



Province of the
EASTERN CAPE
EDUCATION



NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2023

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours

This paper consists of 18 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. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, for example 1.1.11 C.

EXAMPLE

1.1.11 A good source of protein is ...

- A oranges.
- B pumpkin.
- C meat.
- D cornflour.

ANSWER: 1.1.11 C

1.1.1 Type of event NOT to be held in a function room of a hotel:

- A Medical conference
- B Art exhibition
- C Matric farewell
- D Staff meals

(1)

1.1.2 An example of an employee who practises his/her alertness regarding safety and security at the workplace:

- A Never argues with customers, but handles complaints in a professional manner
- B Co-operate with colleagues by offering help during peak times
- C Immediately report uncommon behaviour or incidents of suspicious persons to supervisor
- D Willing to work overtime without extra payment

(1)

1.1.3 The best choice of salad for a Jewish guest:

- A Biltong and Feta Salad
- B Grilled Vegetable and Pasta Salad
- C Caesar Salad
- D Prawn and Avocado Salad

(1)

1.1.4 Overhead costs of a catering business may include the following:

- A Property rent; advertising
- B Tax; salaries of chefs
- C Wages of delivery person; electricity
- D Cost of ingredients; stationery

(1)

- 1.1.5 Identify the correct equipment for gueridon service:
- A Sideplate and napkin
 - B Spoon and fork
 - C Trolley and gas cooker
 - D Carving knife and fork (1)
- 1.1.6 Authentic South African dessert dishes:
- A Malvapudding; palmiers
 - B Chocolate souffle; ice cream with berry sauce
 - C Milk tart; white chocolate truffles
 - D Koeksisters; Malvapudding (1)
- 1.1.7 The correct sequence for writing the following dishes for a main course:
- A Green Salad; Mashed Potatoes; Grilled Pepper Fillet; Roast Vegetables
 - B Grilled Pepper Fillet; Mashed Potatoes; Roast Vegetables; Green Salad
 - C Grilled Pepper Fillet; Green Salad; Mashed Potatoes; Roast Vegetables
 - D Mashed Potatoes; Grilled Pepper Fillet; Roast Vegetables; Green Salad (1)
- 1.1.8 Crudités, served as snacks, consists of ... and served with a flavoured dip.
- A raw vegetables
 - B crumbed chicken
 - C rice balls
 - D savoury biscuits (1)
- 1.1.9 A lung infection that a food handler can easily contract from a co-worker who often coughs and sneezes:
- A Hepatitis A
 - B Typhoid fever
 - C Cholera
 - D Tuberculosis (1)
- 1.1.10 The initial baking temperature for chocolate eclairs:
- A 160–180 °C
 - B 180–190 °C
 - C 200–220 °C
 - D 230–240 °C (1)

1.2 MATCHING ITEMS

Match the example of dish in COLUMN A that best suits the course/place on the menu in COLUMN B. Write only the correct letter (A–H) next to the question numbers (1.2.1 to 1.2.6) in the ANSWER BOOK, for example 1.2.7 I.

COLUMN A DISH	COLUMN B COURSE/PLACE ON THE MENU
1.2.1 Beef Stroganoff	A Hors d'œuvres
1.2.2 Macaroon	B Soup
1.2.3 Lemon Sorbet	C Fish
1.2.4 Baked Alaska	D Palet cleanser
1.2.5 Consommé Royal	E Main course
1.2.6 Sole Meunière	F Dessert
	G Friandise
	H Cheese and Biscuits

(6 x 1) (6)

1.3 MATCHING ITEMS

Choose the food items in COLUMN B that matches the main method of preservation in COLUMN A. Write only the correct letter (A–F) next to the question numbers (1.3.1 to 1.3.4) in the ANSWER BOOK, for example 1.3.5 G.

COLUMN A MAIN METHOD OF PRESERVATION	COLUMN B FOOD ITEMS
1.3.1 Smoking	A Cucumber
1.3.2 High concentration of sugar	B Cheddar cheese
1.3.3 Drying	C Olive oil
1.3.4 High concentration of vinegar	D Apricot Jam
	E Bacon
	F Bokkoms

(4 x 1) (4)

1.4 ONE-WORD ITEMS

Give ONE word/term for EACH of the following descriptions. Write ONLY the correct word/term next to the question numbers (1.4.1 to 1.4.10) in the ANSWER BOOK.

