Province of the
EASTERN CAPE
EDUCATION

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2019

HOSPITALITY STUDIES

MARKS: **200**

TIME: **3 hours**

* H O S P E *

This question paper consists of 18 pages.

INSTRUCTIONS AND INFORMATION

Read the following carefully before answering the questions:

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.

3. Number the answers correctly according to the numbering system used in this question paper.

4. Start each section on a NEW page.

5. Write neatly and legibly.

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SECTION A

QUESTION 1: SHORT QUESTIONS

1.1 MULTIPLE-CHOICE QUESTIONS

Various possible answers are provided for each question. Choose the correct answer and write the correct letter (A–D) next to the question number (1.1.1–1.1.10) in your ANSWER BOOK, for example 1.1.11 C.

EXAMPLE:

1.1.11 A good source of iron is …

A milk.
B carrots.
C liver.
D bread.

ANSWER: 1.1.11 C

1.1.1 The income you get when you sell a product minus all the expenses is called …

A bruto cost.
B nett cost.
C bruto profit.
D nett profit.

1.1.2 A suitable starter for someone who follows a high fat low carbohydrate-diet:

A Avocado Ritz
B Potato soup with croutons
C Puff pastry shells with chicken and cream filling
D Crumpets with salmon and cream cheese

1.1.3 A person who suffers from a heart disease should cut … from his/her daily diet.

A English cucumber
B deep fried chicken thighs
C whole wheat bread
D skimmed milk

1.1.4 The type of vegetarian diet that includes fish, is known as a … vegetarian diet.

A ovo
B pollo
C lacto
D pesco

1.1.5 The main reason for pricking small holes in a shortcrust base before baking it:

A Ensures a crispy texture
B Prevents the puffing and rising of the pastry
C Enhances the glazing of the crust
D Contributes to a flaky appearance

1.1.6 Identify pistachio nuts from the pictures below. It has a unique green colour and is used in pastries, tartlets and desserts.

A **B** **C** **D**

1.1.7 A restaurant liquor licence allows the owner to sell liquor …

A on Sundays, with a meal.
B to someone older than 17.
C in bulk to guest house owners.
D by 09:00 in the morning.

1.1.8 Identify the most common way of serving and garnishing a Bloody Mary:

A **B** **C** **D**

1.1.9 A carrot cake gives 12 portions. The total cost of the carrot cake is R132. The cost of ONE portion is:

A R14
B R22
C R24
D R11

1.1.10 A wine suitable to be served with grilled Snoek:

A Shiraz
B Pinotage
C Sauvignon Blanc
D Sherry (10 x 1) (10)

1.2 ONE-WORD ITEMS

Give ONE word/term for EACH of the following descriptions. Write only the word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

1.2.1 A French term for a paste of flour and water; the first stage when preparing pastry

1.2.2 A formal meal usually held when a large number of people celebrates a specific event

1.2.3 The service style where waiters dish up for guests, from a platter using a spoon and fork

1.2.4 Medication used for the treatment of HIV

1.2.5 A connoisseur of wine who can advise guests in a restaurant on the choice of wine with their meal

1.2.6 The set of rules of an establishment that prescribes the clothing and uniforms of its employees

1.2.7 The minimum number of units of a food item in the store room is reached and additional stock must be ordered

1.2.8 The process where melted chocolate is handled in such a way that the maximum gloss is attained as well as the correct texture

1.2.9 The proteolytic enzyme in raw pineapple that prevents setting

1.2.10 The term used for small sweet dishes, for example chocolate truffles, served to guests at the end of a meal. It is usually not indicated on the menu

(10 x 1) (10)

1.3 **SELECTION**

Identify FOUR food items in the list below that are suitable for a person suffering from high blood pressure. Write only the letters (A–H) next to the question number (1.3) in the ANSWER BOOK.

A Low-fat vanilla yoghurt
B Salami sandwich
C Haddock with cheese sauce
D Instant chocolate pudding
E Coriander lentil salad
F Brown rice and fish paella
G Grilled chicken fillet
H Creamy smoked mussel soup. (4 x 1) (4)

1.4 **SELECTION**

Identify FIVE examples of overhead costs that restaurant managers must keep in mind. Write only the letters (A–H) next to the question number (1.4) in the ANSWER BOOK.

