

# **Matric Exam Revisions For The Class Of 2020**

HOSPITALITY STUDIES

(2017, 2018, 2019)

**QUESTION PAPERS & MEMOS**

# HOSPITALITY STUDIES

2017

## QUESTION PAPER



# basic education

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Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2017**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 19 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 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****QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided 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 D.

**EXAMPLE:**

1.1.11 A good source of vitamin C is ...

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

**ANSWER:** 1.1.11 D

1.1.1 HIV is transmitted through ...

- A tap water.
- B breast milk.
- C hotel food.
- D food additives.

(1)

1.1.2 Yorkshire pudding is a traditional accompaniment for roast ...

- A mutton.
- B chicken.
- C beef.
- D pork.

(1)

1.1.3 ONE of the following is a symptom of gastroenteritis:

- A Vomiting and dehydration
- B Continuous coughing
- C Yellow eyes and skin
- D Blemishes on the tongue

(1)

1.1.4 A cooking method suitable for a marbled, boneless cut of beef (hump):

- A Pot roast
- B Stewing
- C Grilling
- D Dry frying

(1)

- 1.1.5 Grilled meat is medium done when the meat is ... in the centre.
- A bright red
  - B rosy pink to red
  - C slightly pink
  - D very red and raw
- (1)
- 1.1.6 ... should be avoided by a person who has high cholesterol.
- A Fresh fruit salad
  - B Grilled sole with fennel
  - C Cream of broccoli soup
  - D Steamed hake fillets
- (1)
- 1.1.7 The term describing dry sparkling wine:
- A Brut
  - B Sec
  - C Demi-sec
  - D Doux
- (1)
- 1.1.8 Textured vegetable protein used as a substitute for meat:
- A Nuts
  - B Lentils
  - C Soya
  - D Legumes
- (1)
- 1.1.9 A small, boat-shaped pastry case made with short crust pastry:
- A Barquette
  - B Bouchée
  - C Mille-feuille
  - D Vol-au-vent
- (1)
- 1.1.10 An Italian meringue consists of ...
- A sugar and eggs beaten to a foam.
  - B flour folded into eggs.
  - C sugar added slowly while beating eggs.
  - D egg whites and sugar syrup beaten to a foam.
- (1)

1.2 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the techniques for meat in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

<b>COLUMN A TECHNIQUES FOR MEAT</b>	<b>COLUMN B DESCRIPTION</b>
1.2.1 Barding	A dredging a cut of meat in seasoned flour, egg wash and crumbs
1.2.2 Trimming	B spooning melted fat or pan drippings over meat while roasting
1.2.3 Larding	C neatening the meat cut by removing excess fat and sinew
1.2.4 Stuffing	D covering a piece of meat with thin slices of fat or bacon
1.2.5 Basting	E steeping meat in a seasoned liquid for a certain time
	F filling the inside of meat joints with forcement
	G inserting strips of fat or bacon into meat cuts to add moisture
	H browning of meat over high heat in preparation for pot roasting

(5 x 1)

(5)

**1.3 MATCHING ITEMS**

Choose the description from COLUMN B that matches the marketing mix in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.

<b>COLUMN A MARKETING MIX</b>	<b>COLUMN B DESCRIPTION</b>
1.3.1 Packaging	A location where the product or services are available
1.3.2 Promotion	B ensuring that your product is different from those sold by competitors
1.3.3 Place	C a group most likely to buy the product or service
1.3.4 Price	D support and cooperation of all the people involved in the plan
1.3.5 People	E the amount that the customer is willing to pay for the product or service
	F making consumers aware of special packages or discounts available on certain days
	G the exchange of goods and services for money
	H ensuring that customers' needs are satisfied in every respect

(5 x 1) (5)



**1.4 ONE-WORD ITEMS**

Give ONE term/word for each of the following descriptions. Write only the term/word next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

- 1.4.1 The yellow connective tissue found in meat
- 1.4.2 Home-cooked meals that are prepared and delivered on a daily basis to people who cannot cook for themselves
- 1.4.3 An extract from seaweed that sets into a jelly when dissolved in water
- 1.4.4 Raw vegetables cut into small portions or strips, served with a dip
- 1.4.5 A traditional sauce, served with roast pork
- 1.4.6 A food-borne disease that causes inflammation of the liver and results in a yellow skin and eye colour
- 1.4.7 Soft, waxy substance that may be left behind in arteries, reducing blood flow, causing heart attacks
- 1.4.8 Type of vegetarian that only eats nuts, seeds, grains and fruits of plants without killing the plant
- 1.4.9 Crêpes in an orange sauce, flambéed with brandy or liqueur
- 1.4.10 Preservation method where all micro-organisms are killed through extended heating at a temperature higher than boiling point (10 x 1) (10)

**1.5 SELECTION**

1.5.1 Identify FOUR ingredients in the list below that are used to prepare a citrus curd.

- A Vinegar
- B Eggs
- C Vanilla
- D Sugar
- E Limes
- F Sultanas
- G Gelatin
- H Butter

(4)

1.5.2 Identify TWO ingredients in the list below that negatively influence the foaming ability of egg whites when making a meringue.

- A Lemon juice
- B Egg yolk
- C Cream of tartar
- D Sunflower oil

(2)

**1.6 ONE-WORD ITEMS**

Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Write only the word/term next to the question number (1.6.1–1.6.4) in the ANSWER BOOK.

plated;	Russian;	buffet;	gueridon;	silver;	family
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1.6.1 The use of a spoon and fork to serve the food to the guest

(1)

1.6.2 Food is prepared and served from a trolley

(1)

1.6.3 Hot and cold food dishes displayed on a central table, guests select their own food while moving around the table

(1)

1.6.4 Food is dished out on individual plates in the kitchen and served to the guests

(1)

**TOTAL SECTION A: 40**

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

### QUESTION 2

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

#### CHOLERA OUTBREAK IN SOUTH AFRICA

Cholera has infected more than 15 000 people along the South African eastern coast. The onset of the summer rains and flooding, coupled with annual holiday season migration to rural homesteads and increased sales of street foods to visitors, has worsened the problem.

It is a typical South African outbreak, where you have large numbers of informal food stalls and people living in poor sanitation circumstances. More than 450 people are currently hospitalised with the illness, as cholera swiftly leads to death if not treated.

[Adapted from The National Health Research Database]

- 2.1.1 State THREE symptoms of cholera. (3)
- 2.1.2 Explain why people in South Africa are at risk of contracting cholera. (2)
- 2.1.3 Discuss how the transmission of cholera at food stalls could be prevented. (3)
- 2.1.4 Motivate why cholera can lead to death if not treated. (2)

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



**A porter at a hotel immediately reported a handbag and umbrella left behind by a guest to the reception staff.**

- 2.2.1 Identify TWO aspects of professional work ethics that the porter displayed in the scenario. Motivate EACH aspect. (4)
- 2.2.2 Explain how the front-office department uses a computer when checking guests in and out. (3)

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

Hotel A is situated in the city centre of Johannesburg while Hotel B is situated on the outskirts of Johannesburg, more in the countryside. In a newspaper survey people preferred Hotel A to Hotel B. According to the feedback from people, their preference had nothing to do with location, but rather with service excellence by the staff.

Motivate why the people preferred the service at Hotel A.

(3)

**TOTAL SECTION B: 20**

**SECTION C: NUTRITION AND MENU PLANNING;  
FOOD COMMODITIES**

**QUESTION 3**

3.1 Study the menu below and answer the questions that follow.

<b>Hors d'oeuvres</b>	
Vegetable spring rolls with sweet and sour sauce	R35
Vol-au-vents with shrimp and mushroom filling	R55
Buffalo wings	R45
Phyllo baskets with smoked trout and piquant salad	R50
<b>Soup</b>	
Chicken consommé	R35
Lentil soup	R40
Cream of mushroom soup	R40
<b>Plat du jour (Dish of the day)/Main course</b>	
Beef Stroganoff	R 85
Mexican bean pot (tasty stew of kidney beans, garlic, chillies, tomatoes and green peppers)	R 75
* Both of the dishes above are served with basmati rice and a green salad	
<b>From the grill</b>	
Saratoga chops	R100
Porterhouse steak with mushroom sauce	R110
Chicken suprême	R90
Tournedos with cream sauce	R120
* All of the dishes above are served with baked potatoes and roasted vegetables	
<b>Desserts</b>	
Chocolate mousse	R40
Baklava	R45
Tropical fruit bombe	R50
Poached pear in red grape juice	R40

3.1.1 Define the term *hors d'oeuvres*. (2)

3.1.2 Identify, from the dishes in the menu above, TWO legumes that are high in protein. (2)

3.1.3 Evaluate the suitability of the menu above for a banquet. (4)

3.2 Use the dishes in the menu above and compile a formal FOUR-course dinner menu for a strict vegetarian (vegan).

Keep in mind all the rules for compiling a menu and write out the menu neatly and in the correct format. (10)

