



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2012**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**

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This question paper consists of 16 pages, including an answer sheet.

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**INSTRUCTIONS AND INFORMATION**

This question paper consists of FOUR sections.

SECTION A: SHORT QUESTIONS	(40)
SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY	(40)
SECTION C: FOOD PRODUCTION	(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**

Various possible options are provided as answers to the following questions. Make a cross (X) over the correct letter (A – D) next to the question number on the attached answer sheet.

**EXAMPLE:**

1.1.16 The term given to a group of people working in the kitchen or in the restaurant.

- A Organogram
- B Team
- C Brigade
- D Staff

**ANSWER:**

1.1.16 

A	B	<del>C</del>	D
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1.1.1 A mixture of egg yolks and heavy cream, which is used to make sauces thick and smooth:

- A Puree
- B Caulis
- C Liaison
- D Creamer

(1)

1.1.2 Traditionally, when serving guests, the last person to be served is a ...

- A smoker.
- B female.
- C host.
- D grandmother.

(1)

1.1.3 Communicating tactfully and sensitively with your fellow staff members, especially in challenging situations is known as ...

- A teamwork.
- B honesty.
- C apology.
- D monitoring.

(1)

- 1.1.4 The most important thing to remember when handling a complaint is to deal ... with the situation.
- A lovely
  - B calmly
  - C cool
  - D strict
- (1)
- 1.1.5 A set of written instructions that describe, step by step, the normal procedures that should be followed in any emergency situation:
- A Emergency procedures
  - B Standard operation procedures
  - C Evacuation procedures
  - D Potential hazard procedures
- (1)
- 1.1.6 Stock rotation is based on the ... principle.
- A First In First Out
  - B Last In First Out
  - C First In Last Out
  - D Last In Last Out
- (1)
- 1.1.7 Freshly prepared mixtures of Indian herbs and spices such as chillies, garlic, ginger, salt and oil are called ...
- A masalas.
  - B blatjang.
  - C curries.
  - D atjar.
- (1)
- 1.1.8 Coarsely chopped onion, carrot, and celery used to flavour soups, sauces and stews are known as ...
- A Roux.
  - B Bouquet.
  - C Mixed vegetables.
  - D Mirepoix.
- (1)
- 1.1.9 A neatly trimmed and folded fillet of a fish is known as ...
- A Le fillet.
  - B Le suprême.
  - C Le délice.
  - D La darne.
- (1)

- 1.1.10 The ... a person who relays orders from the service staff to the preparation staff and controls the hotplate during service.
- A porter
  - B aboyeur
  - C co-ordinator
  - D commis
- (1)
- 1.1.11 Getting sick as a result of eating spoilage organism or toxins in contaminated food is known as food ...
- A spoilage.
  - B poisoning.
  - C contamination.
  - D sickness.
- (1)
- 1.1.12 A broad term that describes the duties and responsibilities of a position in an organisation:
- A Job description
  - B Duty roaster
  - C Job title
  - D Job competencies
- (1)
- 1.1.13 A pâté made from a goose liver or a duck liver:
- A Pate sucré
  - B Liver paté
  - C Liver mince
  - D Foie gras
- (1)
- 1.1.14 To make someone feel uncomfortable, anxious, or unhappy is ...
- A discriminate.
  - B acknowledge.
  - C patronage.
  - D harassment.
- (1)
- 1.1.15 The way of acknowledging a person in a restaurant is by ...
- A shaking hands.
  - B hugging the person.
  - C making eye contact.
  - D kissing the person.
- (1)

## 1.2 MATCHING ITEMS

Match the description in COLUMN B with the appropriate term in COLUMN A. Write ONLY the letter (A – G) next to the question number (1.2.1 – 1.2.5) on the ANSWER SHEET.

### EXAMPLE:

1.2.6      H  

COLUMN A		COLUMN B	
1.2.1	Crockery	A	A list of dishes to be served in a meal
1.2.2	Station	B	The serving utensils like plates, cups and saucers
1.2.3	Sommelier	C	Removing empty dishes from the table
1.2.4	Guéridon	D	A small area in which a restaurant is divided
1.2.5	Menu	E	Trolley or table on which food is prepared in front of the guests
		F	A set menu at a fixed price
		G	A highly qualified person with an extensive knowledge of wines

(5)

## 1.3 MATCHING ITEMS

Match the description in COLUMN B with the appropriate term in COLUMN A. Write ONLY the letter (A – F) next to the question number (1.3.1 – 1.3.5) on the ANSWER SHEET.

