



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2016

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This paper consists of 17 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. Start each section on a new page.
6. 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.

EXAMPLE

1.1.11 A course that is served at the beginning of a meal is known as a/an ...

- A entrée.
- B dessert.
- C main.
- D appetizer.

ANSWER: 1.1.11 D.

1.1.1 A light mixture of stiffly beaten egg whites, sweetened with sugar and baked is a ...

- A soufflé.
- B meringue.
- C sponge.
- D mousse.

(1)

1.1.2 A fortified wine made in Portugal:

- A Aperitif
- B Port
- C Champagne
- D Liqueur

(1)

1.1.3 Choux pastry that is piped into long strips, deep fried and sprinkled with cinnamon and sugar is known as ...

- A churros.
- B beignets.
- C éclairs.
- D profiteroles.

(1)

1.1.4 A soya product, used as a substitute for meat is known as textured ...

- A vegetable protein.
- B vegetable powder.
- C soya product.
- D vegetable patty.

(1)

- 1.1.5 Method of preserving food that includes removing or reducing the amount of moisture from food products is ...
- A curing.
 - B pickling.
 - C drying.
 - D canning.
- (1)
- 1.1.6 A contagious liver disease that causes inflammation of the liver.
- A Cholera
 - B Gastroenteritis
 - C Tuberculosis
 - D Hepatitis A
- (1)
- 1.1.7 A ... may be served before the main course to cleanse the palate.
- A sorbet
 - B sauce
 - C sherbet
 - D syrup
- (1)
- 1.1.8 Coating a rim of a glass with sugar when preparing cocktails is known as ...
- A shaking.
 - B dashing.
 - C frosting.
 - D flipping.
- (1)
- 1.1.9 The relationship between the revenue per room and the total room inventory is called ...
- A rack rate.
 - B REVPAR.
 - C revenue management.
 - D room rate.
- (1)
- 1.1.10 A dessert made of two or more flavours of ice cream shaped and frozen in a mould is called ...
- A bombe
 - B parfait
 - C sundae
 - D sorbet
- (1)

1.2 MATCHING ITEMS

Choose the description from COLUMN B that matches the technique in COLUMN A. Write ONLY the letter (A–G) next to the question number (1.2.1–1.2.5) in your ANSWER BOOK.

COLUMN A		COLUMN B	
1.2.1	Barding	A	Tying a roast with a string and securing it with knots at regular intervals
1.2.2	Trimming	B	Spooning melted fat or pan drippings over meat while roasting
1.2.3	Larding	C	Neatening the meat cut by removing the excess fat and sinew
1.2.4	Stuffing	D	Covering a piece of meat with thin slices of fat or bacon
1.2.5	Basting	E	Removing bones from the meat cut
		F	To fill the interior of prepared meat joints with forcemeat
		G	Inserting strips of fat or bacon into meat cuts to add moisture

(5 x 1) (5)

1.3 MATCHING ITEMS

Match the description in COLUMN A with the correct special equipment in COLUMN B. Write ONLY the letter (A–G) next to the question number (1.3.1–1.3.5) in your ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Is used to keep plates and serving dishes warm	A	Carving unit
1.3.2	Is used to cover food to prevent drying	B	Gueridon
1.3.3	An area used to cut and portion meat joints	C	Hot tray
1.3.4	A trolley used for serving and preparing food in the dining room	D	Bain marie
1.3.5	A shallow container of steaming water above which food is placed	E	Plunger
		F	Serving platter
		G	Cloche

(5 x 1) (5)

1.4 ONE WORD ITEMS

Give ONE word(s) or term for each of the following descriptions. Write ONLY the correct word/term next to the question number (1.4.1–1.4.10.) in the ANSWER BOOK.