3.3 Choose the most suitable dessert for Jewish guests and give a reason for the answer. (2)

3.4 Answer the following questions.

3.4.1 Select TWO meat cuts in the menu and indicate where EACH cut will be found in the beef carcass. Name ONE cooking method for EACH steak. Tabulate the answer as follows:

NAME OF STEAK	NAME OF CUT IN CARCASS	COOKING METHOD

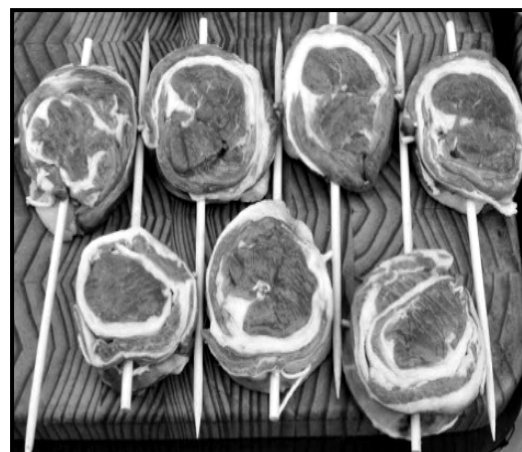
(6)

3.4.2 Motivate why the restaurant should use matured steaks. (2)

3.5 Refer to the menu and identify the dishes shown below.



3.5.1



3.5.2

(2)

3.6 Answer the following questions.

3.6.1 Name THREE aspects that form part of the actual cost of the selling price of the dishes in the menu in QUESTION 3.1. (3)

3.6.2 Calculate the total cost of the beef Stroganoff if the net profit is R20. Show ALL calculations. (3)

3.7 Study the photograph of biltong below and answer the questions that follow.



- 3.7.1 Identify the preservation method used for the biltong above. (1)
- 3.7.2 Name the natural preservative added to help preserve the product. (1)
- 3.7.3 Explain how the method of preserving in QUESTION 3.7.2 prolongs the shelf life of food. (2)
- [40]**

**QUESTION 4**

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



**Fruit tartlet**



**Turnover**



**Choux pastry product**



**Croissant**

- 4.1.1 Identify the pastry used for the fruit tartlet above. (1)
- 4.1.2 State FOUR quality characteristics of the pastry identified in QUESTION 4.1.1. (4)
- 4.1.3 Explain why it is important to blind bake the fruit tartlet pastry shell before filling it with the crème pâtissière (pastry cream). (3)
- 4.1.4 Predict what will happen if the crème pâtissière is not boiled properly. Motivate the answer. (2)
- 4.1.5 Identify the pastry product above that requires glazing before baking. (1)
- 4.1.6 Name TWO sweet fillings for the turnovers above. (2)
- 4.2 Answer the following questions on choux pastry.
- 4.2.1 Name a choux pastry product above. (1)
- 4.2.2 Identify the raising agent used in the choux pastry product. (1)
- 4.2.3 Describe THREE quality characteristics of the choux pastry product. (3)
- 4.2.4 Give ONE reason for EACH of the following when preparing choux pastry products:
- (a) Do not boil the water and shortening for too long. (2)
- (b) Bake at high temperature for a short period. (2)
- (c) Reduce the temperature after a few minutes. (2)



4.3 Study the list of dishes below and answer the questions that follow.

Fruit kebabs Stuffed eggs Cheese rissole Aubergine fritters Grilled pork brochette Fish goujonnette Bacon-wrapped chicken livers Crumbed mushrooms
---

4.3.1 Name the type of function where the dishes above can be served. (1)

4.3.2 Briefly discuss FOUR guidelines to consider when preparing food for the function above. (4)

4.3.3 Identify TWO dishes that may cause an allergic reaction. (2)

4.4 Study the photograph below and answer the questions that follow.



**Fruit jelly**

4.4.1 Classify the dessert above. (1)

4.4.2 Explain how the following ingredients will affect gel formation in the dessert above:

(a) Too much sugar (2)

(b) Too much acid (2)

(c) Raw pineapple (2)

4.5 Distinguish between the ingredients used to prepare a sherbet and a sorbet. (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.

**Mayfair Hotel**   
Privately owned by K Naidoo

**Proudly South African, contributing to the GDP, fully complying with  
BEEE rating and striving for service excellence**

**28 Smit Street      e-mail: [mayfair@xnet.com](mailto:mayfair@xnet.com)      Tel: 021 488 2888**  
**City Centre      [www.mayfairhotel.co.za](http://www.mayfairhotel.co.za)**  
**Cape Town**  
**8000**

**36 air-conditioned rooms**  
**All rooms en suite**  
**Conference facilities**  
**Restaurant and bar**  
**Beautiful view**  
**Swimming pool**  
**Salon and spa**  
**24-hour reception**  
**Street parking**  
**Free DStv and Wi-Fi**



- 5.1.1 Name the ancillary position in the hotel responsible for EACH of the following:
- (a) Parking (1)
  - (b) Website upgrades (1)
  - (c) Balancing and preparing guest accounts for check-out in the morning (1)
- 5.1.2 Name ONE area NOT mentioned in the advertisement that can be both revenue-generating and non-revenue-generating in this hotel. Motivate the answer. (3)
- 5.1.3 Identify TWO non-revenue generating facilities in this hotel. (2)
- 5.2 Answer the following questions on GDP.
- 5.2.1 What does the abbreviation *GDP* stand for? (1)
- 5.2.2 Explain how the hotel in the advertisement above contributes to the GDP of the South African economy. (2)

- 5.3 Identify the information in the advertisement that would appear on a business plan under the following heading: (4)
- Business description (4)
- 5.4 Evaluate the written information in the advertisement. (4)
- 5.5 Answer the following questions on marketing.
- 5.5.1 Identify an electronic marketing tool used by the Mayfair Hotel. (1)
- 5.5.2 Discuss TWO advantages of the electronic marketing tool in QUESTION 5.5.1. (2)
- 5.6 Answer the following questions on advertising.
- 5.6.1 Identify THREE threats in the advertisement that the Mayfair Hotel may experience. (3)
- 5.6.2 State THREE opportunities, other than those listed in the advertisement, for the Mayfair Hotel to generate income. (3)
- 5.7 Discuss the role of the maintenance department in the hotel. (2)
- [30]**

**QUESTION 6**

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



- 6.1.1 Give the complete classification of the wine in the picture above. (2)
- 6.1.2 Discuss the meaning of the label at the neck of the bottle. (2)
- 6.1.3 Recommend the best serving temperature for Pinotage. (1)
- 6.1.4 Comment on the level to which the glass is filled. (2)
- 6.1.5 Recommend TWO protein dishes that will complement the wine above. (2)

6.2 Name THREE groups of people that may NOT be granted liquor licences. (3)

6.3 Distinguish between *shaking* and *stirring* a cocktail by referring to the equipment and the method. Tabulate the answer as follows:

	SHAKING	STIRRING
EQUIPMENT		
METHOD		

(4)

6.4 Explain the *crumbing-down process*. (4)

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



6.5.1 Identify the equipment in the picture above. (1)

6.5.2 Give the function of this equipment. (1)

6.6 Study the photograph of the venue for a formal function below and answer the questions that follow.



6.6.1 Evaluate the suitability of the table decorations and arrangements. (4)

6.6.2 With the serving of the main course, a guest received a well-done steak instead of a rare one. Explain how this situation should be rectified. (4)

[30]

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**

# HOSPITALITY STUDIES

**2017**

**MEMO**



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2017**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages.**

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

1.1.1	B✓
1.1.2	C✓
1.1.3	A✓
1.1.4	A✓
1.1.5	B/C✓
1.1.6	C✓
1.1.7	B✓
1.1.8	C✓
1.1.9	A✓
1.1.10	D✓

(10)

**1.2 MATCHING ITEMS**

1.2.1	D✓
1.2.2	C✓
1.2.3	G✓
1.2.4	F✓
1.2.5	B✓

(5)

**1.3 MATCHING ITEMS**

1.3.1	B✓
1.3.2	F✓
1.3.3	A✓
1.3.4	E✓
1.3.5	C✓

(5)

**1.4 ONE-WORD ITEMS**

1.4.1	Elastin✓
1.4.2	Meals on wheels/ Mobile meals✓
1.4.3	Agar/Agar-Agar✓
1.4.4	Crudités✓
1.4.5	Apple✓
1.4.6	Hepatitis A/ Infective jaundice✓
1.4.7	Cholesterol✓
1.4.8	Fruitarian✓
1.4.9	Suzette/Crepe Suzette✓
1.4.10	Sterilisation/UHT✓

(10)



