



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2012

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This question paper consists of 15 pages and 2 page answer sheet.

INSTRUCTIONS

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

SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

Various possible options are given as answers to the following questions. Choose the answer and make a cross (X) in the block (A – D) next to the question number (1.1.1 – 1.1.15) on the attached ANSWER SHEET.

EXAMPLE:

1.1.16 A place set for one person on the table is known as ...

- A pex.
- B cover.
- C table setting.
- D station.

ANSWER:

A	<input checked="" type="checkbox"/>	B	C	D
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1.1.1 The goals that the entrepreneur has to set for her/himself are known as ...

- A entrepreneur goals.
- B business objectives.
- C marketing objectives.
- D target objectives.

(1)

1.1.2 ... is to clean an area completely to make it free of anything that is threatening to health.

- A Sanitising
- B Contamination
- C Scrubbing
- D Vacuuming

(1)

1.1.3 To support and keep a limb straight by strapping something straight and rigid to the limb is ...

- A splinting.
- B receiving.
- C replacing.
- D issuing.

(1)

- 1.1.4 The difference between the cost of producing an item and money that it was sold for.
- A Net profit
 - B Gross profit
 - C Actual profit
 - D Direct profit
- (1)
- 1.1.5 The religious group that do not kill cows because they consider cows sacred:
- A Hindus
 - B Muslims
 - C Jews
 - D Christians
- (1)
- 1.1.6 The distribution of whitish streaks of inter- and intra-muscular fat throughout the muscle of meat is called ...
- A elastin.
 - B lard.
 - C collagen.
 - D marbling.
- (1)
- 1.1.7 Browning of meat quickly over high heat to prevent loss of moisture is known as ...
- A searing.
 - B thawing.
 - C frying.
 - D breading.
- (1)
- 1.1.8 Sticks of choux paste, flavoured with cinnamon that are deep fried and rolled in castor sugar:
- A *Beignets*
 - B *Dè trempé*
 - C *Churros*
 - D *Eclairs*
- (1)
- 1.1.9 The process of piercing raw pastry to allow any trapped air to escape and to prevent it from rising during baking:
- A Glazing
 - B Decorating
 - C Blind baking
 - D Docking
- (1)

- 1.1.10 Sparkling wines made in South Africa in the same way as champagne are known as ...
- A *Blanc de blanc*
 - B Noble late harvest.
 - C *Demi-sec.*
 - D *Cap Classique.*
- (1)
- 1.1.11 Crumbing down is the process that should be performed ...
- A before the starter is served.
 - B after the main course and before the dessert.
 - C after the starter before the *entree* .
 - D before the main course.
- (1)
- 1.1.12 Function waitrons are expected to serve from ... covers on a station.
- A 4 – 6
 - B 8 – 12
 - C 4 – 8
 - D 8 – 10
- (1)
- 1.1.13 Projection or estimation of the number of menu items to be sold together with the related cost and profit is known as ...
- A forecasting.
 - B procurement.
 - C requisition.
 - D replenishing.
- (1)
- 1.1.14 Soft, sterile woven cloth used to clean wounds is known as ...
- A pad.
 - B handkerchief.
 - C gauze.
 - D cotton wool.
- (1)
- 1.1.15 When storing glasses, place them:
- A Upside down
 - B Right side up
 - C Side by side
 - D Right side up hanging
- (1)

1.2 MATCHING ITEMS

Match the style of service in COLUMN A with the description in COLUMN B. Write only the letter (A – F) next to the question number (1.2.1 – 1.2.5) on your answer sheet.

COLUMN A		COLUMN B	
1.2.1	English service	A	Is a technique of transferring food from a service dish to a guest's plate using service gear
1.2.2	French service	B	Guest collects a tray and move in a queue selecting food items from buffet tables
1.2.3	Family service	C	The food is brought from the kitchen on platters and set before the guests
1.2.4	Silver service	D	Food is cooked and completed at the side table in front of the guests
1.2.5	Cafeteria service	E	Informal way of serving food where dishes are set out and guests help themselves.
		F	Serving dishes are placed on the dining table, allowing the guests to select and serve themselves

(5 x 1) (5)

1.3 Match the term in COLUMN A with the description in COLUMN B. Write only the letter (A – F) next to the question number (1.3.1 – 1.3.5) on the attached answer sheet.

