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basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES
FEBRUARY/MARCH 2015

MARKS: 200

TIME: 3 hours

This question paper consists of 14 pages.

INSTRUCTIONS AND INFORMATION

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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 the ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

SECTION A **Downloaded from eduresourceza.com****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

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

EXAMPLE:

1.1.11 A good source of vitamin C is ...

- A milk.
- B oranges.
- C meat.
- D bread.

ANSWER: 1.1.11 B

1.1.1 A/An ... report is concerned with the profitability and overall performance of the hotel.

- A operational
- B marketing
- C financial
- D strategic

(1)

1.1.2 A programme used to achieve a qualification while working for an employer:

- A Scholarship
- B Partnership
- C Sponsorship
- D Learnership

(1)

1.1.3 Finely minced meat, fish or poultry, shaped into balls and fried:

- A Rissoles
- B Sushi
- C Rösti
- D Quiche

(1)

- 1.1.4 The difference between the cost of producing an item and the amount that it is sold for is known as the...
A selling price.
B gross profit.
C variable cost.
D net profit. (1)
- 1.1.5 An accompaniment for game meat is ...
A marula jelly.
B Yorkshire pudding.
C apple rings.
D mint sauce. (1)
- 1.1.6 Pesco vegetarians will EXCLUDE the following food from their diet:
A Fish
B Eggs
C Chicken
D Dairy products (1)
- 1.1.7 The portion of legumes recommended for a vegetarian per day:
A 1–2.
B 6–11.
C 3–5.
D 2–3. (1)
- 1.1.8 A Chardonnay is an example of a ... wine.
A sparkling
B dessert
C red
D white (1)
- 1.1.9 An example of Greek cuisine is ...
A paella and gazpacho
B tacos and tortillas
C carpaccio and lasagne
D moussaka and dolmades (1)
- 1.1.10 Choux pastry buns filled with cream and stacked together with caramel are called ...
A croquembouche.
B churros.
C profiteroles.
D beignets. (1)

1.2 **MATCHING ITEMS**

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Choose a description from COLUMN B that matches the preservation method in COLUMN A. Write only the letter (A–L) next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

COLUMN A PRESERVATION METHOD	COLUMN B DESCRIPTION
1.2.1 Chemicals	A removing and reducing the amount of water in a food product
1.2.2 Curing	B sugar, acid, vinegar and salt are commonly used to preserve food
1.2.3 Drying	C used to crystallise fruit
1.2.4 Sugar	D rubbing a large amount of salt on fish
1.2.5 Pasteurisation	E cover food in vinegar, boil and seal in a container
1.2.6 Pickling	F benzoic acid is used to inhibit the growth of mould, yeast and certain bacteria
1.2.7 Oxidation	G inactivates enzymes in milk, fruit juices and eggs
1.2.8 Sterilisation	H slows down the bacterial growth on food
1.2.9 Freezing	I chemical reaction that affects the colour and texture of food
1.2.10 Additives	J food is treated with salt or brine and then smoked
	K high temperatures are used, followed by sealing of containers to prevent recontamination of food
	L preservation of food for a long period of time at a low temperature

(10 x 1)

(10)

1.3 ONE-WORD ITEMS

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Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 A meringue in which sugar syrup is added while beating the egg whites
- 1.3.2 Small, savoury, well garnished bite-sized finger foods
- 1.3.3 A pastry in which the ratio of flour to fat is 2 : 1
- 1.3.4 Beef obtained from an animal younger than nine months
- 1.3.5 An offal product that can be fresh, cured or smoked
- 1.3.6 An offal product used mostly in pates
- 1.3.7 Tying a roast with a string and securing it with knots
- 1.3.8 A strict vegetarian that will not eat foods that come directly or indirectly from animals
- 1.3.9 The disease caused by the failure to produce enough insulin
- 1.3.10 Wine where the alcohol has been removed (10)

1.4 SELECTION ITEMS

Select the correct responses for each of the following. Write only the letters (A–F) next to the question numbers (1.4.1 and 1.4.2) in the ANSWER BOOK.