- | | | |
|--------|---|-------------|
| 1.4.1 | The difference between the selling price and the food cost | (1) |
| 1.4.2 | Home cooked meals that are prepared and delivered to people who cannot cook for themselves | (1) |
| 1.4.3 | Unwritten code of behaviour and set of attitudes followed by food service workers | (1) |
| 1.4.4 | A soft waxy substance found in food that builds up on the artery walls and reduces blood flow | (1) |
| 1.4.5 | Platters of raw vegetables that are cut into small portions and served with a flavoured dip | (1) |
| 1.4.6 | Wines that are made by adding more alcohol to the wine | (1) |
| 1.4.7 | Absorbing gelatine in cold water to soften it | (1) |
| 1.4.8 | A traditional sauce that can be served with pork | (1) |
| 1.4.9 | A paper thin pastry used for making baklava | (1) |
| 1.4.10 | Preservation through heating liquids at 72 °C for 15 seconds and cooling it at 4 °C | (1) |
| | | [10] |

1.5 CHOICE ITEMS

From the list of options given below, choose SIX correct safe purchasing practises you will consider when purchasing products on the internet. Write only the letter (A–I) next to the question number 1.5 in the ANSWER BOOK.

- A Do business with reputable organisations.
- B Do not click on any hyperlink contained within a spam e-mail.
- C Look out for an open padlock icon to ensure that you are secured.
- D Always use an old version of your web browser.
- E Make sure you use a secure connection that will begin with “https”.
- F Ensure that you send the correct personal details such as your name and surname, identity number and bank account number.

- G Set your web browser to the highest level of security notification and monitoring.
- H Always use a secure browser.
- I Use a credit card when purchasing on the internet. (6 x 1) (6)

1.6 CHOOSE FROM THE LIST

Choose the appropriate word(s) or term(s) from the list given in the box that best describes the following statements. Write only the word(s) or term(s) next to the question number (1.6.1–1.6.4.) in your ANSWER BOOK.

Boucheés	Ripening	Nuts
Legumes	Glaze	Preservation

- 1.6.1 A thin coating brushed on food to give it a shiny appearance. (1)
- 1.6.2 Edible seeds of fruits. (1)
- 1.6.3 A process of slowing down food spoilage. (1)
- 1.6.4 The process where muscle protein is broken down due to enzyme action. (1)

TOTAL SECTION A: 40

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

QUESTION 2

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



- 2.1.1 Deduce the disease that the person in the picture is suffering from. (1)
- 2.1.2 State THREE other symptoms that the porter will suffer from, other than the ones mentioned in the picture. (3)
- 2.1.3 Explain how the disease in QUESTION 2.1.1 could have a negative impact on the Kinston Hotel. (3)

2.2 The Kinston Hotel has bought new computers for the Front Office Department and has appointed two new receptionists.

- 2.2.1 Advise the new receptionists on how they should display proper work ethics. (3)
- 2.2.2 Explain to them the benefits of having a positive attitude towards their work. (3)
- 2.2.3 State FOUR benefits of using computers for the above establishment. (4)

2.3 Give THREE types of information that should be included in a stock sheet. (3)

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.



Milk tarts

- 3.1.1 Identify the pastry used in the making of the above products. (1)
- 3.1.2 State THREE quality characteristics of the above pastry. (3)
- 3.1.3 Explain why it is important to bake blind the above pastry before filling it with custard. (3)
- 3.1.4 Name TWO other products that can be produced using pastry in QUESTION 3.1.1. (2)

