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EXAMINATION	NATIONAL SENIOR CERTIFICATE
GRADE	12
DATE	NOVEMBER 2024
SUBJECT	HOSPITALITY STUDIES
PAPER	1
MARK TOTAL	200
DURATION (HOURS)	3
NUMBER OF PAGES	17

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INSTRUCTIONS AND INFORMATION

1. This paper consists of **FOUR** sections and **SIX** questions.

SECTION A:	Short Questions	(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 paper.
4. Write neatly and legibly.
5. Only write in **BLUE** pen.
6. Use the table below as a guide for answering the questions in the given time frame:

SECTION	QUESTION	TOPIC	MARKS	TIME ALLOCATION (MINUTES)
A	1	Short questions (all topics)	40	35
B	2	Kitchen and restaurant operations Hygiene, safety and security	20	20
C	3	Nutrition and menu planning	40	70
	4	Food commodities	40	
D	5	Sectors and careers	30	55
	6	Food and beverage service	30	
			200	**180**

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SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

Four options are provided as possible answers to each of the questions below. Choose the correct answer and write the letter (A – D) next to the question number (1.1.1 - 1.1.10), e.g. 1.1.11 A in your ANSWER BOOK.

1.1.1 The most important raising agent in profiteroles is …

A. yeast.
B. steam.
C. baking powder.
D. bicarbonate of soda.

1.1.2 The following is included in the overheads:

A. Labour
B. Recipe
C. Food cost
D. Equipment

1.1.3 A religious group that consumes strictly kosher food.

A. Hindus
B. Jews
C. Muslims
D. Buddhists

1.1.4 Couscous, tagine and hummus are examples of … cuisine.

A. French
B. Australian
C. Moroccan
D. Portuguese

1.1.5 A characteristic of a banquet menu:

A. Only served in the evenings
B. Menu is pre-selected by the host
C. May consist of five to eleven courses
D. Menu designed for a smaller number of guests

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1.1.6 Load-shedding can be classified as a … when doing a SWOT analysis for a small business.

A. threat
B. strength
C. weakness
D. opportunity

1.1.7 Crumbing down should take place after the …

A. starter.
B. dessert.
C. main course.
D. bread service.

1.1.8 One of the following is NOT a course on a formal modern dinner menu:

A. Entrée
B. Dessert
C. Hors d'oeuvres
D. Coffee and Tea

1.1.9 An example of an audio-visual marketing tool is…

A. brochures.
B. lucky draws.
C. telemarketing.
D. digital shows in large public areas.

1.1.10 A good source of protein for someone who suffers from high cholesterol.

A. Creamy chicken stroganoff
B. Deep-fried chicken leg and thigh
C. Steamed chicken breast with spinach
D. Chicken breast stuffed with Brie cheese and wrapped in bacon

(10x1) (10)

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

1.2.1 The most suitable wine to be served with caviar and oysters.

1.2.2 A small bite-sized hors d'oeuvre that is served as a gift from the chef.

1.2.3 Costs that include salaries, insurance and training of staff.

1.2.4 An unfit person who carries a lot of weight, especially around the abdomen, is likely to have this disease.

1.2.5 An area in a hotel that is both revenue and non-revenue generating.

1.2.6 A hotel staff member responsible for welcoming the guests at their vehicles, opening their car doors and assisting with their luggage.

1.2.7 The religious group that is not allowed to eat pork and drink caffeinated coffee.

1.2.8 A tingling sensation in the mouth resulting from a toxic response to food.

1.2.9 A hormone that helps the body to metabolise sugar effectively.

1.2.10 A formal meal for 250 delegates at a conference. (10x1) (10)

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1.3 MATCHING ITEMS

Match the disease in COLUMN B with the description in COLUMN A and a symptom in COLUMN C. Write only the letter (A - D) from COLUMN B and the Roman numeral (i - vi) from COLUMN C next to the question numbers (1.3.1 - 1.3.3) in the ANSWER BOOK, e.g. 1.3.4 H (vii)

COLUMN A: DESCRIPTION		COLUMN B: DISEASE		COLUMN C: SYMPTOM	
1.3.1	Acute bacterial infection of the small intestine	A	AIDS	(i)	Shortness of breath
1.3.2	Rapid weight loss related to another illness due to a weakened immune system	B	Cholera	(ii)	Watery stools
1.3.3	An illness caused by bacteria that usually affects the lungs	C	Gastro-enteritis	(iii)	Night-blindness
		D	Tuberculosis	(iv)	Unusual skin rash
				(v)	Jaundice
				(vi)	Excessive bleeding

(3x2) (6)

1.4 Select FOUR cocktail snacks in the list below that are prepared from puff pastry. Write only the letters (A-H) next to the question number (1.4) in the ANSWER BOOK.