- 1.4.1 Non-laminated pastry, used to prepare Cornish pies
- 1.4.2 Squares of choux pastry, deep fat fried and dusted with icing sugar
- 1.4.3 A gum derived from seaweed used to set vegetarian dishes
- 1.4.4 A blend of melted chocolate and cream which can be used as filling or glaze for sweet dishes
- 1.4.5 The type of menu suitable for a formal sit-down dinner for a banquet of 200 pax
- 1.4.6 The French term for very dry sparkling wine
- 1.4.7 The lamb cut used for noisettes
- 1.4.8 The Act that requires the employer to bring about and maintain, a work environment that is safe and without risk to the health of the workers
- 1.4.9 A red grape variety, unique to South Africa
- 1.4.10 A local non-alcoholic drink consisting of a thin, drinkable maize meal porridge (10 x 1) (10)

1.5 SELECTION

Select FIVE red wine cultivars from the list below. Write only the letters (A–I) next to the question number (1.5) in the ANSWER BOOK.

- A Cabernet Sauvignon
- B Pinot Noir
- C Chardonnay
- D Colombar
- E Riesling
- F Merlot
- G Sauvignon blanc
- H Shiraz
- I Cinsaut (5 x 1) (5)

1.6 SEQUENCE

Rearrange these FIVE steps of preparing a confectioner's custard in the correct order. Write only the letters (A–E) next to the question number (1.6) in the ANSWER BOOK.

- A Return mixture to saucepan and cook over moderate heat, whisking constantly, until it thickens
- B Place plastic wrap on top to prevent a skin from forming
- C Heat milk in a saucepan until boiling point
- D In a mixing bowl, whisk a little bit of milk with egg yolks, sugar and corn starch
- E Slowly pour the milk into the egg mixture (5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 Study the review of guests at a hotel below and answer the questions that follow.

Bad experience @ East Coast 5 Star hotel

Review of **East Coast Beach and Spa Resort**

Reviewed July 18, 2022

Where do I start? As mentioned in many reviews this should definitely not be classed as a 5* resort. The main buffet was extremely busy and all the 'al a carte' restaurants were also buffets. We also saw many flies and insects on the food.

By the second day of our holiday, I was stuck with severe nausea and diarrhoea. This did not cease until we were back in England. This completely ruined our holiday.

I tried to continue to make the most of our holiday despite how terrible I was feeling, but this was made even more difficult by the serious lack of public toilets that are located on the resort. This was especially apparent in all of the restaurants, where there were no toilets at all.



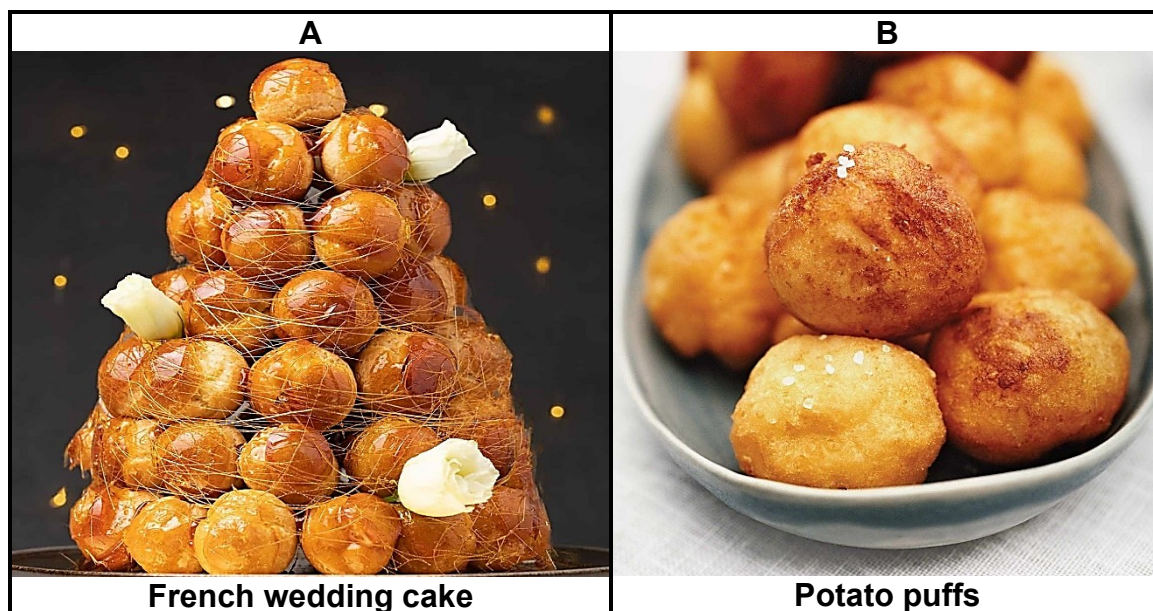
- 2.1.1 Identify the infectious disease that the guests contracted during their holiday. (1)
- 2.1.2 Apart from diarrhoea, list THREE more classic symptoms of the disease mentioned in QUESTION 2.1.1. (3)
- 2.1.3 Explain how the disease, mentioned in QUESTION 2.1.1 could have been transmitted to the guests. Give THREE examples. (3 x 2) (6)
- 2.2 At least 70% of communication takes place through body language and tone of voice.
- Motivate why hotel staff should pay special attention to body language by referring to the following:
- 2.2.1 South Africa is known as the "rainbow nation" (2)
- 2.2.2 We receive many international guests (2)
- 2.2.3 Greeting guests (2)
- 2.3 Propose FOUR ways how the use of computers, in general, can improve the control in a hospitality establishment. (4)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