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

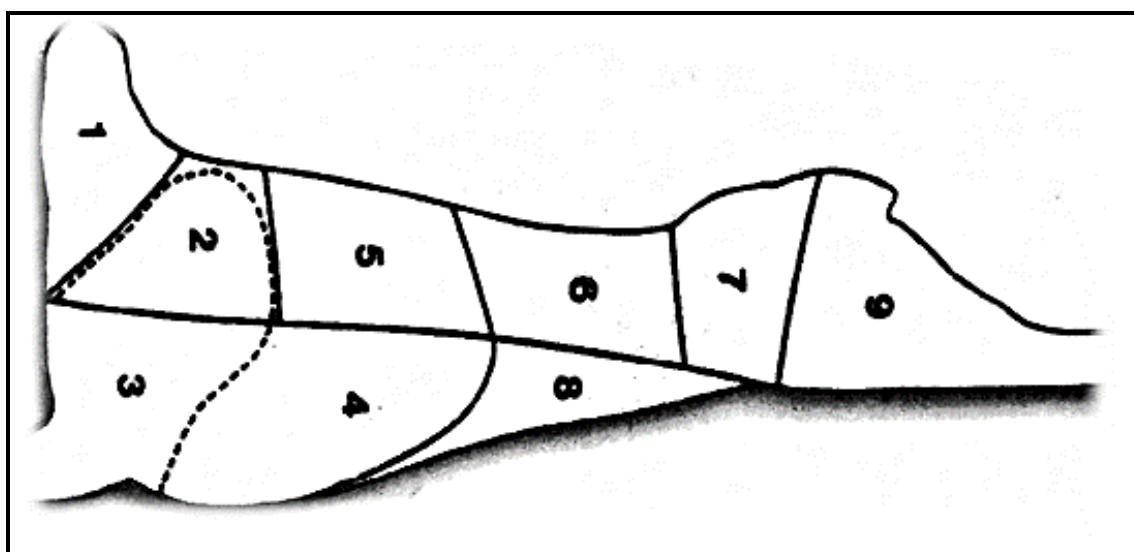


Choux pastry

- 3.2.1 Name the choux pastry products in the above picture. (1)
- 3.2.2 Mention the raising agent used in the above product. (1)

- 3.2.3 Describe THREE quality characteristics of the above products. (3)
- 3.2.4 Explain how to store the unfilled choux pastry products. (3)
- 3.2.5 Provide ONE reason for the following steps during the preparation of the above product:
- (i) Do not boil the water and shortening for too long (1)
 - (ii) Bake at high temperature for a short period (1)
 - (iii) Reduce the temperature after few minutes (1)

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



- 3.3.1 Identify the meat cuts labelled 1, 3, 5 and 7. (4)
- 3.3.2 Suggest a suitable cooking method for each of the meat cuts identified in QUESTION 3.3.1. (4)
- 3.3.3 Identify the meat cut that you will use to prepare a crown roast. (1)
- 3.4 Briefly outline THREE guidelines you would follow to prevent the loss of sarcoplasm in meat. (3)
- 3.5 Your mother has been advised by her dietician to become a vegetarian. She was told to have a balanced intake of legumes, nuts, milk products and eggs.
- 3.5.1 Name ONE nutrient found in nuts. (1)
- 3.5.2 Mention the type of vegetarian your mother will become once she has started her diet. (3)
- 3.5.3 Briefly discuss THREE other reasons, other than the one mentioned in the above scenario why people become vegetarians. (3)
- 3.5.4 Explain how you would prepare dried sugar beans before cooking. (3)

[40]

QUESTION 4

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



4.1.1 Identify the method of preservation used in the above picture. (1)

4.1.2 Evaluate the above picture with regards to the information that should be included on a label. (4)

4.1.3 Give THREE advantages of preserving food using the method in QUESTION 4.1.1. (3)

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

MENU	
Avocado Ritz	~~~~
Stuffed eggs	~~~~
Cheese chicken rolls	~~~~
Crumbed Mushrooms	~~~~
Chicken livers rolled in bacon	~~~~
Fish fingers	~~~~
Grilled pork bangers	~~~~
Fruit kebabs	

- 4.2.1 Suggest the type of function where the above menu can be served. (1)
- 4.2.2 Briefly discuss FOUR guidelines to be considered when the hors d'oeuvres for the above function are prepared. (4)
- 4.2.3 Assess the suitability of the above menu for Orthodox Jews. Motivate your answer. (3)
- 4.2.4 Identify TWO dishes from the menu that could cause an allergic reaction. (2)

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



Pineapple jelly cream

- 4.3.1 Classify the above dessert. (1)
- 4.3.2 Outline THREE points on how you would prepare the mould for the above dessert. (3)
- 4.3.3 Suggest TWO ways of garnishing the above dessert. (2)
- 4.3.4 Explain how the following ingredients will affect the gel formation of the above dessert:
- (i) Too much sugar (1)
 - (ii) Too much acid (1)
 - (iii) Raw pineapple (1)
 - (iv) Milk (1)

4.4 Differentiate between *sherbet* and *granita*.

Tabulate your answer as follows:

SHERBET	GRANITA	
(1)	(1)	(2)