- 1.4.1 Identify THREE reasons why choux puffs are greasy and heavy:
 - A Beating the mixture well after adding eggs.
 - B The mixture was overcooked.
 - C The mixture was not cooked enough.
 - D Too much fat was used.
 - E The oven was not hot enough.
 - F Too many eggs were used. (3)
- 1.4.2 Identify TWO products that can be prepared from phyllo pastry:
 - A Fleurons
 - B Baklava
 - C Palmiers
 - D Strudel
 - E Bouchées
 - F Vol-au-vents (2)

- 1.5 Study the dishes below and match them with each of the following meat cuts (1.5.1–1.5.5).

pickled and corned beef; saddle; stocks; Dutch steak; steak tartare; cushion; T-bone steak; club steak

- | | | |
|-------|-----------|-----|
| 1.5.1 | Loin | (1) |
| 1.5.2 | Prime rib | (1) |
| 1.5.3 | Brisket | (1) |
| 1.5.4 | Shin | (1) |
| 1.5.5 | Fillet | (1) |

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

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

Mr and Mrs Mayekiso's twins were diagnosed with hepatitis A. They decided to obtain a second opinion and the second doctor indicated that one twin was suffering from hepatitis A and the other one from gastro-enteritis.

2.1.1 Indicate TWO symptoms that are common to hepatitis A and gastro-enteritis that could have confused the first doctor. (2)

2.1.2 Compare the two diseases with regard to the incubation period and possible transmission. Tabulate your answer as follows:

DISEASE	INCUBATION PERIOD	TRANSMISSION
Hepatitis A	(1)	(2)
Gastro-enteritis	(1)	(2)

(6)

2.2 2.2.1 Write a report on the following:

Guidelines to observe to prevent cholera (4)

2.2.2 Suggest the impact that an outbreak of cholera could have on the hospitality industry. (2)

2.3 Study the statement below and answer the question that follows.

A professional appearance instils a sense of confidence in employers, employees and the public.

Do you agree with the statement? Motivate your answer. (4)

2.4 Explain the following:

The computer is a link between the kitchen and customers. (2)

TOTAL SECTION B: 20

SECTION C: NUTRITION AND MENU PLANNING
FOOD COMMODITIES**QUESTION 3**

3.1 Read the extract below and answer the questions that follow:

Tosie Country Club hosts cocktail functions and gala dinners. The function coordinator at the British Golf Club approached the Tosie Country Club to cater for a cocktail function and a gala dinner on 8 April 2015 for a group of 120 foreign golfers. The cocktail function will take place before the gala dinner. The coordinator was given a quote of R180 for 20 vegetarians, R210 for those eating meat and a 50% deposit was requested via internet transfer. Additional costs included R1 000 for music. The coordinator's special request was to include local ingredients on the menu.

Calculate the cost of the following:

- 3.1.1 Menu for vegetarians (2)
- 3.1.2 Menu for those who eat meat (2)
- 3.1.3 Total cost of the cocktail function and the gala dinner (2)
- 3.2 Suggest FOUR types of local ingredients that can be included in the vegetarian menu. (4)
- 3.3 Design and complete a quotation form using the information in QUESTION 3.1.
- The following information on the quotation form is NOT required:
- Time and duration of function
Date of the function
Number of guests (10)
- 3.4 3.4.1 Recommend the number of snacks required for the cocktail function. Justify your answer. (2)
- 3.4.2 List THREE types of savoury snacks that can be served for those eating meat. (3)
- 3.4.3 Briefly explain the advantages of hosting a cocktail function before the formal dinner. (4)
- 3.4.4 Explain to the waiter how the room should be set up. (6)
- 3.4.5 'Awareness of ingredients is vital when preparing for the guests that are suffering from allergies.' Evaluate this statement. (5)

[40]

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

**Dessert A****Dessert B**

4.1.1 Identify dessert **A** and dessert **B**. (2)

4.1.2 Compare the above desserts according to classification, cooking method and description. Tabulate your answer as follows:

	DESSERT A	DESSERT B
(a) Classification	(1)	(1)
(b) Cooking method	(1)	(1)
(c) Description	(1)	(1)

(6)

4.2 4.2.1 State ONE function of gelatine in a Bavarian cream. (1)

4.2.2 Identify the process that takes place when gelatine is soaked in cold water. (1)

4.2.3 Describe how you would prepare a mould for the Bavarian cream. (2)

4.2.4 Grade 12 learners were divided into two groups to prepare a Bavarian cream for their practical assessment. Group A used fresh pineapple and Group B used canned pineapple.