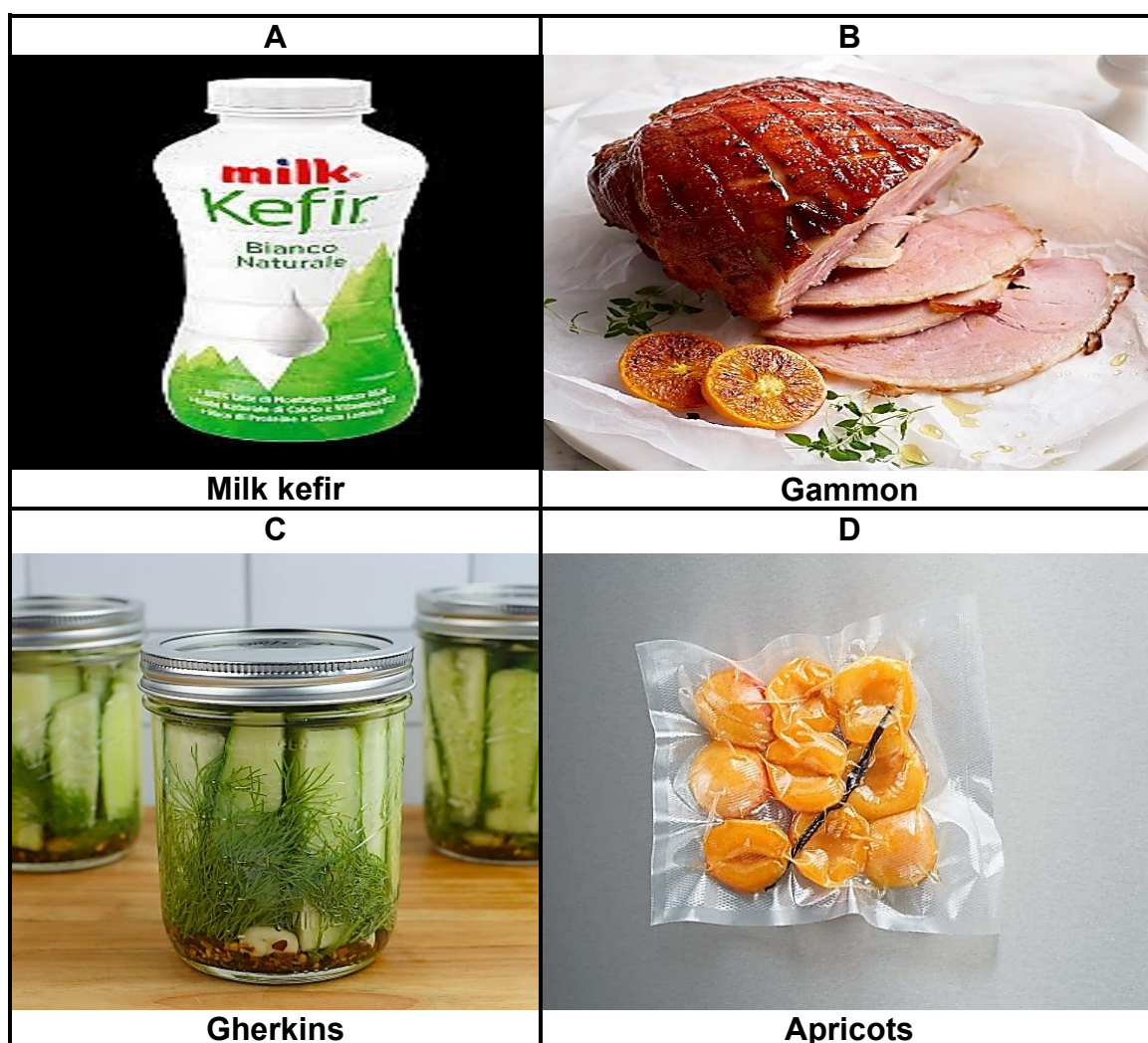
QUESTION 3

3.1 Study the pictures of choux pastry products below and answer the questions that follow.



- 3.1.1 Give the French term for the French wedding cake. (1)
- 3.1.2 Briefly describe the preparation method for choux pastry. (3)
- 3.1.3 Emphasise the versatility of choux pastry by referring to the two dishes illustrated. (2 x 2) (4)
- 3.1.4 Suggest a suitable ... for the French wedding cake.
- (a) filling
 - (b) topping
 - (c) garnish (3)
- 3.1.5 Suggest TWO different courses on the menu where potato puffs can be served. (2)