4.5 The following costs were incurred by the Lilly Restaurant for a banquet prepared for 40 people.

Food costs : R5 450
 Overhead costs: R750
 Labour costs : R1 500
 Profit : 45%

4.5.1 Calculate the selling price of the menu. Show ALL calculations. (5)

4.5.2 Calculate the net profit. Show ALL calculations. (3)

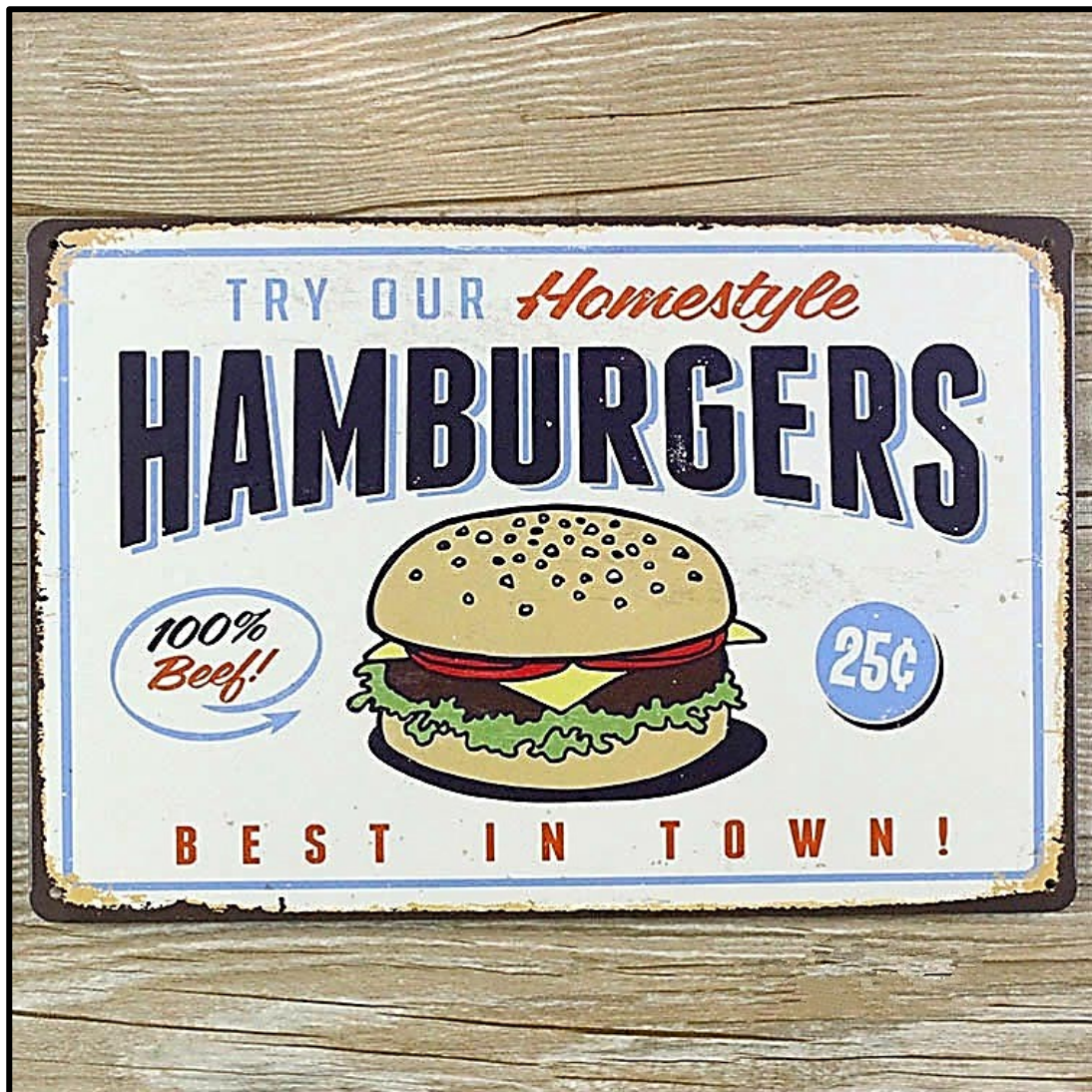
4.5.3 Calculate the food costs per person. Show ALL calculations. (2)

[40]

TOTAL SECTION C: 80

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

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



- 5.1.1 Identify the marketing tool used in the above picture. (1)
- 5.1.2 Evaluate the above marketing tool with regards to the guidelines for designing a marketing tool. (5)
- 5.1.3 Suggest THREE ways of promoting the hamburgers to ensure effective marketing. (3)
- 5.1.4 Discuss FOUR requirements you will adhere to when packaging the hamburgers above. (4)