1.5 **SELECTION**

1.5.1	B/Eggs√	D/Sugar √	E/Limes√	H/Butter√	(4)
1.5.2	B/Egg yolk√	D/sunflower oil√			(2)

(any order/words accepted)

1.6 **ONE-WORD ITEMS**

1.6.1	Silver√	
1.6.2	Gueridon√	
1.6.3	Buffet√	
1.6.4	Plated√	(4)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Watery stools/diarrhoea/runny stomach√  
Nausea√  
Vomiting√  
Rapid dehydration/dehydration/severe water loss√  
Rapid/fast heart rate√  
Dry mucous membranes/dry mouth√  
Muscle cramps√  
Stomach/abdominal cramps√  
Low blood pressure√ (Any 3) (3)
- 2.1.2 Lack of water and sewage treatment√  
Poor sanitation at informal stalls√  
People drink contaminated water/unsafe water supplies√  
People eat vegetables fertilized with sewage√  
People eat food/fish which has been in contact/washed with contaminated water√  
Food infected by flies sitting on food√  
Food infected by persons with soiled hands√  
Poor nutrition/AIDS: low immunity√  
No money for vaccines√  
People living with people who are already infected√ (Any 2) (2)
- 2.1.3 Select food that has not been contaminated√  
Use properly cooked food/not raw√  
Use water that is not contaminated/bottled water/boiled water/  
Chemically treated (chlorine) √  
Wash hands/with antiseptic soap/soap√  
Cover/pre-pack food to protect from flies√  
Use treated water/clean water to wash fruits and vegetables√  
Sanitize/ clean stall, counter, apparatus or cloths√ (Any 3) (3)
- 2.1.4 Untreated people die within hours due to excessive loss of fluid  
or  
loss of 10- 20 litres per day(blue death)√/ dehydration√ and  
electrolyte imbalance√ (Any 2) (2)
- 2.2 2.2.1 Honesty/loyalty/trustworthy/reliable/dependability/self-  
control/dedicated and integrity√ - towards customer by not taking  
the handbag and umbrella, but reporting it√  
Alertness/ punctuality√ - immediately reporting the suspicious  
handbag in the foyer√  
Self-respect and respect for other/work well with others – respect  
other people's belongings/handbag and umbrella√  
Responsibility – reporting the incident to ensure that guest  
belongings are secure and safe√  
Professionalism – calmly handling the issue.  
(2 marks for aspects and 2 for motivation) (4)

- 2.2.2
- If guests have already checked in via the PMS using the internet or smart phone their details will be electronically transferred onto the system.
  - Front office clerk will enter guest's name into computer/check personal details of guest✓
  - Proceed to the booking that was made/confirm booking/computer retrieve reservation✓
  - Make a printout of registration card and let guest sign✓
  - Once reservation is displayed on the screen, a room is allocated/check availability of the room/check room number✓
  - To check the date of departure✓
  - To check out the front office clerk will enter the guest's name to retrieve the invoice of guest✓, the guest must pay the total due on their account and sign✓
  - When guests check out the computer system notifies housekeeping/ other departments✓ (Any 3) (3)
- 2.3
- The management could have decided that the level of service that they would like in their hotel should be of a high standard✓
  - Staff attitude/behaviour could have been different: staff friendly, helpful/willingness and competent✓
  - Well-trained staff/efficient/quick/ productive: therefore clients are willing to pay for good service ✓
  - Quality of food and beverages and the service of it: The price of dishes/services could have been linked to quality/professional execution✓
  - Individuals/employees differ: the hotel could have hired passionate/positive staff/motivated workers✓
  - Good / teamwork ✓
  - The good service can give a lasting impression/good word of mouth✓
  - Experienced staff✓ (Any 3) (3)

**TOTAL SECTION B: 20**

**SECTION C: NUTRITION, MENU PLANNING AND FOOD COMMODITIES**

**QUESTION 3**

- 3.1 3.1.1 Small, savoury, bite-sized finger food✓ served at a cocktail party✓ or as a starter✓ to stimulate the diner's appetite✓ /appetisers/beginning or start of the meal✓ (2)
- 3.1.2 Kidney beans/(Mexican bean pot)✓ Lentils/(lentil soup)✓ (2)
- 3.1.3 Not suitable✓  
The menu is an a la Carte menu;/ a table d'hôte menu is used for a banquet✓  
A banquet requires a pre-selected menu/dishes by the host/this menu was not determined in advance✓  
This menu has too many choices of dishes for guests✓  
Banquet menu should have smaller dishes/dishes too filling – can't have 'dish of the day' and 'from the grill' as two follow-up courses for a banquet✓  
Courses/dishes do not complement each other; repetition of chicken and beef✓  
Dishes should not be priced individually for a banquet as host pays one price for the meal✓  
Food should be served quickly at a banquet – this menu will take time to serve✓  
Dishes should be prepared beforehand to be ready at a certain time/these dishes will take time to prepare and guests will have to wait which is not suitable for a banquet✓ (Any 4) (4)

3.2

<p><b>MENU</b>✓ <b>FORMAL DINNER/DINNER</b>✓</p> <p><b>Hors d'oeuvre</b> Vegetable Spring Rolls with Sweet and Sour Sauce✓</p> <p><b>Soup</b> Lentil Soup✓</p> <p><b>Plat du jour/Dish of the Day/Main Course</b> Mexican Bean Pot✓ Basmati Rice✓ (Mexican Bean Pot✓ with Basmati in one line✓) Green Salad✓</p> <p><b>Dessert</b> Poached Pear in Red Grape Juice✓</p> <p>Coffee</p> <p>Date (month written out in full and can be at the top/bottom right hand corner)✓</p> <p>(✓ format correct: Spacing/headings/block/frame/centred/capital letters) (the menu must include dishes in each course for a strict vegetarian/no meat dishes in the course will be accepted, Basmati rice and the green salad will be accepted if present)</p>
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(10)

- 3.3 Baklava/poached pears in red grape juice✓  
Jews cannot consume any dairy products after eating meat; both these desserts do not contain dairy✓ (Any 2) (2)

3.4 3.4.1

NAME OF STEAK	NAME OF CUT ON CARCASS	COOKING METHOD
Porterhouse Steak✓	Sirloin/Loin✓	Grill, shallow fry✓
Tournedos✓	Fillet/Tenderloin✓	Grill, shallow fry✓
Beef stroganoff✓	Fillet/Tenderloin✓	Shallow fry/ stewing/simmering✓

(6)

(The correct steak must be selected for marks to allocated in column 2 and 3)

- 3.4.2 - Natural enzymes break down muscle fibres during maturing✓  
- Meat is tender✓  
- More flavour✓  
- Meat is more succulent✓ (Any 2) (2)

- 3.5 3.5.1 Tropical fruit bombe✓ (1)

- 3.5.2 Saratoga chops✓ (1)

- 3.6 3.6.1 Food cost/Ingredients✓  
Overheads/ (or the example: electricity, water, rent, telephone)✓  
Labour✓  
Profit✓ (Any 3) (3)

- 3.6.2 R85✓ – R20✓  
= R65✓ (3)

- 3.7 3.7.1 Drying✓ (1)

- 3.7.2 Salt/vinegar ✓ (1)

- 3.7.3 Makes water unavailable for microbial growth/prevents growth of microbes✓  
Inhibits enzyme action✓  
Bacteria✓ cannot thrive in a salty✓ or acidic environment✓ (Any 2) (2)

**[40]**


**QUESTION 4**

- 4.1 4.1.1 Short crust/pâte sucrée✓ (1)
- 4.1.2 Rich✓  
Not flaky✓  
Light/golden brown colour✓  
Crisp✓  
Soft/fine crumbs✓  
Texture not gummy or tough✓ (Any 4) (4)
- 4.1.3 To keep the crust from blistering✓  
To ensure that pastry cases cook thoroughly/to prevent a soggy bottom✓  
To help the crust to become crisp✓  
When the crème pâtissier/filling used, is already cooked✓ (Any 3) (3)
- 4.1.4 It will be runny/custard won't hold shape✓  
The starch won't gelatinize properly✓  
Egg protein didn't coagulate✓  
There may be a raw starchy taste ✓ (Any 2) (2)
- 4.1.5 Turnovers/croissants✓ (1)
- 4.1.6 Jam✓  
Cooked fruit e.g. apple/pears/canned (tinned)/compote/glazed✓  
Pastry cream/Custard✓  
Frangipane✓  
Sweetened Cream cheese✓  
Caramel✓  
Nutella/almond spread✓  
Chocolate✓ (Any relevant 2) (2)
- 4.2 4.2.1 Éclairs/Chocolate éclairs✓ (1)
- 4.2.2 Steam✓ (1)
- 4.2.3 Crisp✓  
Hollow/well puffed✓  
Dry inside✓  
Light in weight✓  
Light/golden brown in colour✓  
Evenly sized/similar size✓ (Any 3) (3)
- 4.2.4 (a) To prevent evaporation that will result in too little steam/change the ratio of the ingredients/ will have a small volume/prevents rising/oily product✓✓ (2)
- (b) Allow for enough steam in order to allow the dough to rise/form a hollow✓✓ (2)
- (c) To ensure that the pastry dries out completely/ well-cooked/ to keep shape ✓✓ OR to prevent burning✓✓ (2)

