



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2015

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This 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 your ANSWER BOOK.
3. Read ALL the questions carefully.
4. Number the answers correctly according to the numbering system used in this question paper.
5. 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 correct answer and write ONLY the letter (A–D) next to the question number (1.1.1–1.1.15) in your ANSWER BOOK, for example 1.1.16 C.

- 1.1.1 Pricking the base and sides of a tart dough with a fork to allow trapped air to escape is known as ...
A glazing.
B trapping.
C docking.
D lining. (1)
- 1.1.2 Squares or strips of choux pastry that are deep fried and dusted with icing sugar are known as ...
A beignets.
B churros.
C éclairs.
D profiteroles. (1)
- 1.1.3 Melting soaked gelatine over hot water before use is known as ...
A moulding.
B gelation.
C hydrating.
D dispersion. (1)
- 1.1.4 ... cards are used so that the guests can find their seats easily.
A Place
B Menu
C Service
D Table (1)
- 1.1.5 An unwritten code of behaviour and set of attitudes followed by food service workers in the hospitality establishment is ...
A values.
B professionalism.
C appearance.
D integrity. (1)

- 1.1.6 The price that is calculated for a client for specific function, menu or dish:
- A Profit
 - B Quotation
 - C Costs
 - D Pricing
- (1)
- 1.1.7 A yellow connective tissue that is extremely elastic and found in ligaments:
- A Collagen
 - B Gelatine
 - C Marbling
 - D Elastin
- (1)
- 1.1.8 ... wines are produced by adding alcohol during fermentation.
- A Sparkling
 - B Fortified
 - C De-alcoholised
 - D Natural
- (1)
- 1.1.9 Short messages with critical information that are placed in newspapers, magazines or electronically to spread the product information is ...
- A advertising.
 - B packaging.
 - C marketing.
 - D sales.
- (1)
- 1.1.10 A list of dishes that is available to serve in a meal:
- A Food
 - B Diet
 - C Menu
 - D Meal
- (1)
- 1.1.11 A fresh fruit that will prevent the setting of a gelatine mixture:
- A Apple
 - B Banana
 - C Orange
 - D Pineapple
- (1)

- 1.1.12 A symptom of gastro-enteritis is ...
A diarrhoea.
B cough.
C fever.
D jaundice. (1)
- 1.1.13 A quicker and easier way of buying products using the internet is known as ...
A e-mail.
B e-procurement.
C e-business.
D telemarketing. (1)
- 1.1.14 An alcoholic beverage obtained from the fermented juice of freshly gathered grapes is known as ...
A cultivar.
B wine.
C beer.
D hops. (1)
- 1.1.15 Measures that are introduced to protect people and goods:
A Guns
B Maintenance
C Delegation
D Security (1)

1.2 ONE-WORD ITEMS

Give ONE word or term for each of the following descriptions. Write ONLY the word or term next to the question number (1.2.1–1.2.10) in your ANSWER BOOK.

- 1.2.1 People who are most likely to buy a particular product
- 1.2.2 Rules that determine what employees in an establishment should wear
- 1.2.3 Platters of raw vegetables that are cut into small portions and served with a flavoured dip
- 1.2.4 The food that is lawful and permitted according to Islamic rules
- 1.2.5 Costs that includes wages and salaries of staff
- 1.2.6 A process where yeast converts sugar into carbon dioxide and alcohol
- 1.2.7 Method of preserving food through removing or reducing the amount of moisture

- 1.2.8 Spooning melted fat over meat during roasting to prevent it from drying
- 1.2.9 To serve a cocktail over crushed ice
- 1.2.10 A disease caused by failure of the body to produce sufficient insulin (10 x 1) (10)

1.3 MATCHING ITEMS

Match a term in COLUMN A with a description in COLUMN B. Write ONLY the letter (A–K) next to the question number (1.3.1–1.3.10) in your ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Ripening	A	meat replacement products made from protein obtained from soya beans and other sources
1.3.2	Legumes	B	they are made by beating egg whites with sugar until stiff peak stage
1.3.3	Marbling	C	baking a pastry case without a filling
1.3.4	Larding	D	the process of allowing enzymes to act on meat to break down muscle protein, thus tenderising meat and enhancing its flavour
1.3.5	Bake-blind	E	plants with double-seamed pods containing a single row of seeds
1.3.6	Oxidation	F	thin pancakes that are served with orange sauce
1.3.7	Crêpe suzettes	G	the type of custard that contains a starch as a thickening agent
1.3.8	Textured Vegetable Protein	H	the distribution of whitish streaks of fat throughout the muscle
1.3.9	Glazing	I	the process of inserting strips of pork fat into meat to give it more flavour
1.3.10	Meringues	J	the reaction between enzymes and oxygen that results in change of colour and texture
		K	to finish off a product by brushing it with syrup to give it a shiny appearance

(10 x 1) (10)

1.4 SELECTION ITEMS

The marketing mix consists of FIVE concepts. Choose from the list below (A–H) FIVE concepts of the marketing mix and write down ONLY the letters that corresponds with the correct answers in your ANSWER BOOK.