3.2 Study the pictures of preserved food items below and answer the questions that follow.



3.2.1 Distinguish between each food item's main method of preservation as illustrated above. (4 x 1) (4)

3.2.2 List FOUR benefits of preserving food. (4)

3.2.3 Recommend THREE different ways to sterilise the jars to preserve the gherkins. (3)

3.2.4 Suggest THREE more ways to preserve the apricots. (3)

3.2.5 Give the name of an additive that can be used to preserve the gherkins. (1)

3.3 Distinguish between the following types of vegetarians by indicating what type of animal product is INCLUDED in their diet.

3.3.1 Pollo vegetarian

3.3.2 Lacto vegetarian

3.3.3 Pesco vegetarian (3)

3.4 Give ONE reason for each of the following procedures when cooking dried kidney beans:

3.4.1 Soak overnight before cooking it (2)

3.4.2 Discard the liquid it was soaked in and cook the beans in fresh water (1)

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

The following information is about a dinner menu for 50 guests.	
Food costs	R2 500
Overhead costs	R1 500
Labour costs	R2 300
Selling price	R10 000

3.5.1 Calculate the total actual cost of the menu. Show ALL calculations. (2)

3.5.2 Calculate the nett profit. Show ALL calculations. (2)

3.5.3 Calculate the gross profit percentage of the sales. Show ALL calculations. (2)

[40]

QUESTION 4

4.1 Study the four-course menu below and answer the questions that follow.

Menu

Table Mountain Dinner

Biltong and mushroom soup
Bread Sticks

Prawn Tempura in Garlic Lemon Butter Sauce
XXX
Grilled Fillet
Creamed spinach
Coleslaw
Fried potato wedges
Mushroom sauce
XXX
Bread-and-Butter Pudding
Custard Sauce
XXX
Coffee

10 January 2023

R450 per person

4.1.1 Identify the type of menu. Motivate your answer. (2)

4.1.2 Critically comment on the poor choice of dishes by referring to the season, colour, balance between rich and light dishes and variety. Suggest suitable changes to improve the menu. Tabulate your answer as follows:

	CRITERIA	COMMENTS ON POOR CHOICES	CHANGES
(a)	Season	(1)	(2)
(b)	Colour	(1)	(2)
(c)	Balance	(1)	(2)
(d)	Variety	(1)	(2)

(12)

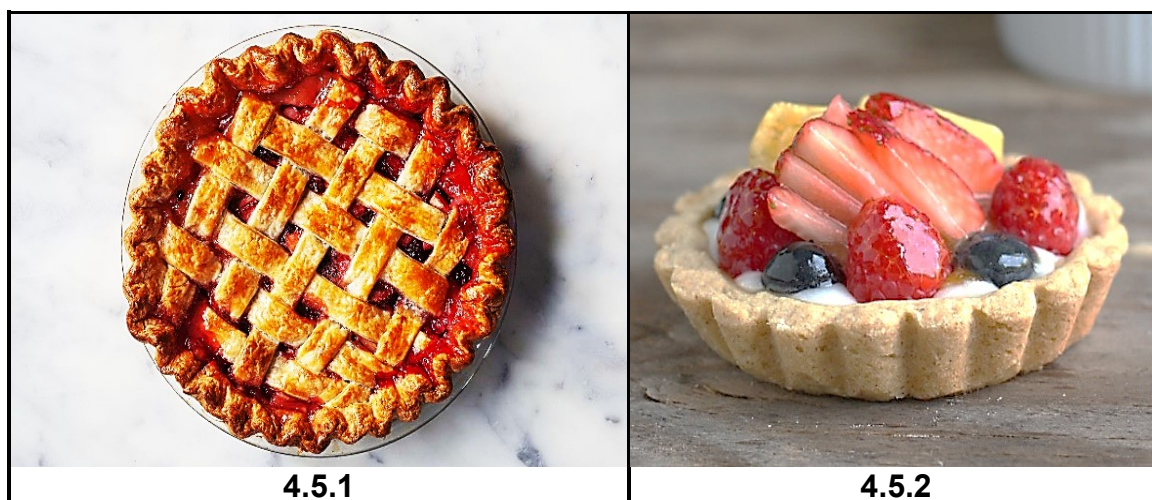
4.1.3 Identify THREE mistakes made in the writing style of the menu. (3)

4.1.4 Give TWO reasons why this menu is NOT suitable for Jewish guests. (2)

- 4.2 Study the pictures of a classic French dessert below and answer the questions that follow.