### EXAMPLE:

1.3.6      G  

COLUMN A		COLUMN B	
1.3.1	Morogo	A	Unleavened bread
1.3.2	Mabele	B	A minced meat dish that is topped with savoury egg custard and baked in the oven
1.3.3	Bokkem	C	Rice that is prepared with flavoursome ingredients like nut saffron, sultanas and vegetables
1.3.4	Bobotie	D	Vegetables, especially wild greens gathered in the veld
1.3.5	Pilau	E	Dried salty fish
		F	A porridge eaten by some of the ethnic groups in South Africa, which has a reddish-brown colour

(5)

**1.4 ONE WORD ITEMS**

Give ONE word or term for each of the following description. Write ONLY the word or term next to the question number (1.4.1 – 1.4.10) on the ANSWER SHEET:

- 1.4.1 The person who answers guests' enquiries and generally helps the guests to find their way in and around the hotel (1)
- 1.4.2 The punishment for breaking or not obeying a rule (1)
- 1.4.3 The bacteria that is likely to be found in cracked chicken eggs (1)
- 1.4.4 To indicate that you have noticed the person (1)
- 1.4.5 Dried meat that is marinated in rock salt, coarse black pepper and ground coriander (1)
- 1.4.6 The style of service used for table d'hôte menus that require some skills (1)
- 1.4.7 Small cube shaped cakes (1)
- 1.4.8 Long-grain fragrant rice from Thailand (1)
- 1.4.9 The total cost of the labour force employed to produce the food (1)
- 1.4.10 Unfair treatment of a person or group on the basis of prejudice (1)

**1.5 Name the act that is being described in the following statements. Write ONLY the name of the act next to the question number (1.5.1 – 1.5.5) on the ANSWER SHEET.**

- 1.5.1 The act that governs the relationship between employer and employee (1)
- 1.5.2 This act regulates working time, leave, remuneration and termination of service (1)
- 1.5.3 Provides for the payment of unemployment benefits to certain employees (1)
- 1.5.4 The act that guards against discrimination based on race, gender and disability (1)
- 1.5.5 Requires all foreigners to have legal work permits when working in South Africa (1)

**TOTAL SECTION A: 40**

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

2.1 Read the article below and answer the questions that follow.

Weston Hills Country Restaurant had to discard chicken, hamburgers, and some tinned stuff last week, after inspectors investigating possible food poisoning death. According to the state report, food stored in the refrigerators was warmer than 41 °C. Officials are investigating if the dentist, Edward Naidoo died of food poisoning from the canned curried chicken he ate in the restaurant during lunch. Three of his lunch partners got sick too. The inquiry has reached a conclusion, and officials said it is clear that the cans were damaged and bloated at the time. The food items in the refrigerators were also deteriorated due to the fact that refrigerators were not working. Most of the electric appliances were in a bad working order as their cords were torn and worn out.

- 2.1.1 Name the bacteria that could have caused the food poisoning. (1)
- 2.1.2 List FOUR symptoms that Edward Naidoo could have had before his death. (4)
- 2.1.3 Suggest the correct storage procedures for chicken and hamburgers that had to be discarded in the above article. (3)
- 2.2 Differentiate between *pathogenic micro-organisms* and *non-pathogenic micro-organisms*. (2)
- 2.3 Name and explain TWO factors that influence the growth of micro-organisms. (4)
- 2.4 In the Weston Hills Country Restaurant, it was reported that refrigerators were not working, and most electric appliances were in bad working order as their wires were torn and worn out.
- 2.4.1 Name the act that was contravened by the above restaurant. (1)
- 2.4.2 Advise the manager of the above restaurant on what the act in QUESTION 2.4.1 requires from the employer. (5x1) (5)
- 2.4.3 Discuss the penalties that could be given to the employer who fails to obey the act in QUESTION 2.4.1. (3)



2.5 Read the following advertisement and answer the questions that follow.

Queens Casino Hotel is looking for an executive chef in a permanent position. Qualifying candidates will be on probation for one year.  
REQUIREMENTS: Three year degree or diploma in food production  
Relevant skills will be considered as a preference  
Candidates must be willing to work shifts and overtime

2.5.1 Your brother is interested in the above position. Suggest THREE skills that he will require to be a competent executive chef. (3)

2.5.2 The personnel working in the accommodation area at Queens Casino Hotel come into direct contact with guests and their property.