A Salaries of staff
B Monthly rent of building
C Transport cost, for example fuel
D Online shopping of food stock
E Monthly municipal accounts for water and electricity
F Hiring of extra waiters for special occasions
G Maintenance cost, for example service of equipment
H VAT (5 x 1) (5)

1.5 MATCHING ITEMS

Choose an illustration that best suits the meat terms listed below. Write only the letter (A–H) next to the question number (1.5.1–1.5.6) in the ANSWER BOOK, for example 1.5.7 K.

1.5.1 Rack of lamb

1.5.2 Crown roast

1.5.3 Beef olives

1.5.4 Noisette

1.5.5 Barding

1.5.6 Breading

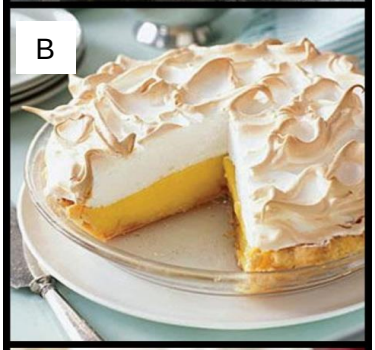
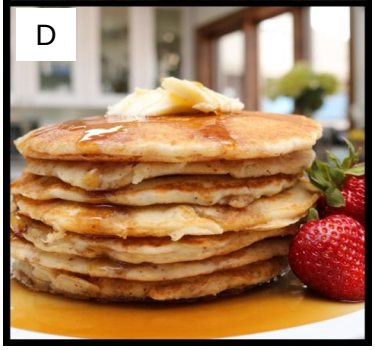
A **B** **C** **D**

E **F** **G** **H**

(6 x 1) (6)

1.6 MATCHING ITEMS

Choose a dessert from COLUMN B that matches a cooking method in COLUMN A. Write only the letter (A–G) next to the question number (1.6.1–1.6.5) in the ANSWER BOOK, for example 1.6.1 H.

COLUMN A COOKING METHOD	COLUMN B DESSERT
1.6.1 Poaching 1.6.2 Baking 1.63 Deep fat frying 1.6.4 Stewing 1.6.5 Shallow frying	A E B  F C G D 

(5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

2.1 Study the newspaper article below and answer the questions that follow:

All employees at *Chippers* are retrained!

Chippers will retrain all its employees since 60 clients got sick after eating in a restaurant in Cape Town last month. Chief executive officer, Simpiwe Nati, said the following in a press release, "At the beginning of next week every employee of *Chippers* will receive new training in food safety practises."
After the incidents were made public the turnover of *Chippers* countrywide declined with 8%.

An officer of the Western Cape Department of Health announced that the cause of the sick clients were a bacteria called *Clostridium perfringes*. It is caused by leaving food at unsafe temperatures.

Chippers, as a restaurant group, has a zero-tolerance policy regarding employees' food safety practises. Some of the members of staff are going to be fired. The Cape Town restaurant is temporarily closed down. The restaurant is being cleaned and sanitised. All food will be replaced.

New attempts are made to win clients back. Under the new management of Nati customers can expect shorter waiting times, improved digital operations and new menu items.

[Own source]

2.1.1 Analyse the article. Compile THREE reasons why it is so important for the hospitality industry to pay attention to food hygiene. (3)

2.1.2 Identify THREE negative consequences that *Chippers* as a business experienced after the incidents with the ill customers. (3)

2.1.3 Use the information from the newspaper article to compile a list of FIVE strategies that Chippers implemented after the incident when food safety practises was not followed. (5)

2.2 Discuss, with the help of examples, how each of the following can contribute to guests' positive holiday experience when arriving at a hotel or guest house:

2.2.1 Employees

2.2.2 Technology

2.2.3 Physical appearance of the building (3 x 2) (6)

2.3 Electronic point of sales is now an everyday phenomenon in the restaurant industry. Critically comment on how it has a positive influence on various aspects of the industry. (3)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 Study the extract and spreadsheet below and answer the questions that follow.

Melanie Davis, an event planner for *Event Espresso*, was asked to draw up a quote for Esmeralda Fernandez. Her daughter, Ester, is going to get married on 12 December 2019 in Addo.

Melanie compiled the spreadsheet below where she indicated all her expenses. She used it as a guideline when she draws up the quote for Esmerelda. In the quote she indicated that the wedding will be R700 per person.