- 4.3 4.3.1 Cocktail function or finger lunch✓ (1)
- 4.3.2 Finger foods should be bite sized/ small/easy to handle/eaten by hand✓  
They must be visually attractive and colourful/presentable/well garnished✓  
They must be tasty and well-seasoned✓  
They must include a variety of flavours/ don't repeat same food/ sweet and savoury✓  
Ingredients should be easily recognised ✓  
Food should be properly prepared/cooked thoroughly✓  
Made of high quality ingredients✓  
Variety of textures✓  
Personal and kitchen hygiene is essential✓  
Variation of temperature e.g. hot and cold✓  
Enough or sufficient quantity of food✓  
(Any 4) (4)
- 4.3.3 Stuffed eggs✓  
Cheese rissoles✓  
Crumbed mushrooms✓  
Fish goujounette✓  
Grilled pork brochette✓  
Aubergine fritters ✓  
Bacon wrapped chicken livers✓  
Fruit kebabs✓  
(Any 2) (2)
- 4.4 4.4.1 Cold dessert✓ (1)
- 4.4.2
- (a) Too much sugar will weaken the gel/not holding shape/not set properly✓ and retard the setting process or cause the gel to take longer to set✓ (2)
- (b) Too much acid will weaken the gel/softer jelly✓/melt more easily/not set properly✓ (2)
- (c) Raw pineapple contains an enzyme bromelin✓ will prevent the setting of the jelly/enzymes break down gelatin✓ (2)
- 4.5 Sherbet: is prepared using dairy product and/or egg/a flavoured sweet effervescent powder made off icing sugar and citric acid ✓  
Sorbet: is prepared without dairy product and/or egg yolk/prepared with fruit juice and sugar stock✓ (2)

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

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

- 5.1 5.1.1
- (a) Security guard/parking attendant✓ (1)
- (b) IT person/Computer person/Marketing manager✓ (1)
- (c) Night auditor✓ (1)
- 5.1.2 Laundry✓  
Laundry service e.g. washing and ironing may be offered to guests and guests pay per item – generating income✓  
Washing and cleaning of establishment's linen such as bed linen doesn't generate income✓ (3)
- 5.1.3 Front office/24 hour reception/reception✓  
Free DSTV and Wi-Fi✓  
Swimming pool✓  
Air-conditioning✓ (Any relevant 2) (2)
- 5.2. 5.2.1 Gross Domestic Product✓ (1)
- 5.2.2 They bring in revenue/money by delivering goods/food✓ and services✓ (2)
- 5.3 Name of the Hotel/Mayfair Hotel✓  
Address/28 Smith street, Cape Town✓  
Contact details/ 021 488 2888  
Goal/ Striving to service excellence, Proudly South African✓  
Logo/ ✓  
Form of business/Private owner✓ (Any 4) (4)
- 5.4 Good✓  
Name of hotel is indicated/Mayfair hotel✓  
Big lettering/easy to read✓  
Short description of product/services✓  
Logo/slogan indicated✓  
Contact details are provided/ telephone number/e-mail address✓  
Simple language is used/easy to understand✓  
Free of spelling mistakes✓  
Bad✓ - because no prices provided✓ (Any relevant 4) (4)



- 5.5      5.5.1      Website/internet✓  
E-mail✓  
Telephonic/tele-sales✓  
  

(Any 1)      (1)
- 5.5.2      Target market can be reached immediately✓  
Advertiser can approach customers individually by telephone or e-mail✓  
Can reach a very wide and varied audience✓  
Internet/website: Information could be updated regularly✓  
Internet/website: People can get a lot of information and read reviews✓  
Telephone: people can be very convincing✓  
Saving costs e.g. paper and ink/green environment✓  
  

(Any 2)      (2)
- 5.6      5.6.1      Threats:  
Street parking✓/cars can get stolen during the day and night/  
hijacking ✓  
Swimming pool✓/ people can drown✓  
CBD✓/ Noisy/subject to robberies/bomb threats/fire✓  
24 hour reception✓/ dangerous at night✓  
Competition✓/ other hotels in the area✓  
  

(Any 3)      (3)
- 5.6.2      Opportunity:  
- K Naidoo can expand the business – more hotels/ build more rooms✓  
- Can host matric farewells/weddings/entertainment✓  
- Day care for children- parents attend spa✓  
- Gift shop✓  
- Beverage stands✓  
  

(Any 3 relevant answers)      (3)
- 5.7      To see to maintenance/repairs any time of day or night e.g. TV, plumbing, electricity, air-conditioning ✓  
Routine maintenance e.g. gardening, painting, washing carpets✓  
Waste management and recycling also forms part of maintenance✓  
Maintenance and cleaning of swimming pool ✓  
  

(Any 2 relevant answers)      (2)
- [30]**

**QUESTION 6**

- 6.1 6.1.1 Natural✓, still✓, red✓ (Any 2) (2)
- 6.1.2 Wine and spirit board authenticity seal✓  
It means that the wine is certified✓  
May provide information such as cultivar✓  
An official guarantee that what is stated on the bottle in terms of origin, cultivars and vintage is factually correct/not fake✓ (Any 2) (2)
- 6.1.3 15 – 20°C/ European room temperature/room temperature✓ (1)
- 6.1.4 Correct✓  
Red wine glass should be half filled✓ (2)
- 6.1.5 Any suitable **dish** made from the following:  
Beef✓  
Lamb✓  
Game✓  
Red meat✓  
Cheese dishes✓  
Soya dishes/Bean/legume dishes✓  
Pasta with protein/Lasagne✓ (Any 2) (2)

- 6.2 People who has in the preceding 10 years been sentenced to imprisonment for any offence/criminal record, without the option of a fine✓  
People who are un-rehabilitated insolvent✓  
Minors on the date of consideration (under 18)✓  
Husband or wife of any of above persons✓  
School boards/school restaurants✓ (Any 3) (3)

6.3

	<b>SHAKING</b>	<b>STIRRING</b>
<b>EQUIPMENT</b>	Use cocktail shaker/use two glasses that fit into each other✓	Use <b>mixing glass</b> /swizzle stick/long spoon (parfait spoon)✓
<b>METHOD</b>	Shake for 10 seconds/until well mixed✓	Stir mixture with ice/stir liquids to mix well✓

(4)

- 6.4 After the main course; before the dessert✓  
Remove all items not required from the table✓  
Use a side plate and a service cloth/serviette/special dust pan and a brush/electronic brush✓  
Hold a side plate on the flat of your left hand ✓  
Hold a folded service cloth in right hand/between a spoon and fork✓  
Start on right of host✓  
Stand between two guests and brush halfway from both guests✓  
Brush down on side plate using service cloth✓  
Brush down from the left side of the guest✓  
Pull down dessert cutlery✓  
Continue anti-clockwise✓(clock-wise)  
Ending with host/hostess✓ (Any 4) (4)

6.5	6.5.1	Chafing dish✓		(1)
	6.5.2	To keep food warm during serving✓ Serving warm food on a buffet table✓	(Any 1)	(1)
6.6	6.6.1	Yes or no✓ The type of flowers match the formal function✓ Flower arrangement doesn't hamper the vision of the guests✓ Flower arrangement blends with the rest of the décor✓ Enough space between tables and chairs to move around✓ Napkins are folded plain but neat/not too much handling✓ Napkins create 'colour'/contrast and height✓ Table decorations are neat/tidy and attractive✓ Chair covers are suitable and harmonize with the table cloths ✓ No table numbers visible/tables not numbered✓ No name cards for guests visible✓ No cruet set/salt and pepper on the table✓ No menus on the table✓	(Any 4)	(4)
	6.6.2	Apologise to the guest for the inconvenience✓ Take the plate back to the kitchen✓ Serve the correct steak on a clean plate/waiters tell the chef to make another steak✓ Don't argue with the guest✓ Control your emotions: don't get angry/be calm, polite, helpful✓ Listen and pay attention to the guest✓ Maintain eye contact and positive body language✓ Show understanding and willingness to resolve the matter✓ Never place blame on yourself or chef in the kitchen✓ Don't promise something you can't provide/offer a complimentary drink with permission✓ If you can't handle the situation, call the maître d' or manager✓ Handle the guest in a positive and professional manner✓ Ask the guest to select another steak/dish from the menu. ✓	(Any 4)	(4)

**[30]**

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**



# HOSPITALITY STUDIES

**2018**

# QUESTION PAPER





# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2018**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 16 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 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****QUESTION 1: SHORT QUESTIONS****1.1 MULTIPLE-CHOICE QUESTIONS**