State THREE values that should be portrayed by the people working in the accommodation area at Queens Casino Hotel. (3)

2.5.3 Discuss THREE functions of the reception staff for the above hotel. (3)

2.6 A hospitality establishment like Queens Casino should have an effective security system that is planned properly.

Discuss FIVE points on how to ensure effective security levels in the above establishment. (5)

2.7 List any THREE potential emergency situations that could occur in the hospitality industry. (3)

**TOTAL SECTION B: 40**

**SECTION C: FOOD PRODUCTION****QUESTION 3**

- 3.1 Below are the ingredients purchased to prepare a Swiss roll for a Grade 11 practical class:

<b>SWISS ROLL</b>			
<b>Recipe yields:</b> 4 Slices			
<b>INGREDIENTS TO BE USED</b>	<b>QUANTITY BOUGHT</b>		<b>PRICES</b>
500 g Cake flour	2,5 kg	Cake flour	R21,99
75 g Castor Sugar	1 kg	Castor Sugar	R18,50
3 Extra-large eggs	Dozen	Eggs	R14,00
10 g Baking powder	75 g	Baking powder	R12,00
Pinch Salt			
25 g Smooth apricot jam	125 g	Apricot jam	R16,95

- 3.1.1 Calculate ALL the ingredient costs per slice.  
**Show ALL your calculations.** (14)
- 3.1.2 Calculate the selling price per slice if 65% is added to the ingredient costs to cover for overhead costs and profit.  
**Show ALL calculations.** (3)
- 3.2 

Receiving stock is more than accepting and signing for the delivered goods.
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State FIVE points on the procedure you will follow when receiving stock. (5)

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

<p><b>MENU</b>  <b>DINNER</b>          Cream of Tomato soup          Garlic Rolls          ****          Baked Salmon with Cucumber Cream Sauce          ****          Ballottine of Chicken in a Brandy Mustard Cream Sauce          Creamed Spinach          Apricot Glazed Carrot          Herb Risotto          ****          Steamed Plum Pudding          with          Lemon Sauce            Coffee</p>	<p>25 October 2012</p>
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3.3.1 Evaluate the above menu according to the principles of menu planning. (5)

3.3.2 Classify the types of vegetables used in the above menu. (4)

3.3.3 Explain the term 'Ballottine' used in the above menu. (2)

3.4 Kneading is the important process in the production of garlic rolls.

3.4.1 Explain why it is important to knead the dough. (1)

3.4.2 State the function of the following ingredients used during the production of garlic rolls.

(a) Salt (1)

(b) Shortening (1)

(c) Egg (1)

3.5 Name the type of rice used for preparing the herb risotto. (1)

3.6 Classify the type of soup used in the above menu and suggest a suitable garnish for the soup. (2)

**[40]**

**QUESTION 4**

4.1 The kitchen brigade is structured around a chain of command according to the importance and responsibility of each job.

Explain the duties of the following kitchen personnel:

4.1.1 Partissier (1)

4.1.2 Chef de Partie (1)

4.1.3 Sous chef (1)

4.1.4 Rotisseur (1)

4.2 Your mom is preparing vegetables for a late family dinner.

Advise your mom on the procedures she should follow in order to retain the nutritional value of vegetables. (4)

4.3 The vegetables in QUESTION 4.2 are to be served with chicken casserole.

Discuss the points you will consider when purchasing poultry. (4)

4.4 When preparing chicken casserole, you will have to use stock.

Give ONE reason for the following procedures in stock-making:

4.4.1 Simmer, but never boil the stock (1)

4.4.2 Never use starchy vegetables like potatoes (1)

4.4.3 Add beaten egg and crushed egg shell towards the end of the process (1)

4.4.4 Skim the stock frequently (1)

4.5 Fish is available in different forms in the market.

Give and explain any THREE forms in which fish is sold. (6)

4.6 Sauces are an important accompaniment for most dishes.

4.6.1 State FOUR qualities of a good sauce. (4)

4.6.2 Differentiate between the Béchamel and a Velouté. (4)

4.7 Your Grade 11 class will be having a practical lesson on cakes and biscuits.

The ingredients below will be used during the lesson:

**SPONGE CAKE**

**Ingredients**

4 eggs at room temperature  
 340 ml castor sugar  
 125 ml milk  
 125 ml oil  
 500 ml cake flour  
 Pinch salt  
 10 ml baking powder  
 5 ml vanilla essence

Some products turned out as shown in the pictures below.