Event Espresso

Melanie Davis
45 Oak Road, East London
071-5413628

NAME OF CLIENT	Esmerelda Fernandez
CONTACT DETAILS	esme91@gmail.com; 079-8441987
EVENT	Wedding
DATE AND TIME	12 December 2019; 17:00
GUESTS	80
VENUE	The Stables - Addo; Bedouin Tent

EXPENSES

FOOD COSTS		OVERHEAD COSTS		STAFF	
CANAPÉES	R2 400	RENTING OF TENT	R10 000	CLEANERS	R1 500
STARTER	R2 400	BAIN-MARIES	R450	WAITERS	R3 000
MAIN COURSE	R6 400	RENTING FURNITURE	R3 000	MÂITRE D'	R1 500
DESSERT	R3 000	LINEN, CROCKERY	R1 600	CHEFS	R4 500
WEDDING CAKE	R1 500	CUTLERY	R1 000		
CHEESE; COFFEE	R1 200	TABLE DECORATIONS	R3 200		
		TRANSPORT	R600		
TOTAL:	**R16 900**	**TOTAL:**	**R19 850**	**TOTAL:**	**R10 500**

3.1.1 Calculate the total cost of the event. Show ALL calculations. (3)

3.1.2 Use the given information and calculate the profit that *Event Espresso* will make with this event. (4)

3.1.3 After Esmeralda studied the quotation and compared it to those of other wedding planners she phoned Melanie and verbally confirmed that she accepts the quotation. Give a hint to *Event Espresso* to ensure that they will not suffer losses due to cancellations. (2)

3.1.4 Use the above given information to complete the quote form below. Write only the question number (3.1.4) and the word/term next to the letter (A–F) in your ANSWER BOOK.

A.

Quotation

Name of client:	B.
Contact details:	C.
Date:	12 December 2019
Time:	17:00
Event:	Wedding
Venue:	The Stables, Addo
Guests:	80
Number of courses on menu:	D.
Total cost:	E.
Event coördinator:	F.

(6)

3.1.5 It is important for an enterprise like *Events Espresso* to keep their profit margins high. Formulate FOUR clear guidelines for the catering department that will help them to increase their profit. (4)

3.2 Study the pictures of two types of gelatine below and answer the questions that follow.

A **B**

3.2.1 Compare the differences between the two types of gelatine by completing the table below. (8)

		A	B
(i)	Type of gelatine	(1)	(1)
(ii)	Give step by step guidelines for the use of each type.	(3)	(3)

3.2.2 A strawberry mousse set in two layers with an egg white foamy layer on top. Explain why this happened. (2)

3.2.3 Predict what the end results will be if raw figs were used in a gelatine dessert. Supply reasons for your answer. (3)

3.3 Study the pictures below and answer the question that follows.

A **B**

3.3.1 Compare dish **A** and **B** by indicating the following:

(a) The name of the dish (2)

(b) The type of pastry used (2)

(c) Filling (2)

(d) Place on the menu (2)

[40]

QUESTION 4

4.1 Choose from the list below SIX items suitable to be served at a cocktail party with a typical South African theme. There must be FOUR savoury dishes and TWO sweet dishes.

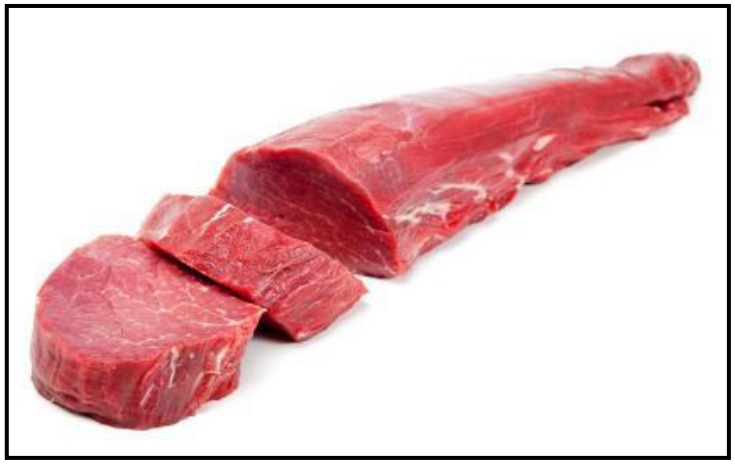
SAVOURY

- Chicken Thighs in Red Wine Sauce
- Mini Biltong Quichés
- Maize Meal and Marog Puffs
- Mini Chicken Pies
- Smoked Salmon on Potato Rösti
- Piquant Peppers stuffed with Cream Cheese
- Samoosas

SWEET

- Cheesecake with Fresh Fruit
- Petit Fours
- Small Milk Tarts
- Koeksisters
- Lamingtons (6)