Determine the end result of each group's Bavarian cream. (2)

4.2.5 Give ONE reason for allowing the mixture to set partially before adding the fruit. (1)

4.2.6 State THREE other uses of gelatine (excluding the setting process). (3)

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

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- 4.3.1 Explain why you would use stainless steel utensils when making the above product. (1)
- 4.3.2 Explain how the apricot chutney is prepared. (4)
- 4.4 You have decided to prepare a vegetable breyani.
- 4.4.1 State FOUR benefits of consuming the legumes in the vegetable breyani. (4)
- 4.4.2 Explain step by step how you would prepare the dried lentils for your breyani. (3)
- 4.5 4.5.1 Describe the appearance of a beef fillet that is prepared medium rare. (1)
- 4.5.2 After grilling the fillet it is left to rest. Predict the result if this procedure is omitted. (2)
- 4.6 4.6.1 Give ONE reason why docking is applied when making pastry. (1)
- 4.6.2 Distinguish between *mille-feuilles* and *barquettes*. (4)
- 4.7 Explain why the temperature of choux pastry is lowered as soon as the correct volume is reached. (2)

[40]

TOTAL SECTION C: 80

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

5.1 Read the advertisement below and answer the questions that follow.

HUMAN RESOURCES MANAGER
Amari Orchid Hotel

Salary Notch: R552 144 per annum (Ref. 04410)

Requirements: A qualification in human resources
5 year relevant senior management experience

Roles and Responsibilities:

- Hiring new employees
- Staff training and appraisals
- Disciplinary action
- Counselling
- Leave processes
- Setting salary brackets

Enquiries: B Mlambo
Tel.: 046 645 1198
E-mail: bmal45@ndt.co.za

5.1.1 Use the above information to describe TWO other duties of a human resources manager in an accommodation establishment. (2)

5.1.2 Evaluate the above advertisement. (5)

5.2 Read the statement below and answer the questions that follow.

All the duties mentioned in QUESTION 5.1.1 are costs to the establishment and do not generate revenue. However, these costs are essential in order for the establishment to generate revenue.

5.2.1 Critically discuss the above statement by explaining *revenue* and *non-revenue generating areas*. (6)

5.2.2 Describe how profitable establishments in the hospitality industry contribute to the South African economy. (3)

- 5.3 Read the extract below and answer the questions that follow.

Thobile is an unemployed chef. She sees an opportunity to supply hotdogs and burgers at a busy business park near her home. There is currently an existing takeaway establishment at the business park but the food is constantly sold out. She hopes to start selling from a cart that she already owns, but plans to acquire a small shop once the business is established.

- 5.3.1 Compile a SWOT analysis for Thobile's business. (8)
- 5.3.2 Suggest to Thobile what she can include in her business description. (4)
- 5.3.3 Give TWO examples of visual marketing tools that Thobile can use to promote her business. (2)
- [30]

QUESTION 6

- 6.1 Study the extract below and answer the questions that follow.

TAKE THE DREAM FURTHER

Louis plans to get married at the Hope Hotel on 16 December 2015. Pumi has been selected to plan the entire wedding.

Plan the setting up of the venue with regard to the following aspects:

- 6.1.1 Special serving equipment (3)
- 6.1.2 The tables (3)
- 6.1.3 The venue (3)
- 6.2 Electrical failures often occur at the Hope Hotel. Suggest to Pumi the standard operating procedures to put in place to address this challenge. (4)

- 6.3 Advise Pumi on the types of wines to be served with each course listed below. Tabulate your answer as follows:

MENU	TYPE OF WINE
Prawn cocktail Beef roast Crème caramel	

(3)

- 6.4 Read the following and answer the questions that follow.

Non-alcoholic beverages are to be served at the wedding. Pumi instructed the waiter that ice should not be added to the mineral water unless requested.

- 6.4.1 Give THREE reasons for Pumi's instruction to the waiter. (3)

- 6.4.2 Name TWO mixing methods that can be used to prepare non-alcoholic cocktail beverages. (2)

- 6.5 Hope Hotel will provide a cash bar for the guests at the wedding reception.

- 6.5.1 State FOUR general requirements of on-consumption liquor license. (4)

- 6.5.2 Explain how to present the drinks bill to a guest at the wedding. (5)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200