A. Barquettes
B. Palmiers
C. Hertzoggies
D. Bouchées
E. Samosas
F. Vol-au-vents
G. Baklava
H. Mille-feuilles

(4x1) (4)

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1.5 SELECTION

Select TWO electronic marketing tools. Write only the letters (A-D) next to the question number (1.5) in the ANSWER BOOK.

A. Camera
B. Website
C. E-mail
D. Loudspeaker (2x1) (2)

1.6 Select THREE items included in a financial plan. Write only the letters (A - F) next to the question number (1.6) in the ANSWER BOOK.

A. Stock control
B. Suppliers list
C. Break-even analysis
D. Service contracts
E. Cash-flow analysis
F. Income statement (3x1) (3)

1.7 SEQUENCE

Rearrange the FIVE service steps below in the correct order. Write only the letters (A-E) next to the question number (1.7) in the ANSWER BOOK.

A. Serve bread rolls
B. Take drink orders
C. Present the menu
D. Remove unused covers
E. Unfold the napkin (5x1) (5)

[40]

TOTAL SECTION A: [40]

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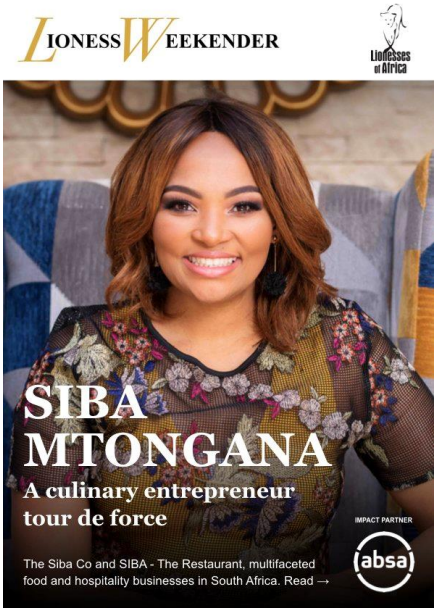
SECTION B: KITCHEN AND RESTAURANT OPERATIONS | HYGIENE | SAFETY AND SECURITY

QUESTION 2

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



Siba Mtongana bags international award
May 12, 2023

Popular chef wins the Luxe Excellence and the Best Hotel Restaurant Awards

The Luxe Awards are presented to 'South Africa's Culinary Elite' in recognition of outstanding chefs, restaurants and culinary professionals. Winners are selected by a team of anonymous food critics as well as by the public through a digital vote. In 2022, the awards honoured Siba by naming her as their Culinary Icon.

Armed with an award under each arm, Siba thanked her hard-working staff, "This is for the entire team in Cape Town that keeps us going."

Source: Restaurants.co.za/news/popular-chef-wins-the-luxe-excellence-and-the-best-hotel-restaurant-awards

2.1.1 The team members' attitudes resulted in the restaurant winning the award. Discuss how this was achieved under the following headings:

a) Tolerance
b) Willingness
c) Honesty

(3)

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2.1.2 Discuss the impact the award will have on the profitability of Siba Restaurant. (3)

2.1.3 Describe THREE ways in which the employees of Siba Restaurant can achieve a professional appearance. (3)

2.2 Study the extract below and answer the questions that follow:

A couple spent a weekend at Silverton Guesthouse, which has just opened. A week after the weekend the couple started to complain about tiredness and their eyes and skin started to turn yellow. The staff members of the guesthouse were careless about their personal hygiene. According to a relevant source, even the water used by the guesthouse was not properly treated before being supplied for consumption.

2.2.1 Identify the disease that could have caused the symptoms in the above-mentioned couple. (1)

2.2.2 Give TWO other symptoms that the above couple could have experienced. (2)

2.3 Evaluate the following statement:

A food service worker who has HIV/Aids should be fired.