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

**EXAMPLE:**

1.1.11 A good source of vitamin C is ...

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

**ANSWER:**

1.1.11 D

1.1.1 The incubation period of hepatitis A is ... days.

- A 2 to 4
- B 4 to 9
- C 10 to 14
- D 15 to 45

(1)

1.1.2 A suitable accompaniment for roast venison served with sweet potato mash is ... sauce.

- A apple
- B red currant
- C mint
- D madeira

(1)

1.1.3 Sugar syrup and egg whites are whisked to the stiff peak stage during the preparation of ... meringue.

- A Swedish
- B Italian
- C French
- D Swiss



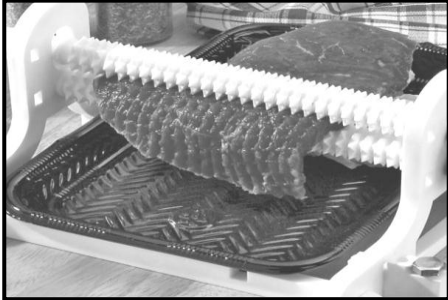
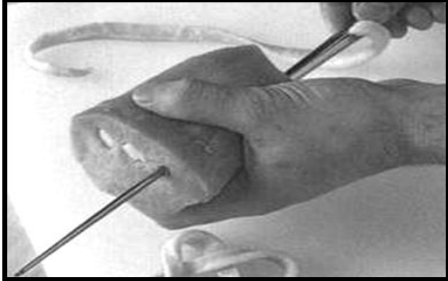
(1)

- 1.1.4 A traditional Afrikaans confectionery made with dough that is plaited and deep fried is known as a ...
- A churro.
  - B fritter.
  - C koeksister.
  - D beignet. (1)
- 1.1.5 Rissoles are ...
- A sautéed minced meat balls.
  - B deep fried chicken nuggets.
  - C chicken liver wrapped in bacon.
  - D minced meat shaped on a skewer. (1)
- 1.1.6 A religious group that consumes strictly kosher food:
- A Hindus
  - B Jews
  - C Muslims
  - D Buddhists (1)
- 1.1.7 When preparing pickled onions, ..., salt and spices are used to preserve the product.
- A brown vinegar
  - B lemon juice
  - C salicylic acid
  - D benzoic acid (1)
- 1.1.8 A type of service style where a waiter uses a spoon and fork to serve meat and vegetables onto a guest's plate:
- A Buffet
  - B Plated
  - C Gueridon
  - D Silver (1)
- 1.1.9 The position of the white wine glass is 2,5 cm from the tip of the ...
- A main course knife.
  - B entrée knife.
  - C main course fork.
  - D entrée fork. (1)
- 1.1.10 When a small fire breaks out at a table in a restaurant, ...
- A open all the doors and windows.
  - B smother the fire with a service cloth.
  - C use a fire extinguisher.
  - D evacuate the restaurant. (1)



1.2 **MATCHING ITEMS**

Choose the technique from COLUMN B that matches the picture in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.4) in the ANSWER BOOK, e.g. 1.2.5 H.

<b>COLUMN A PICTURES</b>		<b>COLUMN B NAME OF TECHNIQUE</b>
1.2.1		A barding B larding C marinating D boning E stuffing F dressing G tenderising
1.2.2		
1.2.3		
1.2.4		

(4 x 1) (4)

**1.3 ONE-WORD ITEMS**

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

- 1.3.1 The manager in charge of disciplinary action and evaluation of performance in the workplace
- 1.3.2 Expenses related to operating a business successfully, e.g. water and electricity
- 1.3.3 Very thin pancake served with an orange sauce and flambéed during service
- 1.3.4 Incomplete animal protein used to make gelatin
- 1.3.5 Yellow connective tissue found in meat
- 1.3.6 A South African relish made from carrots, cabbage, onions, peppers, chillies and curry spices
- 1.3.7 A paper-thin dough used to make baklava
- 1.3.8 Brushing pastry products with egg to give it a shiny, golden-brown surface
- 1.3.9 Type of marketing tool that includes internet and e-mails
- 1.3.10 Minimum age at which a person is allowed to be served alcohol in a restaurant (10)

**1.4 SELECTION**

1.4.1 Identify FOUR ingredients in the list below that are essential for successful choux pastry products. Write only the letters (A–H) next to the question number (1.4.1) in the ANSWER BOOK.

- A Butter
- B Milk
- C Eggs
- D Water
- E Sugar
- F Cake flour
- G Baking powder
- H Lemon juice

(4)

1.4.2 Identify THREE reasons in the list below why a tart crust may shrink during the baking process. Write only the letters (A–E) next to the question number (1.4.2) in the ANSWER BOOK.

- A Over-mixing of dough
- B Using too much flour when rolling out dough
- C Incorrect measurement of ingredients
- D Not resting and chilling the dough after each stage
- E Overstretching of dough during the rolling process

(3)

1.4.3 Identify TWO general rules for mixing cocktails. Write only the letters (A–D) next to the question number (1.4.3) in the ANSWER BOOK.

- A Sparkling drinks should not be shaken.
- B Cream and fruit juice should not be shaken
- C Cream and fruit juice should be shaken.
- D Sparkling drinks should be shaken.

(2)

1.4.4 Select TWO terms that are related to measurement used during the preparation of mocktails. Write only the letters (A–E) next to the question number (1.4.4) in the ANSWER BOOK.

- A Flip
- B Shot
- C Dash
- D Frost
- E Frappé

(2)

1.5 **MATCHING ITEMS**

Choose a serving item from COLUMN B that matches the description in COLUMN A. Write only the letter (A–H) next to the question numbers (1.5.1 to 1.5.5) in the ANSWER BOOK, e.g. 1.5.6 I.

COLUMN A DESCRIPTION	COLUMN B SERVING ITEM
1.5.1 Special trolley on which meat joints are cut and portioned	A waiters' friend B cloche
1.5.2 Warm water bath incorporated into a serving counter heated by electricity or gas	C dome D carving unit
1.5.3 Equipment that is heated by candles or flammable gel used to keep food warm	E tongs
1.5.4 Used to cover food in order to prevent it from drying out	F chafing dish G serving dish
1.5.5 Tool that includes a corkscrew, blade and bottle opener	H bain-marie


(5 x 1) (5)

**TOTAL SECTION A: 40**

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

**QUESTION 2**

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

<b>CHEFS: 'PREVENT TB TIMEOUSLY!'</b>	
	<p>People die from tuberculosis each day. The tragedy is that TB can be cured if it is managed properly. However, this is exactly the problem. If you want to prevent TB in time, you should act in good time. You should also realise that people at risk from getting TB are often ignorant about the signs and symptoms. People with HIV, drug users and health care workers are at huge risk.</p>

2.1.1 Name THREE symptoms of TB. (3)

2.1.2 Do you think chefs with TB should be allowed to work in a hospitality establishment? Motivate your answer. (3)

2.1.3 TB-infected chefs are frequently absent from work.  
Discuss the impact that this will have on South African economy. (3)

2.1.4 Explain why people with HIV are at high risk of contracting TB. (2)

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

Ayakha is the head waiter at the Dunamis Hotel. She always encourages alertness, team work and a positive attitude among her colleagues. All the staff members are well trained on the use of computers as most activities in this hotel are done electronically.

2.2.1 Explain TWO ways in which the security staff can demonstrate alertness at the hotel. (2)

2.2.2 Good team spirit at any hospitality establishment will impact on the profitability of the establishment.  
Discuss the statement above. (3)

2.3 Describe how computers can assist the chefs with menu planning. (4)

**TOTAL SECTION B: 20**

**SECTION C: NUTRITION AND MENU PLANNING;  
FOOD COMMODITIES**

**QUESTION 3**

3.1 Study the photograph below and answer the questions that follow.

A trifle is a popular festive dessert and is prepared using layers of sponge cake, crème pâtissière, fruit and fruit jelly.