4.2 Study the picture of a meat cut below and answer the questions that follow.



4.2.1 How will the meat cut above be indicated on a restaurant menu? (1)

4.2.2 Identify the part of the beef carcass the meat is cut from. (1)

4.2.3 Suggest ONE cooking method suitable for the meat cut. Motivate your answer. (2)

4.2.4 Discuss THREE precautions to be followed to prevent the loss of moisture when cooking the above meat cut. (3)

4.2.5 Give the term used for the distribution of fat in the tissue. (1)

4.2.6 Explain what the roller mark AAA 333 on the meat will mean to the consumer. (2)

4.3 Answer the following questions regarding choux pastry.

4.3.1 Choux pastry is a versatile dough. Motivate this statement. (2)

4.3.2 Give hints for storing:

(a) Raw choux pastry (2)

(b) Cooked choux pastry (2)

4.3.3 Give reasons for the following when preparing choux pastry:

(a) Beat in eggs one at a time (1)

(b) Prick the pastry on the bottom with a fork after baking and put it back in the oven (1)

4.3.4 Predict the results if the following mistakes were made during the preparation:

(a) Remove the lid of the saucepan in step one. Boil water and butter for 5 minutes (1)

(b) Bake for a half an hour at 160 °C (1)

4.3.5 Briefly describe the composition of the following choux pastry products:

(a) Churros

(b) Pommes Dauphine

(c) Gougère (3 x 2) (6)

4.4 Give the French term for:

4.4.1 Confectioner's custard (1)

4.4.2 Egg custard (1)

4.4.3 Sweet short crust pastry (1)

4.5 Study the picture of the apricot jam below and answer the questions that follow.

4.5.1 Indicate THREE methods used to preserve this product. (3)

4.5.2 Identify a possible target market for this specific product. Motivate your answer. (2)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE

QUESTION 5

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

Suzette lives in Jeffreys Bay and plans to convert her double garage into a self-catering flat that she will call *Dolphin Dance*. It will supply in the need of families that need affordable accommodation. The location of her place is excellent. It is within walking distance from the beach. She has enough furniture for the flat, but needs about R70 000 for renovations, installation of a kitchen and bathroom, bedding as well as new floor coverings. She wants to create a *Facebook* page for her business.

5.1.1 Suzette saw the possibility of a new business opportunity.
List FIVE characteristics that she should have to be successful. (5)

5.1.2 Suzette wants to approach a bank for a loan. She must compile a business plan. List all the aspects of a business plan as well as the information given in the scenario. (8)

5.1.3 Name THREE ways, except her Facebook page how she can market her business. (3)

5.1.4 Suggest TWO ways how *Dolphin Dance* can directly contribute to job creation. (2)

5.1.5 Describe THREE indirect job opportunities that *Dolphin Dance* can create. (3)

5.1.6 Investigate the possible market forces that can have an influence on Suzette's business. (4)

5.1.7 Give THREE guidelines for Suzette to ensure that her *Facebook*-page is an effective marketing tool. (3)

5.1.8 There happens to be power failure (*load shedding*) sometimes during holidays. Give TWO tips to Suzette as precautions to ensure that her guests will not experience any inconvenience. (2)

[30]

QUESTION 6

6.1 Pedro is a wine steward at a restaurant. Help him to identify the correct glass for each beverage. Write down the correct letter (A–G) next to the question number (6.1.1–6.1.7).

A **B** **C** **D**

E **F** **G** **H**

6.1.1 Martini

6.1.2 Sparkling wine

6.1.3 Red wine

6.1.4 Sherry

6.1.5 Whisky

6.1.6 Beer

6.1.7 Brandy (7)

6.2 Study the wine labels and answer the question that follows.

A **B** **C**

Compare the above wines by completing the table below:

		Wine A	Wine B	Wine C
6.2.1	Cultivar			
6.2.2	Colour			
6.2.3	Temperature for serving			
6.2.4	How full should a glass be poured?			

(12)

6.3 You must compile a menu for a wedding. The bride wants to have dessert as well as cheese and biscuits on the menu. Make recommendations for the bride about the sequence of service of the above-mentioned items on the menu. Motivate your answer. (3)

6.4 Describe FOUR procedures waiters should follow during the closing mise-en-place. (4)

6.5 Explain how waiters should handle the following situation:

The restaurant is very busy and guests have to wait very long for their food order.

(4)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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