- A Market segmentation
- B Product
- C Demographic factors
- D Promotion
- E Target market
- F Packaging
- G Print media
- H Place

(5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 A hotel manager is planning to purchase two computers to improve the effectiveness of the hotel.
- 2.1.1 State THREE benefits of using computers in room division in the hospitality establishment. (3)
- 2.1.2 Explain THREE safe practices you will follow when purchasing a product through the internet. (3)
- 2.2 Angel is employed as a new chef at Kim's hotel where you are working as a head chef. Ever since she arrived, you have noticed that she has been coughing constantly and has been complaining of chest pains.
- 2.2.1 Identify the disease that Angel might be infected with. (1)
- 2.2.2 Suggest FOUR other symptoms that Angel could have experienced. (4)
- 2.3 HIV/Aids is among the diseases that directly affect the hospitality industry.
- 2.3.1 Explain how HIV/Aids will impact on the workforce. (3)
- 2.3.2 Recommend how the transmission of HIV can be prevented. (2)
- 2.4 Describe FOUR ways in which employees of Kim's hotel can achieve a professional appearance. (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING – FOOD COMMODITIES

QUESTION 3

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



Dish A [Fruit Kebabs]

Dish B [Beef Kebabs]

- 3.1.1 Identify the type of function at which the above dishes could be served. (1)
- 3.1.2 Evaluate the above dishes with regards to their suitability for serving Hindus. Motivate your answer. (4)
- 3.1.3 State FIVE advantages of having the function in QUESTION 3.1.1. (5)
- 3.1.4 Outline FIVE general rules to be followed when planning snacks for the above function. (5)
- 3.1.5 Explain how you would prepare the venue for the function in QUESTION 3.1.1. (5)
- 3.1.6 Suggest THREE suitable drinks that could be served at the above function. (3)
- 3.2 Explain FOUR dietary guidelines to be followed by a person with high cholesterol. (4)

- 3.3 Read the following information about the banquet served at the wedding party and answer the questions that follow.

The banquet was served for 75 guests.

The selling price of the menu: R30 000

Food cost of the menu: R10 500

Overhead costs: R2 500

Labour costs: R7 000

Calculate the following and show ALL the calculations:

- 3.3.1 The selling price for each guest (2)
- 3.3.2 The actual total cost of the menu (4)
- 3.3.3 The net profit (2)
- 3.3.4 The gross profit (2)
- 3.3.5 Suggest THREE overhead costs that could be included when the selling price is calculated. (3)

[40]

QUESTION 4

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



Strawberry Cream

4.1.1 Classify the above dessert. (1)

4.1.2 Suggest the reasons for the following precautions when preparing the above gelatine dish:

(i) Never allow the gelatine to boil during dispersion (1)

(ii) Allow the gelatine mixture to thicken to the consistency of thick egg white before adding pieces of fruit (1)

4.1.3 Explain how to prepare the mould for the above gelatine dish. (2)

4.1.4 Give THREE guidelines you would follow when presenting the above dessert. (3)

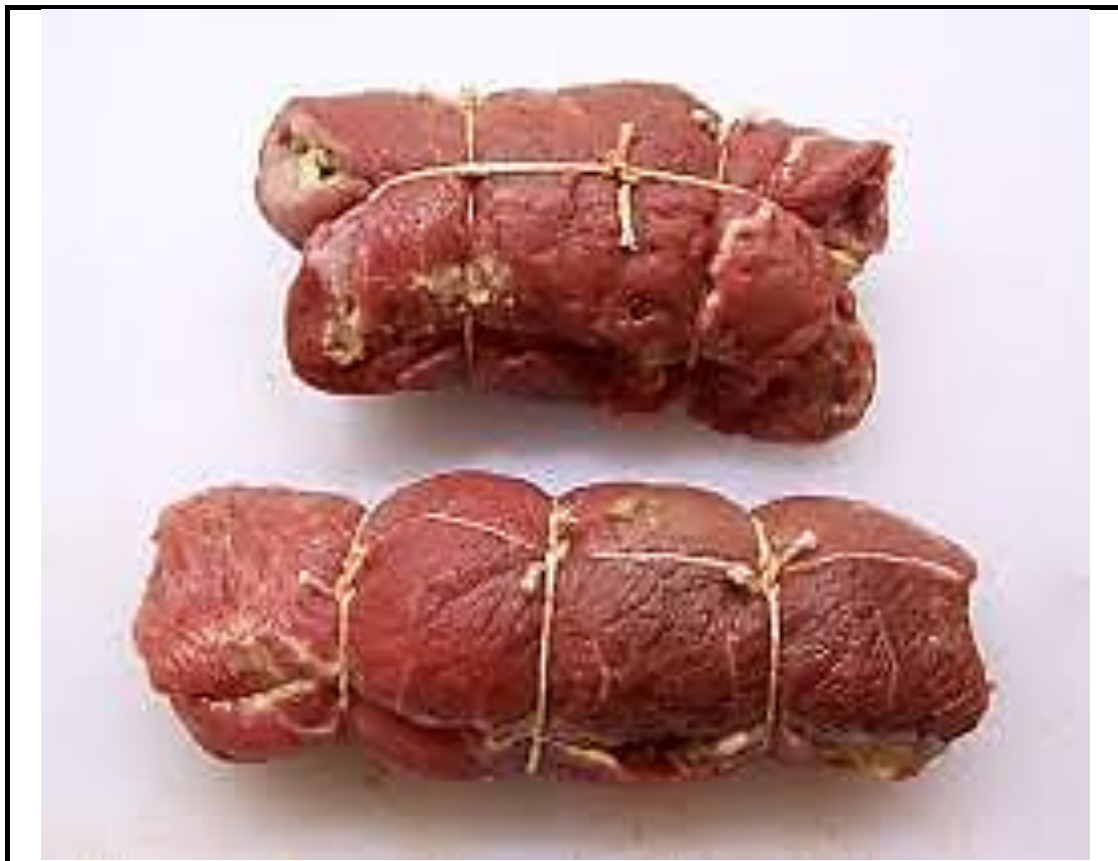
4.2 You are required to use a can of strawberries for making strawberry cream.