3.1.1 Classify the dessert above. (1)

3.1.2 Distinguish between a *crème pâtissière* and a *crème brûlée* referring to the ingredients and the preparation method. Tabulate your answer as follows:

	CRÈME PÂTISSIÈRE	CRÈME BRÛLÉE
<b>INGREDIENTS</b>		
<b>PREPARATION METHOD</b>		

(4)

3.2 The items below can be used to decorate a trifle.

tuilles; spun sugar; chocolate curls; praline
---

3.2.1 Describe the term *tuilles*. (2)

3.2.2 Predict the end results of the following techniques:

(a) Tempering chocolate when making the chocolate curls (2)

(b) Boiling the sugar to the desired stage when making the spun sugar (2)

3.2.3 Select an item from the list in QUESTION 3.2 that is NOT suitable for a person who is allergic to nuts. (1)

3.2.4 Explain the reaction of a person with a nut allergy if he/she consumes the item selected in QUESTION 3.2.3. (4)

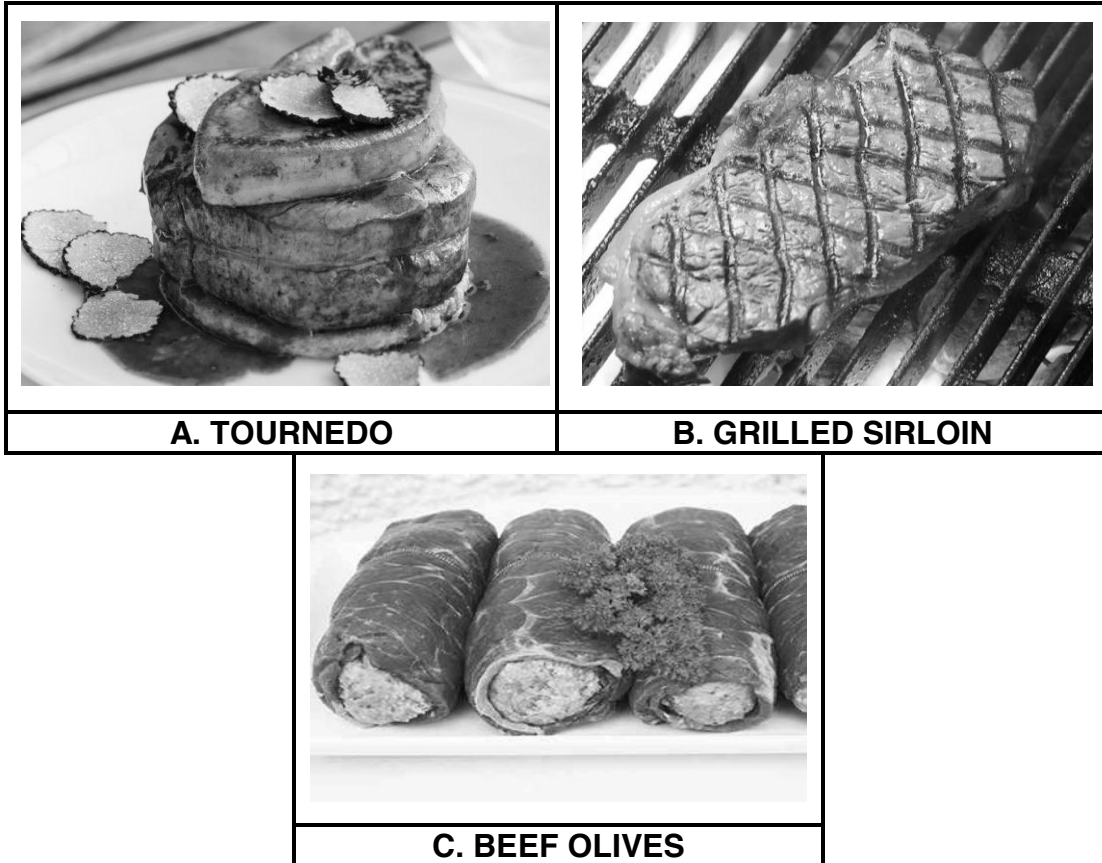
- 3.3 Discuss the suitability of the trifle for a person suffering from diabetes. (3)
- 3.4 Answer the questions that follow.
  - 3.4.1 Describe the first process that should be followed when using gelatine powder to prepare fruit jelly for the trifle. (3)
  - 3.4.2 With what would you substitute the gelatin in the fruit jelly to make it suitable for vegetarians? (1)
  - 3.4.3 How much gelatine powder must be used if the recipe states two sheets of gelatine? Motivate your answer. (2)
- 3.5 3.5.1 Suggest THREE types of vegetarians who will be able to eat the trifle. Give a reason for your answer. (4)
- 3.5.2 Many vegetarians include dried pulses in their diet. Justify the statement above. (5)
- 3.6 Explain how the sterilising and sealing techniques are applied when bottling strawberries. Give a reason for applying each technique. Tabulate your answer as follows:

	<b>STERILISING OF BOTTLES</b>	<b>SEALING THE BOTTLES</b>
Explanation of how the technique is applied	(3)	(1)
Reason for applying the technique	(1)	(1)

(6)  
[40]

**QUESTION 4**

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



- 4.1.1 Identify a beef cut that will be suitable for dish A and dish B respectively. (2)
- 4.1.2 Justify the use of the filling in the beef olives above. (4)
- 4.1.3 Discuss the rules for grilling the sirloin over hot coals. (3)
- 4.1.4 Motivate why moist heat is NOT suitable for steaks. (2)
- 4.1.5 Suggest TWO accompaniments for the tournedo. (2)

4.2 Study the extract below and answer the questions that follow.

The social committee of Witteklip Secondary School asked Aloe Caterers to prepare a quotation for a banquet for 200 guests on 19 November 2018, from 18:30 to 22:00.

The total cost of the menu is R200 per person. The cost excludes R500 for the music and R300 for the table cloths. A cash bar will be available. 50% deposit is due 15 days before the function.

4.2.1 Calculate the total cost of the function for 200 guests. Show ALL calculations. (3)

4.2.2 Calculate the deposit that is required. Show ALL calculations. (2)

4.2.3 Use the information above to complete the quotation form below. Write the question number (4.2.3) and only the word/term next to the letters (A to D) in the ANSWER BOOK.

**QUOTATION**

(A)

<b>Name of client:</b> (B)	<b>Function co-ordinator:</b> S Williams
<b>Address:</b> 23 Mandarin Street Glenwood 0010	<b>Date:</b> 19 November 2018 <b>Duration of function:</b> (C)
<b>Tel no:</b> 086 5888 880	<b>Number of guests:</b> 200
<b>Deposit to be paid on (D) (date)</b>	

(4)

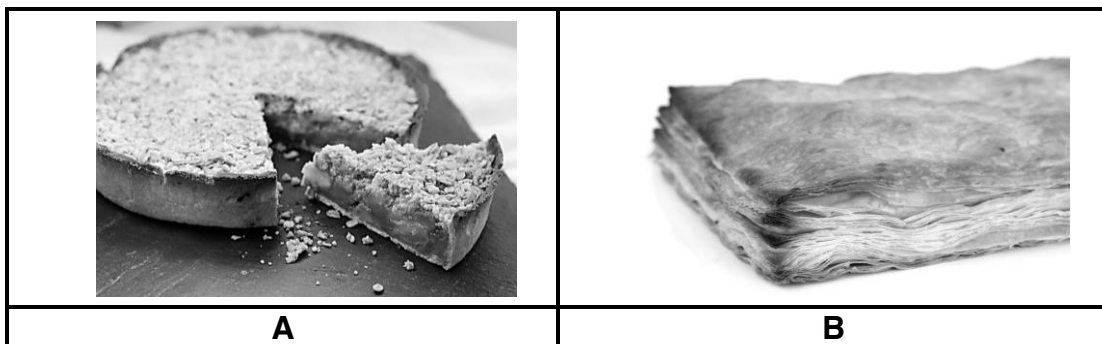


4.3 Study the menu for the cocktail function below and answer the questions that follow.

<p><b>MENU</b></p> <p><b>Cocktail function</b> <b>November 2018</b></p> <p>Salmon and herb cottage cheese filled profiteroles Mini canapés with smoked tuna tartare Selection of sushi with wasabi mayonnaise Vegetarian spring rolls Biltong, feta and leek quiche</p> <p>Vanilla meringue kisses Bouchée with lemon curd and cream White chocolate truffles</p>
---

- 4.3.1 Cocktail functions are very popular in South Africa.  
List THREE types of functions where you could use the menu above. (3)
- 4.3.2 Explain the term *canapé*. (3)
- 4.3.3 Evaluate the cocktail snacks on the menu with regard to:
  - (a) Appearance
  - (b) Ingredients (2 x 2) (4)

4.4 Study the pastry pictures below and answer the questions below.



- 4.4.1 Identify pastry **A** and pastry **B**. (2)
- 4.4.2 Refer to the cocktail menu in QUESTION 4.3.  
Select ONE item made from pastry **A** and ONE item made from pastry **B**. (2)
- 4.5 Answer the questions below on the profiteroles.
  - 4.5.1 Explain why it is important to ensure that all the eggs are NOT added at once during the preparation of choux paste. (2)
  - 4.5.2 Suggest the most appropriate utensils that could be used to shape the profiteroles. (2)

[40]

**TOTAL SECTION C: 80**

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

Study the scenario below and answer the questions that follow.

Nomhle is opening a lunch café at No. 63, Mamelodi extension, under her name. It will be situated near Mamelodi Secondary School and the local municipal office. Her menu will include bunny chows, vetkoek with mince, hotdogs and burgers. She intends employing three people: an accountant, a chef and a sales lady. A friend has helped her to design posters to market her business and she also has tables and chairs to seat customers.

