.

FIRST LADY OF USA, MICHELLE OBAMA VISITS SA

The wife of the American President, Mrs Michelle Obama arrived in South Africa on Monday, 20 June 2011 for a state visit.

Mrs Obama stayed in the “Grand Hotel” Santon, Johannesburg where she experienced true cultural hospitality and enjoyed culinary cuisine prepared and served by the food-preparation and service staff.

On the last evening of Mrs Obama’s stay at the “Grand Hotel” the management decided to host a formal dinner function in her honour.

- 5.3.1 An array of serving techniques can be used at a formal dinner function. Explain the following serving techniques that might be used at Mrs Obama’s dinner function. (2)
- (a) Silver service (2)
 - (b) Plated service (2)
 - (c) Gueridon service
- 5.3.2 Explain the sequence of service that should be followed when Mrs Obama and her guests arrive at the hotel’s restaurant. (8)
- 5.3.3 Name any THREE service techniques that can be used at the above formal dinner function. (3)
- 5.3.4 Explain the procedure that should be followed when performing closing mise-en-place for the formal dinner function at the Grand Hotel. (6)
- 5.3.5 Name SIX aspects that should be remembered when planning a menu for a function. (6)
- 5.3.6 Name ONE napkin fold that can be used for a dinner function. (1)

[40]

TOTAL SECTION D: 40

GRAND TOTAL: 200

SECTION A**ANSWER SHEET****NAME: :** _____

| | | | | |
|--------|---|---|---|---|
| 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 x 1) (10)

| | |
|-------|--|
| 1.2.1 | |
| 1.2.2 | |
| 1.2.3 | |
| 1.2.4 | |
| 1.2.5 | |

(5 x 1) (5)

1.3.1 _____

1.3.2 _____

1.3.3 _____

1.3.4 _____

1.3.5 _____

(5 x 1) (5)

- 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 _____
- 1.4.11 _____
- (11 x 1) 11)

| | |
|-------|--|
| 1.5.1 | |
| 1.5.2 | |
| 1.5.3 | |
| 1.5.4 | |
| 1.5.5 | |

(5 x 1) (5)

| | |
|-------|--|
| 1.6.1 | |
| 1.6.2 | |
| 1.6.3 | |
| 1.6.4 | |

(4 x 1) (4)

TOTAL SECTION A: 40