(2)

2.4 Explain how online shopping for ingredients saves an executive chef time. (3)

2.5 Suggest how computers can be used to assist with making reservations for large numbers of tourists. (3)

[20]

TOTAL SECTION B: [20]

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SECTION C: NUTRITION AND MENU PLANNING | FOOD COMMODITIES

QUESTION 3

3.1 Study the picture below and answer the questions that follow:

3.1.1 Recommend a practical hint when preparing the above dessert to ensure that the different layers and colours will not mix and disturb the layered appearance. (1)

3.1.2 Give a brief description of the following:

a) Hydrating the powdered gelatine. (1)

3.1.3 Discuss THREE tips for successfully unmoulding a gelatine dessert. (3)

3.2 Study the method below that is used when preparing choux pastry and answer the questions that follow:

Method:

1. **Place the butter, salt and water in a saucepan and bring to a boil.**
2. **Add the flour and mix well using a wooden spoon.**
3. **Cook for a few minutes until the mixture pulls away from the sides of the saucepan. Allow the mixture to cool slightly.**
4. **Add the eggs one at a time, and beat well after each addition.**
5. **Pipe pastry on a greased baking sheet.**
6. **Bake at 230 °C for 10 to 15 minutes.**
7. **Reduce the heat to 180 °C for 20 minutes.**

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3.2.1 Motivate the following steps in the method:

a) Step 4 (2)
b) Step 7 (2)

3.2.2 Suggest TWO deep-fried products that can be made from the choux pastry dough. (2)

3.3 Study the pictures below and answer the questions that follow:

Lentil Quiche	
Picture A	**Picture B**
https://images.eatsmarter.com/sites	https://www.errenskitchen.com

3.3.1 Identify the type of pastry used in PICTURE A. (1)

3.3.2 Name and explain the technique applied in PICTURE B. (2)

3.3.3 Suggest TWO types of vegetarians who will consume the quiche in PICTURE A. (2)

3.3.4 Discuss how lentils can contribute to the nutritional value of a vegetarian diet. (2)

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3.4 Study the menu below and answer the questions that follow:

MENU
Cocktail Party

Savoury Snacks
Bobotie Spring Rolls
Angels on Horseback
Mini Chicken Pie
Smoked Salmon on Potato-Rösti
Biltong and Cream Cheese Bouchée

Sweet Treats
Mini Milk Tart
Mini Peanut Bars
White Chocolate Truffles

3.4.1 Evaluate the suitability of the savoury dishes for the following guests:

a) Jewish guests (3)
b) Muslim guests (2)
c) Hindu guests (3)

3.4.2 Identify ONE food item from the above menu that can cause an allergic reaction and state THREE symptoms that can develop as a result of the reaction. (4)

3.4.3 Identify THREE dishes that are not suitable for a diabetic person and justify your answer. (6)

3.4.4 Differentiate between a formal dinner and a banquet. Tabulate your answer as follows:

FORMAL DINNER	BANQUET
(2)	(2)

(4)

[40]

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QUESTION 4

4.1 Study the scenario below and answer the questions that follow:

The following costs were incurred by the Baobab Restaurant for a banquet prepared for 120 guests.	
Food costs	**R12 000**
Overhead costs	**R1 500**
Labour costs	**R2 800**
Nett profit	**R19 700**

4.1.1 Calculate the selling price. Show **ALL** calculations. (5)

4.1.2 Calculate the gross profit. Show **ALL** calculations. (2)

4.1.3 Calculate the selling price per person. Show **ALL** calculations (2)

4.2 Explain the following hors d'oeuvres served at the banquet:

4.2.1 Foie gras (1)

4.2.2 Bouchées (1)

4.2.3 Samoosas (1)

4.3 Study the recipe below and answer the questions that follow:

Meringues

	1. Preheat the oven to 100℃ and dust a baking sheet with cornflour or line with silicon sheet/baking paper.
1 egg white **12.5 ml white vinegar** **1 ml essence of choice** **225 ml castor sugar** **25 ml boiling water**	**2. Beat all the ingredients together with an electric beater until thick and glossy.** **3. Pipe small meringues or nests and bake until dry and crispy.**
10 g dark chocolate (melted over steam)	**4. When cool, drizzle with melted chocolate.**