- 5.1 Name the marketing tool that Nomhle will be using. (1)
- 5.2 Identify Nomhle's target market. (3)
- 5.3 Discuss FIVE aspects to consider when designing the posters. (5)
- 5.4 Discuss THREE ways, other than posters, in which Nomhle can promote her business. (3)
- 5.5 Use the information in the scenario above and compile a business plan for Nomhle. (6)
- 5.6 Describe THREE indirect job opportunities that Nomhle's business may create. (3)
- 5.7 State FOUR responsibilities of an accountant in the business above. (3)
- 5.8 Name and describe THREE non-revenue generating areas, other than accounting, in her business. (6)
- [30]**

**QUESTION 6**

6.1 Read the case study below and answer the questions that follow.

**LOAD SHEDDING IS A SERIOUS THREAT TO THE RESTAURANT INDUSTRY**

Lorenzo's Italian Restaurant is a small, privately owned business. Closing the restaurant each time when there is load shedding is not an option as the restaurant will lose money. Luckily the restaurant uses an industrial gas stove in the preparation of most of the dishes. Unfortunately, sometimes guests have to wait long for their food. Once or twice, some of the guests ordered so many alcoholic drinks that they became loud and started irritating the other guests.

- 6.1.1 Explain how the waiters should handle the following situations:
  - (a) Guests have to wait long for their food. (4)
  - (b) Guests become loud and start irritating other guests (5)
- 6.1.2 Suggest what to do to rectify the situation when a guest is irritated by the delay. (1)
- 6.1.3 Explain the procedure that waiters should follow in order to ensure that the cutlery is presentable before the guests are seated. (3)

6.2 Study the wine labels below and answer the questions that follow.



- 6.2.1 Write down the colour of wine **A**. Give a reason for your answer. (2)
- 6.2.2 Recommend the best serving temperature for both wines. (1)
- 6.2.3 Explain the term *Brut*. (1)

6.2.4 Distinguish between wine **A** and wine **B** with regard to the *manufacturing method* and *origin*. Tabulate your answer as follows:

	<b>WINE A</b>	<b>WINE B</b>
Manufacturing method		
Origin		

(4)

6.2.5 Suggest a classic food/dish to pair with wine **B**.

(1)

6.3 Establishments have to comply with the Liquor Act, 2003 (Act 59 of 2003) for selling liquor.

Name the TWO types of liquor licences that establishments can apply for and explain EACH type. (2 x 2)

(4)

6.4 Describe the procedure that a waiter should follow when taking and placing a food order.

(4)

**[30]**

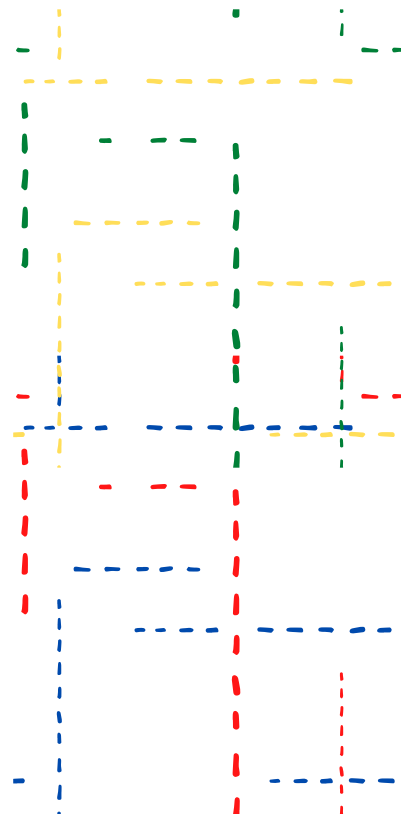
**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**



# HOSPITALITY STUDIES

## 2018

## MEMO





# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2018**

**MARKING GUIDELINES**

**MARKS: 200**

**These marking guidelines consist of 13 pages**

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

1.1.1	D✓
1.1.2	B✓
1.1.3	B✓
1.1.4	C✓
1.1.5	A✓
1.1.6	B✓
1.1.7	A✓
1.1.8	D✓
1.1.9	A✓
1.1.10	B✓

(10)

**1.2 MATCHING ITEMS**

1.2.1	C✓
1.2.2	A✓
1.2.3	G✓
1.2.4	B✓

(4)

**1.3 ONE-WORD ITEMS**

1.3.1	Human Resources/HR✓
1.3.2	Overheads✓
1.3.3	Crepe Suzette✓
1.3.4	Collagen/white connective tissue✓
1.3.5	Elastin✓
1.3.6	Chakalaka✓
1.3.7	Phyllo✓
1.3.8	Glazing✓
1.3.9	Electronic✓
1.3.10	Eighteen/18✓

(10)

**1.4 SELECTION**

1.4.1	A✓C✓D✓ F✓
1.4.2	A✓D✓ E✓
1.4.3	A✓C✓
1.4.4	B✓C✓

(in any order)

(4)

(3)

(2)

(2)

**1.5. MATCHING ITEMS**

1.5.1	D✓
1.5.2	H✓
1.5.3	F✓
1.5.4	B/C✓
1.5.5	A✓

(5)

**TOTAL SECTION A: 40**

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

- 2.1 2.1.1 Constant coughing/longer than three weeks√  
Fever/Chills√  
Night sweats√  
Chest pains√  
Coughing blood√  
Loss of appetite√  
Weight loss√  
Constant tiredness/fatigue√  
Shortness of breath/ Dyspnoea √ (Any 3) (3)
- 2.1.2 No /Worker must go on sick leave√  
TB is contagious/ To avoid it being spread √  
It can be spread to other members of staff, food and guests.√ (3)
- 2.1.3 There will be a workflow disruption√  
Less workers will lead to low productivity√  
There will be a need for retraining and hiring of workers√  
It will increase indirect costs related to care and treatment of employees√  
There will be vacant posts/job opportunities for others√  
Less money will be available for investment√  
The worker doesn't earn money/no money to spend or pay tax√  
Economic growth of the business will be inhibited/ It has a negative impact on the economy/multiplier effect√ (Any 3) (3)
- 2.1.4 People with HIV have a weakened immune system √ leaving the body more vulnerable to TB√  
A weakened immune system allows TB to infect other parts of the body other than the lungs√  
TB increases the formation of HIV viruses√ (Any 2) (2)
- 2.2 2.2.1 By ensuring that the premises are safe and secure by walking around/regular rounds/watching CCTV√  
By looking out for and reporting any uncommon behaviour, incidents or any suspicious person or object to the supervisor√  
By speaking to guests about the safety of their belongings,(must be related to keeping their belongings safe)/sending alerts to their devices √.  
Must be visible at entrance√ (2)  
Search staff when they enter the workplace or when they leave√  
(Any 2)



- 2.2.2 Good teamwork will lead to good team spirit/positivity that will leave a good impression. ✓  
Good teamwork will increase productivity ✓  
Good impression will lead to satisfied customers that are willing to pay ✓  
Satisfied customers become loyal customers that return to the business ✓  
Customers will come up with positive word of mouth that attract more customers ✓  
More customers will increase the income and profits ✓ (Any 3) (3)

- 2.3 Computers can assist chefs in the following ways:  
Dish sales can be recorded ✓  
Unpopular dishes can be removed from the menu ✓  
The chef can search dishes for the menu on the internet ✓  
The menu and the ingredient costs can be calculated ✓  
Selling price can be calculated easily ✓  
Profit can be calculated easily ✓  
Developing and changing of recipes can be simplified ✓  
Recipes and ingredients can be listed ✓  
Order lists can be compiled easily and accurately ✓  
Metric conversions can be done automatically ✓  
Serving sizes can be printed on a recipe ✓  
Nutritional values can be determined ✓  
Online dictionary for translating menu/ingredient terms ✓ (Any 4) (4)

**TOTAL SECTION B: 20**

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

**QUESTION 3**

3.1 3.1.1 Cold dessert ✓ (1)

	Crème Pâtissière	Crème Brûlée
Ingredients	Starch: corn flour/ cake flour ✓ No caramelised sugar ✓ Whole egg ✓ (Any 1)	No starch: no corn flour/ cake flour ✓ Caramelised sugar ✓ Only egg yolk ✓ (Any 1)
Preparation method	No baking ✓ Boiled / stirred / On top of bain-marie on stove plate/ cook in a pot ✓. No bain marie ✓ Not using blow-torch ✓ (Any 1)	Baking ✓ No boiling and stirring ✓ Inside bain-marie in oven ✓ Sugar caramelised using a blow-torch/under the grill in the oven ✓ (Any 1)