- 4.2.1 Identify the dessert. (1)
- 4.2.2 Suggest a service style for this dish where staff can show off their service skills to guests. (1)
- 4.2.3 Recommend THREE different ways to garnish this dish. (3)
- 4.3 Predict the effect of each of the following on the texture of a gelatine dessert:
- 4.3.1 Gelatine mixture was boiled (1)
- 4.3.2 Water was substituted with orange juice (2)
- 4.3.3 Raw, grated pineapple was used (2)
- 4.3.4 Gelatine was added to hot egg custard (1)
- 4.4 Give TWO hints to prevent phyllo pastry from drying out during preparation. (2)
- 4.5 Suggest a suitable way to glaze each of the following dishes.



(2)

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



Japan's Kobe Beef – the most expensive meat in the world.

- 4.6.1 Identify the beef meat cut illustrated that is from the hind quarter. (1)
- 4.6.2 Identify ONE exceptional quality of Kobe beef that is visible in the above picture. (Use the correct culinary term.) (1)
- 4.6.3 Recommend the most suitable cooking method for the above meat cut. Motivate your answer. (2)
- 4.6.4 Choose between a red wine reduction sauce and a creamy garlic sauce to serve with a Kobe steak. Motivate your answer. (2)

[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

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



5.1.1 Indicate which pictures represent ... areas of a hotel.

- (a) revenue-generating (2)
- (b) non-revenue-generating (2)

5.1.2 List THREE different types of functions that can be held in the room displayed in picture **B**. (3)

5.1.3 Identify the hotel department represented by picture ...

- (a) **A**
- (b) **C**
- (c) **D** (3)

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

Santino is 28-years-old. He is a surfer and loves his independent lifestyle of traveling the globe. Part of staying fit he eats healthy and practice meditating. He does various part-time jobs like writing articles for sports magazines, working as a barman, maintenance work at hotels and even once helped harvesting strawberries when he was in Europe. Everybody loves Santino because he is so energetic and is often the life and soul of a party.



Santino dreams of owning and running an organic vegetarian restaurant at a popular hotel in Hawaii.

5.2.1 Critically comment on Santino's suitability of being an entrepreneur by referring to the given information. (4)

5.2.2 Advise Santino on all the information he needs to compile a business plan in order to set up and run a successful organic vegetarian restaurant. (4)

5.3 Propose FOUR guidelines for young entrepreneurs to use their Instagram-account as a successful marketing tool. (4)

5.4 Give FOUR general rules on how to handle customer complaints in a restaurant. (4)

5.5 Explain how the following situations should be dealt with.

5.5.1 A guest ordered a Chicken Schnitzel with cheese sauce but received a mushroom sauce with the Schnitzel. (2)

5.5.2 A businessman dining on his own, working on his laptop. (2)

[30]

QUESTION 6

6.1 Indicate the type of wine and/or other drink that can be associated with the term below:

6.1.1 Method Cap Classique

6.1.2 Barista

6.1.3 Fino

6.1.4 Gewürztraminer

6.1.5 Solera system

6.1.6 Vodka and Tomato Juice (6)

6.2 Give FOUR guidelines for storing wine to keep its quality. (4)

6.3 Write down step by step how a waiter should pour and serve non-alcoholic canned or bottled drinks to guests. (4)

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

Mr Mpumlo plans to open his own restaurant. He wants to sell wine and other drinks and is applying for a liquor licence.

6.4.1 Advise Mr Mpumlo on the type of liquor licence he should apply for. (1)

6.4.2 Motivate your choice of liquor licence and explain what is its legal requirements. (2)

6.4.3 Mr Mpumlo intend to add a 'corkage fee' on his wine list. Explain why some customers will be obligated to pay a 'corkage fee'. (2)

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



6.5.1 Compare the two service styles displayed in the pictures above by referring to the following:

- (a) Name of each style (2)
- (b) Level of skills needed by waiters (2)
- (c) Table setting (2)

6.5.2 List THREE requirements that should be considered when positioning the tables for service style **A**. (3)

6.6 Compile a restaurant policy for waiters regarding gratuity fees paid by customers. (2)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200