4.3.1 Identify the type of meringue used in the above recipe. (1)

4.3.2 Meringue can also be prepared using different methods than the one in the recipe. Name the other methods and give a short description of each. (2x2) (4)

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4.4 Distinguish between a Crème Pâtissiére and a Crème Anglaise referring to the ingredients and the preparation method. Tabulate your answer as follows:

	Crème Pâtissiére	**Crème Anglaise**
Ingredients		
Preparation method		

(4)

4.5 Study the meat cut below and answer the questions that follow:

https://www.countrymeat.co.za

4.5.1 Name TWO traditional dishes that can be prepared from a rack of lamb. (2)

4.5.2 Discuss the best way to roast a dish prepared from the rack of lamb. (3)

4.5.3 Indicate the size of the portion that you would serve per guest. (1)

4.6 Explain each of the following terms:

4.6.1 Vacuum packed (2)

4.6.2 Ripening or ageing (2)

4.6.3 Binding (2)

4.7 You are the supplier of homemade blueberry jam to the local food market. Design a label for your jam bottle. Include SEVEN important aspects that should appear on the label. (7)

[40]

TOTAL SECTION C: [80]

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SECTION D: SECTORS AND CAREERS | FOOD AND BEVERAGE SERVICE

QUESTION 5

5.1 Study the extract below and answer the questions that follow:

> Kgotso has been in business for 5 years and distributes biscuits, cakes and bread to restaurants and shopping outlets.
>
> The profile of employees at Kgotso's Bakery are as follows:
> 1 owner, 1 marketing manager, 1 financial manager, 3 pastry chefs, 2 cleaners, 2 security guards

5.1.1 List **FOUR** criteria Kgotso's Bakery needs to consider when developing a marketing tool. (4)

5.1.2 Name **THREE** ways in which Kgotso can promote her business. (3)

5.1.3 Discuss the use of packaging by Kgotso's Bakery. (5)

5.2 State ONE role of each of the following staff members of Kgotso's Bakery:

5.2.1 Marketing Manager (1)

5.2.2 Finance Manager (1)

5.3 Security personnel play an important role in Kgotso's Bakery. Explain why. (2)

5.4 Discuss whether Kgotso's Bakery will contribute to the economy of the local area. Motivate your answer. (5)

5.5 Predict TWO threats that Kgotso's Bakery may encounter in their business. Motivate EACH threat. Tabulate your answer as follows.

THREATS	MOTIVATION
(2)	(2)

(4)

5.6 Explain the following concepts:

5.6.1 Home Industries (2)

5.6.2 Meals on wheels (3)

[30]

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QUESTION 6

6.1 'Skye Bistro', a restaurant in the Midlands is very popular, but there are a few problems with service in the restaurant.

The following are items on their menu:

Skye Bistro Menu

STARTERS
GREEN PEPPERCORN FILLET OF BEEF CARPACCIO - R85
CHICKEN LIVER PARFAIT - R80

MAINS
GRILLED KINGKLIP - R210
STUFFED MEANDER TROUT - R165
GREEN PEA AND ARTICHOKE RISOTTO - R150

SOMETHING SWEET
CHOCOLATE MOUSSE - R75
CHOCOLATE FONDANT - R75
LIME AND STRAWBERRY SORBET - R75

Recommend TWO types of wine that should be on the wine list to accompany the dishes in the 'something sweet' section. (2)

6.2 Explain what the following information (A-D) on the wine label means:
In the image below:

A- Layer Cake
B- Shiraz
C- 2005
D- 14.5%

(4)

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6.3 Discuss how the waiter should present the bill to the guests. (2)

6.4 Evaluate the skills of the waiters in the restaurant and give them feedback on what was correct and incorrect.

6.4.1 The beverage list was handed across the table to one of the guests. (2)

6.4.2 White wine was ordered. The waiter filled their glasses to the top and left the wine on the table for the guests to help themselves to the rest of the wine. (3)

6.4.3 New customers queued at the door unattended for about 30 minutes, waiting to be seated. (3)

6.4.4 Plates were cleared as soon as each guest indicated that they had finished eating, while the rest were still busy eating. (2)

6.5 There are established methods of preparing cocktails. Distinguish between a built and a shaken cocktail. (4)

6.6 Explain to a new waiter which closing mise-en-place procedures should be done. (8)

[30]

TOTAL SECTION D: [60]

GRAND TOTAL: [200]

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