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

The Mondri Hotel is a popular tourist hotel in Queenstown. The hotel employs 35 people spread into different departments. The hotel has received positive feedback from guests. Below are images of some of the areas at the Mondri Hotel:



PICTURE A



PICTURE B

5.2.1 Identify the revenue generating area and the non-revenue generating area from the pictures above. (2)

5.2.2 Differentiate between revenue generating areas and non-revenue generating areas. Tabulate your answer as follows:

Revenue generating areas	Non-revenue generating areas
(2)	(2)

(4)

5.2.3 Explain how the Mondri Hotel will contribute to the economy of the local area. (3)

5.3 State ONE role of each of the following staff members of the Mondri Hotel.

5.3.1 Financial manager (1)

5.3.2 Marketing manager (1)

5.3.3 Parking attendant (1)

5.3.4 Bell boy (1)

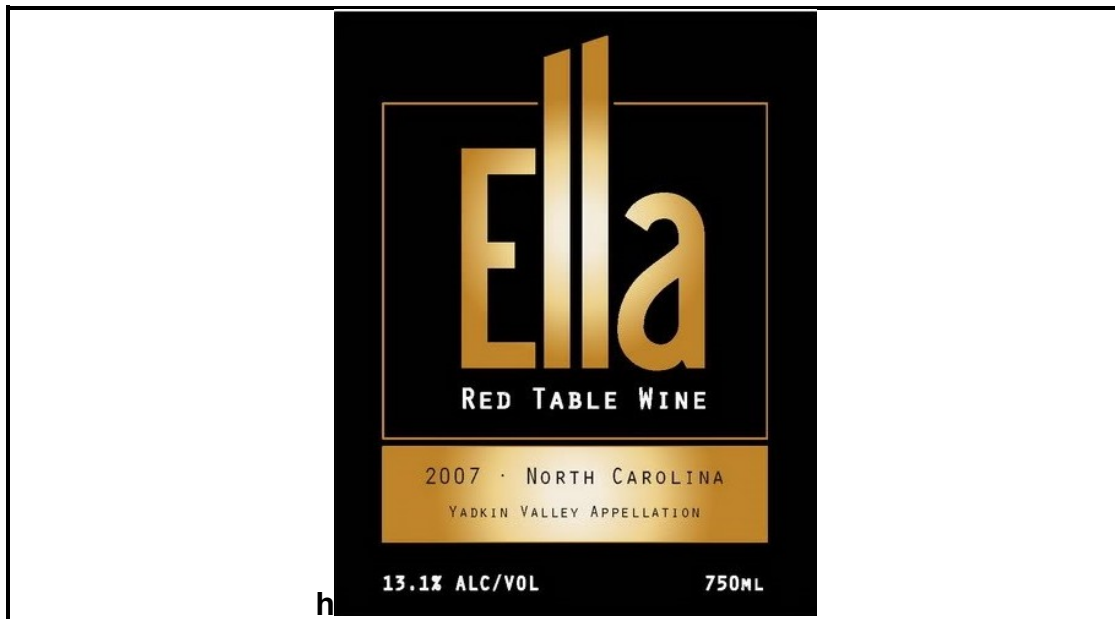
5.4 The owner of the Mondri Hotel considered the marketing mix concepts when advertising the establishment.

Name and discuss TWO of the marketing mix concepts. (4)

[30]

QUESTION 6

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



6.1.1 Identify the type of information that appears on the above wine label. (4)

6.1.2 Match the type of food that will complement the above wine. Motivate your choice. (2)

6.1.3 Suggest the temperature at which the above wine should be served. (1)

6.1.4 State TWO situations where a person may not be granted a liquor licence. (2)

6.2 Linda is employed as a part-time beverage waiter at a local restaurant.

6.2.1 Briefly explain how Linda will prepare a shaken cocktail. (2)

6.2.2 Explain to Linda FOUR general rules for mixing cocktails. (4)

6.2.3 Briefly explain the procedure to be followed when clearing the bar. (3)

6.2.4 Suggest the action that Linda should take in the case of a fire in the restaurant. (3)

6.3 Explain how to use flowers for table decoration and arrangement in a restaurant. (3)

6.4 Briefly discuss in FOUR points how the closing mise-en-place could be conducted in a restaurant. (4)

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



6.5.1 Identify the equipment in the above picture. (1)

6.5.2 State the function of the above equipment. (1)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200