4.2.1 Identify the method of preservation used for the canned strawberries. (1)

4.2.2 Explain THREE reasons why canning is used as a method of preserving food. (3)

4.2.3 Give THREE advantages of preserving food. (3)

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



4.3.1 Identify the meat dish that is prepared in the picture above. (1)

4.3.2 Name the meat cut used for preparing the dish in QUESTION 4.3.1. (1)

4.3.3 Suggest the suitable cooking method for the meat dish in QUESTION 4.3.1. (1)

4.3.4 Recommend a suitable sauce to be served with the dish in QUESTION 4.3.1. (1)

4.4 Explain THREE advantages of boning meat. (3)

4.5 Most people prefer to replace meat dishes with legumes because of health reasons.

4.5.1 Briefly discuss other reasons why people become vegetarians. (3)

4.5.2 State TWO reasons why you should soak dried beans before cooking. (2)

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



4.6.1 Identify the type of pastry used in the above dish. (1)

4.6.2 State the general rules to be followed when preparing the pastry in QUESTION 4.6.1. (4)

4.6.3 Explain THREE quality characteristics of a baked pastry in QUESTION 4.6.1. (3)

4.7 Your Grade 12 class is planning to prepare beignets for their practical lesson.

4.7.1 Name the type of pastry to be used when preparing beignets. (1)

4.7.2 Give reasons why doing the following will result in having a successful product:

(i) Do not add more flour to the dough at a later stage. (1)

(ii) Pierce each puff with a testing pin to allow steam to escape. (1)

4.7.3 Differentiate between *beignets* and *churros*. (2)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS – FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 Your uncle has just opened a guest house in the local community. He has asked you to assist him in running his new business.

- 5.1.1 List any THREE revenue generating areas that could help your uncle to generate income. (3)
- 5.1.2 Explain the responsibilities of an accountant in the hospitality establishment. (5)
- 5.1.3 State FIVE characteristics that your uncle should have as an entrepreneur. (5)
- 5.1.4 Evaluate your uncle's business plan below regarding the information to be included in a business plan.

BUSINESS PLAN
for
Glen's Guest House

The guesthouse will be opened at Jamestown Street, King William's Town. It aims at accommodating both domestic and international tourists in the Eastern Cape. About twelve people will be employed on a full-time basis. The guesthouse will be advertised in the local newspaper and local radio.

(4)

- 5.1.5 Suggest FOUR ways which your uncle could use to promote his business. (4)
- 5.2 Recommend any FOUR entrepreneurial opportunities in the hospitality industry. (4)
- 5.3 Explain FIVE guidelines to be followed when designing an effective visual marketing tool. (5)

[30]

QUESTION 6

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

A guest ordered a bottle of Sauvignon Blanc wine. As a waiter/waitress in this restaurant, assist the guest by answering the following questions.



Glass A



Glass B

6.1.1 Classify the type of wine that the guest has ordered. (1)

6.1.2 Identify from the information above the type of glass to be used when serving the wine in QUESTION 6.1.1. (1)

6.1.3 Suggest to the guest THREE types of food that could be served with the wine in QUESTION 6.1.1. (3)

6.2 Briefly discuss how you will present the wine to the guest. (4)

6.3 Explain THREE guidelines to be followed when pouring wine. (3)

6.4 Differentiate between *cordials* and *syrops*. Tabulate your answer as follows:

CORDIALS	SYRUPS

(4)

6.5 Study the picture of a cover below and answer the question that follow.



- 6.5.1 Identify the type of function for the above table setting. (1)
- 6.5.2 Explain how you will perform closing mise-en-place when serving in the above cover. (5)
- 6.5.3 Briefly discuss how crumbing down could be performed in the above table setting. (4)
- 6.5.4 Suggest FOUR precautions to be followed when handling solitary diners. (4)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200