COLUMN A		COLUMN B	
1.3.1	Collagen	A	Red, coloured liquid that is particularly nutritious and flavoursome
1.3.2	Rigor mortis	B	Inserting strips of pork fat into meat with a needle specifically designed for this purpose
1.3.3	Larding	C	White connective tissue that breaks down into gelatine when moist heat is applied
1.3.4	Trimming	D	Light tender cut of meat with little fat
1.3.5	Sarcoplasm	E	Removing as much gristle and sinew as possible to improve the appearance of meat
		F	Post mortem phenomenon resulting from biochemical changes within the muscle, causing it to contract and stiffen

(5 x 1) (5)

1.4 Write down the missing word (s). Write only the word (s) next to the question (1.4.1. – 1.4.5) on your answer sheet.

1.4.1 ... wines have a sticker on the neck of the bottle.

1.4.2 ... are the rules that determines what employees in an establishment should wear.

1.4.3 Items that are used up usually that one can eat or drink are known as ...

1.4.4 Edible single seeded kernels that are surrounded by a hard shell are ...

1.4.5 Custard is any liquid that is thickened by the coagulation of ... protein.

(5 x 1) (5)

1.5 ONE-WORD ITEMS

Give one word/term for each of the following description. Write only the word/term next to the question number (1.5.1 – 1.5.10) on the attached answer sheet.

1.5.1 Spirit blended with flavouring agents and sweetened.

1.5.2 A way in which a person can achieve a qualification while she/he is working.

1.5.3 Condition of any part of the body which shows swelling, redness and sometimes pain.

1.5.4 To soak meat or fish in a spiced liquid mixture of oil and vinegar before cooking.

1.5.5 This is performed in an emergency when a person has stopped breathing and there are no signs of circulation.

1.5.6 A wine serving tool used to ensure that sediment of wine remains in the bottle.

1.5.7 Brushing a raw pastry with egg and/or milk prior cooking to give a shiny appearance.

1.5.8 Products developed from soya and are used as meat replacement.

1.5.9 A white, cheese-like curd made from soy beans.

1.5.10 Edible parts of an animal taken from carcasses, but excludes the muscle tissue.

(10 x 1) (10)

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.

Mrs Wilson has just opened a bed and breakfast in your local town. Her establishment is the only B&B in town. She decides to hire you as you passed Hospitality Studies with good symbols. She is worried that her establishment will not be known to the public since it is new.

Mrs Wilson also designed a flyer to advertise her bed and breakfast.

NANCY'S B&B

A cosy Bed and Breakfast is just opened in town.
Come and enjoy yourself and your family.
Experience modern facilities like a Jacuzzi and more
"Dinner is served on request".
SAVE ! SAVE ! SAVE !
"Book for three nights and get one night free."

2.1.1 Suggest to her FIVE characteristics of a successful entrepreneur. (5 x 1) (5)

2.1.2 Indicate which information Mrs Wilson should include when developing a business plan. (5)

2.1.3 Evaluate Mrs Wilson's marketing tool regarding the guidelines to be followed when designing a flyer. (6)

2.1.4 Discuss the advantages of using a visual marketing tool when advertising your product. (4)

2.2 A young man came in asking for a job at Mrs Wilson's Bed and Breakfast. You noticed that he was coughing up blood.

2.2.1 Identify the disease that could cause this young man to cough up blood. (1)

2.2.2 List FOUR other symptoms that this young man could experience with the above disease. (4)

2.2.3 Explain how the above disease could be transmitted. (3)

2.2.4 Recommend precautions to be taken by the young man to make sure that he does not infect other people. (2)

2.3 Teamwork is essential in the food service industry.

Suggest ways of achieving teamwork in a hospitality establishment. (6)

2.4 One of the vegetable chefs cut himself while preparing *crudits*.

Recommend TWO precautionary measures to be followed in the following situations to prevent the spread of infectious blood diseases:

2.4.1 Treating the bleeding wound. (2)

2.4.2 Handling the blood contaminated material. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

3.1 The use of computers in the kitchen can increase efficiency and improve guest service:

3.1.1 Give FOUR advantages of using computers in the kitchen. (4 x 1) (4)

3.2 In order for the establishment to make profit, there should be a stock control system:

3.2.1 List the type of information to be included in a stock sheet. (4)

3.2.2 Explain the following terms:

(a) E-business (1)

(b) Requisition (1)

3.3 The following ingredients were used in a Grade 12 Hospitality Studies class for the preparation of a Bavarian Cream:

Ingredients bought	Price	Amounts to be used for 3 portions
Gelatine	R15,00 per 50 grams	15 grams
Eggs	R16,00 per dozen	1
Castor Sugar	R21,00 per 1 kilogram	25 grams
Milk	R11,50 per litre	125 ml
Cream	R10,99 per 250 ml	60 ml
Vanilla essence	R12,99 per 50 ml	2 ml

3.3.1 Calculate the total cost of ingredients. Show ALL calculations. (8)

3.3.2 Calculate how much will be the ingredient costs per portion. (3)

3.3.3 The learners are planning to get 45% profit on the products. Calculate how much the profit for the above recipe will be. (3)

3.4 Carley is planning a cocktail party for the First Holy Communion day of her daughter. Advise her on the following:

3.4.1 Factors to be considered when planning a cocktail function. (4)

3.4.2 Advantages of having a cocktail function. (4)

3.4.3 Preparing a venue for a cocktail function. (3)

3.4.4 Types of drinks to be served. (2)

- 3.5 Recommend THREE dietary guidelines for a person with high cholesterol. (3 x 1) (3)
[40]

QUESTION 4

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



- 4.1.1 Identify the above dish. (1)
- 4.1.2 Name the type of pastry used in the above dish. (1)
- 4.1.3 Explain how the dish in QUESTION 4.1.1 is prepared. (2)
- 4.1.4 Discuss the characteristics of the baked pastry in QUESTION 4.1.2. (5)
- 4.1.5 Give ONE reason for the following precautions when baking the pastry in QUESTION 4.1.2.
- (a) Start the baking process at high temperature of 220 °C. (1)
 - (b) Lower the temperature to 180 °C after 10 minutes. (1)

- 4.2 4.2.1 From which meat cut of the beef carcass are the following steaks obtained:
- (a) Lady steak (1)
 - (b) Club steak (1)
 - (c) Rib eye steak (1)
 - (d) Minute steak (1)
 - (e) T-bone steak (1)
- 4.2.2 Motivate the following steps when grilling beef steak:
- (a) Do not salt the meat beforehand. (1)
 - (b) Brush the meat with oil before grilling. (1)
 - (c) Use meat tongs instead of a fork. (1)
- 4.2.3 Explain why is it important to allow meat to go through the ripening process. (1)
- 4.3 Vegetarianism is becoming more and more popular these days.
- 4.3.1 Discuss the reasons why people become vegetarians. (4)
- 4.3.2 Suggest THREE guidelines you will follow when storing nuts. (3)
- 4.4 Most people prefer to include game meat in their menus because of their low fat content:
- List FOUR local types of game that could be used to replace meat. (4)
- 4.5 Discuss the effect of the following ingredients in the gel formation when used in gelatine dishes:
- 4.5.1 Acid (1)
 - 4.5.2 Too much sugar (1)
 - 4.5.3 Proteins (1)
- 4.6 Differentiate between a French meringue and a Swiss meringue. (4)
- 4.7 Suggest TWO points on how to store meringues. (2)

[40]**TOTAL SECTION C: 80**

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

- 5.1 Briefly explain the term '*gueridon*' and state what it is used for. (2)
- 5.2 Study the picture below and answer the questions that follow.