4.7.1 Predict THREE possible failures and their causes in cake making.

Tabulate your answer as follows:

	FAILURES	CAUSES	
(a)	_____	_____	(6)
(b)	_____	_____	
(c)	_____	_____	

4.7.2 Classify the raising agent used in the above cake. (1)

4.7.3 Suggest THREE ways of incorporating air into the above cake. (3)

[40]

**TOTAL SECTION C: 80**

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

5.1 Complete the following structure of the restaurant brigade.



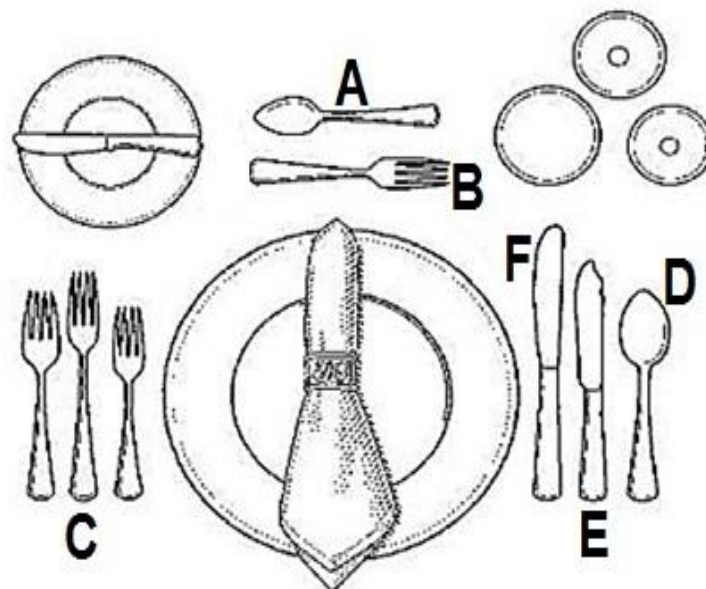
(4)

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



- 5.2.1 Identify the job demonstrated in the above picture. (1)
- 5.2.2 Evaluate the above picture with regards to proper dress code and appearance of the service staff. (5x1) (5)
- 5.2.3 Discuss FIVE factors to be considered when allocating tables to the above personnel. (5)

- 5.3 Ann has just started working in the local restaurant as a waiter. She is very excited about her new job.
  - 5.3.1 Explain in FOUR points how Ann should handle unhappy customers so as to ensure customer satisfaction. (4)
  - 5.3.2 Suggest FOUR points on how Ann will perform the closing *mise-en-place* in the above restaurant. (4)
  - 5.3.3 Discuss how Ann should clear the tables after a meal. (3)
  - 5.3.4 Briefly explain how to present the bill to the guests. (4)
  - 5.3.5 Give THREE guidelines that should be kept in mind when compiling a menu for a tea party. (3)
- 5.4 Study the diagram below and answer the questions that follow.



- 5.4.1 Identify the menu for the above table setting. (1)
- 5.4.2 Name the cutlery labelled A – F. (6)

**TOTAL SECTION D: 40**

**GRAND TOTAL: 200**

NAME AND SURNAME: \_\_\_\_\_ GRADE 11: \_\_\_\_\_

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
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D
1.1.14	A	B	C	D
1.1.15	A	B	C	D

(15x1) (15)

1.2 MATCHING COLUMNS

1.2.1 \_\_\_\_\_

1.2.2 \_\_\_\_\_

1.2.3 \_\_\_\_\_

1.2.4 \_\_\_\_\_

1.2.5 \_\_\_\_\_

(5x1) (5)

1.3 ONE WORD ITEMS

1.3.1 \_\_\_\_\_

1.3.2 \_\_\_\_\_

1.3.3 \_\_\_\_\_

1.3.4 \_\_\_\_\_

1.3.5 \_\_\_\_\_

(5x1) (5)

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 \_\_\_\_\_

(10x1) (10)

1.5 1.5.1 \_\_\_\_\_

1.5.2 \_\_\_\_\_

1.5.3 \_\_\_\_\_

1.5.4 \_\_\_\_\_

1.5.5 \_\_\_\_\_

(5x1) (5)

TOTAL SECTION A: 40