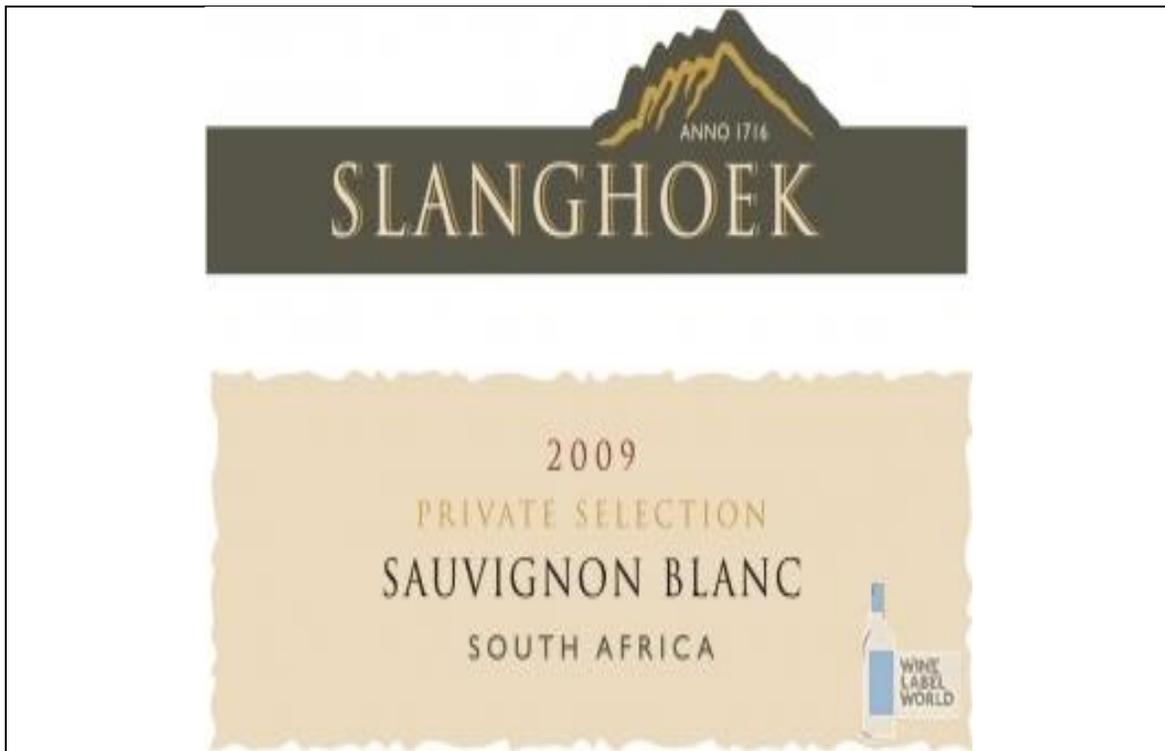
- 5.2.1 Identify the type of function for the above table setting. (1)
- 5.2.2 Briefly discuss how the following procedures should be performed in the following functions:
- (a) Crumbing down (4)
 - (b) Presenting the bill (4)
- 5.3 Jason is working at the Regent Hotel as a head waiter. He is very enthusiastic about his work. He is very careful about his personal appearance when he goes to work.
- 5.3.1 Suggest SIX points on how Jason will perform the closing *mise-en-place* in the restaurant. (6)
- 5.3.2 Discuss SIX points that should be followed when taking stock for a restaurant and bar. (6)

5.3.3 Evaluate to what extent is the attire of the waiters below suitable for professional waiters.

(5)



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



- 5.4.1 Identify the type of wine illustrated in the above picture. (1)
- 5.4.2 At what temperatures would you serve the above wine? (1)
- 5.4.3 Name the vintage of the above wine. (1)
- 5.4.4 Recommend TWO dishes that should be served with the above wine. (2)
- 5.4.5 Briefly explain how you would serve the above wine. (4)
- 5.5 Give reasons why beer should always be kept in dark places. (3)

[40]

TOTAL SECTION D: 40

GRAND TOTAL: 200

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

(15 x 1) (15)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5 x 1) (5)

1.3 MATCHING ITEMS

- 1.3.1 _____
- 1.3.2 _____
- 1.3.3 _____
- 1.3.4 _____
- 1.3.5 _____

(5 x 1) (5)

1.4 MISSING WORDS/ITEMS

1.4.1 _____

1.4.2 _____

1.4.3 _____

1.4.4 _____

1.4.5 _____

(5 x 1) (5)

1.5 ONE-WORD ITEMS

	1.5.1	
	1.5.2	
	1.5.3	
	1.5.4	
	1.5.5	
	1.5.6	
	1.5.7	
	1.5.8	
	1.5.9	
	1.5.10	

(10 x 1) (10)

TOTAL SECTION A: 40