3.2 3.2.1 Made from equal amounts of butter, icing sugar, flour and egg whites ✓  
Crisp, paper-thin biscuits ✓  
Baked into different shapes ✓  
Twisted and curled after coming out of the oven, while still hot ✓  
(Any 2) (2)

3.2.2 (a) Tempering chocolate makes the chocolate more resistant to melting/ prevents chocolate from melting. ✓  
Results in a smooth and shiny chocolate finish. ✓  
It will be hard/ set properly /snap on breaking ✓ (Any 2) (2)

(b) Boiling sugar to the desired stage will ensure:

- a light brown colour/golden brown. ✓
- a pleasant caramel taste. ✓
- that the consistency is suitable and that the spun sugar holds its shape/able to make thin threads. ✓ (Any 2) (2)

3.2.3 Praline ✓ (1)

3.2.4 Anaphylaxis: severe body allergic reaction ✓  
Swelling, tongue, lips or eyes /tightening of throat ✓  
Difficulty in breathing/choking ✓  
Vomiting ✓  
Diarrhoea ✓  
Abdominal cramps ✓  
Eczema/Hives: skin rashes/redness/itching ✓  
Tingling sensation in the mouth ✓  
Heart palpitations ✓  
Lowered blood pressure/feeling faint ✓ (Any 4) (4)

- 3.3 It is not suitable<sup>✓</sup> because the trifle has: (1)  
 too much sugar/sugar will increase blood glucose<sup>✓</sup>  
 fat in the cream/ custard/ fat in egg yolks<sup>✓</sup>  
 only refined starch<sup>✓</sup>  
 no high-fibre ingredients/no complex carbohydrates<sup>✓</sup> (Any 2) (3)
- 3.4 3.4.1 Hydrate/sponging/soak or blooming gelatine<sup>✓</sup>  
 Sprinkle powder over cold water/liquid<sup>✓</sup>  
 Leave to stand / soak for two minutes or longer<sup>✓</sup> / to absorb liquid  
 and swell<sup>✓</sup> (Any 3) (3)
- 3.4.2 Agar-agar/Gum from seaweed<sup>✓</sup> (1)
- 3.4.3 3,4-6g OR 10ml<sup>✓</sup> because:  
 1 sheet of gelatine is equivalent to 1,7g-3g/5ml <sup>✓</sup> therefore:  
 2 sheets are 1.7g x2 = 3.4g or 5mlx2= 10ml <sup>✓</sup>  
 (Note: multiply the amount by 2) (2)
- 3.5 3.5.1 Pollo-vegetarian<sup>✓</sup>  
 Pesco-vegetarian<sup>✓</sup>  
 Pollo-pescatarian/semi-vegetarian<sup>✓</sup>  
 Flexitarian<sup>✓</sup>  
 Lacto-ovo vegetarian<sup>✓</sup> (Any 3)
- Reason: Diet of the above vegetarians includes milk, dairy  
 products, eggs, and fruits <sup>✓</sup> (1) (4)



**QUESTION 4**

4.1 4.1.1

Dish	Beef cut
A Tournedo	Fillet✓
B Grilled Sirloin	Loin✓

(2)

4.1.2

Stretches the portion✓  
 Gives more flavour✓  
 Improves appearance✓  
 Makes it more succulent and juicy/adds moisture/less dry✓  
 Creates more interesting dishes✓  
 Improves nutritive value ✓

(Any 4)

(4)

4.1.3

Use a clean grill ✓  
 Brush grill with lemon/rosemary/onion to add flavour✓  
 Use charcoal or non-poisonous wood✓  
 Grill ±10cm above moderate coals/do not put directly on coals/ not too hot✓  
 Grill should leave appetising crosshatch marks on the meat✓  
 Don't season/salt meat before grilling✓  
 Keep/ rest steak at room temperature before grilling ✓  
 Use meat tongs/don't poke with a fork✓  
 Brush grill with oil to prevent sticking✓  
 Grill on one side, leave to loosen by itself and turn on other side✓  
 Grill meat to rare or medium to ensure soft meat/grill for equal amounts of time on both sides✓

(Any 3)

(3)

4.1.4

Moist heat is for tough meat cuts/forequarter✓  
 Steaks are tender/don't have lots of connective tissue/collagen that needs softening✓  
 Muscle fibre becomes tougher if moist heat is applied/ steaks will become tough/rubbery✓  
 Meat juices will be lost in water/liquid resulting in less flavour✓

(Any 2)

(2)

4.1.5

Truffles✓  
 Foie gras/duck liver✓  
 Crouté✓  
 Any:  
 sauce (e.g. madeira sauce)✓  
 vegetables (e.g. grilled vegetables)✓  
 starch (e.g. mashed potatoes)✓  
 salad (e.g. greek salad) ✓

(Any 2 relevant answers)

(2)

4.2 4.2.1

Total cost = total cost per person x number of guests + overheads/  
 $200 \times R200 = R40\,000$ ✓  
 $(R40\,000) \checkmark + (R500 + R300) \checkmark$   
 $= R40\,800 \checkmark$

(Any 3)

(3)

4.2.2

$R40\,800 \times 50\% (50/100) \checkmark$   
 $= R20\,400 \checkmark$   
**OR**  
 $R40\,800 / 2 \checkmark = R20\,400 \checkmark$

(2)

- 4.2.3 A Aloe caterers ✓  
B Witteklip Secondary School ✓  
C 3½ hours/ 18:30-22:00 ✓  
D 4 November 2018 ✓ (4)
- 4.3 4.3.1 Celebrations: birthdays ✓/ weddings ✓/ anniversaries ✓/ funerals ✓/  
matric farewell/ tea party ✓  
Social events/entertainment ✓  
Prize giving functions / award ceremonies ✓  
Marketing functions/product/media launches ✓  
Business liaising/functions ✓/ fund raising events ✓ (Any relevant 3) (3)
- 4.3.2 Tiny, bite-sized ✓, savoury snacks ✓  
Attractively garnished ✓  
Three parts: base, spread and garnish ✓  
May be glazed with aspic to prevent drying out ✓ (Any 3) (3)
- 4.3.3 (a) Appearance: Bad ✓  
No colour variation: too many white and pink colours ✓  
Not all bites are dainty/bite sized e.g. quiche ✓  
Good ✓ - variety of shapes: round, long, etc. ✓  
(Any 2 relevant answers)
- (b) Ingredients used: Good ✓  
Applicable accompaniments ✓  
Different food groups included ✓  
Savoury and sweet snacks are included ✓  
Bad ✓ - Too many fish dishes: salmon, tuna, sushi ✓  
High in starch/carbohydrates ✓  
Rich in fat: mayonnaise, cream, chocolate ✓  
Not sufficient vegetarian options ✓ (Any 2 relevant answers) (4)
- 4.4 4.4.1 A Short crust/pate sucree ✓  
B Puff pastry/rough puff/flaky pastry ✓ (2)
- 4.4.2 A Biltong, Feta and Leek Quiche/ mini canapes with smoked tuna tartare ✓  
B Bouchées with Lemon Curd and Cream/mini canapes with smoked tuna tartare ✓ (2)
- 4.5 4.5.1 If too much egg is added at a time, the mixture can't be corrected/pastry is ruined because the fat isn't emulsified properly ✓  
Too much egg will result in a runny pastry ✓  
The pastry cannot be shaped or piped properly ✓  
End products have a poor shape/no cavity/flat/dense texture ✓  
(Any 2) (2)
- 4.5.2 Piping bag/plastic bag ✓  
Piping nozzle ✓  
Two spoons/teapoons ✓ (Any 2) (2)

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

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

- 5.1 5.1 Visual/poster✓ (1)
- 5.2 Mamelodi school learners✓ and teachers✓ and non-teaching staff✓  
Municipal workers✓  
Mamelodi community members/people who want a quick  
meal/parents of the learners✓ (3)
- 5.3 Bright colours that will catch the eye✓  
Big letters/font easy to read✓  
Interesting pictures/photos✓  
A big space or a small advert on a clean blank page✓  
Neat and attractive✓  
Catch potential customers attention by using words such as  
FREE/indicate promotions✓  
All correct information is available/✓ no spelling mistakes or  
language errors ✓  
Not cluttered / not too much information✓  
Apply art elements and principles✓  
Include business information such as: name/contact details/  
address✓  
Include product information such as: price/slogan/description of  
product✓  
Use simple understandable language✓ (Any 5) (5)
- 5.4. Brochures, leaflets/ ✓  
Printed media✓ OR local newspaper✓  
Audio ✓ OR local radio station✓  
Audio-visual OR TV✓  
Electronic/e-mail/ online✓  
Social media: Facebook, Instagram, WhatsApp, Sms✓  
Product samples /promotional items✓  
Word of mouth✓  
Billboards✓ (Any 3) (3)
- 5.5 Name of Owner/business✓: Nomhle✓  
Business Address✓: No 63 Mamelodi Extension✓  
Form of business✓: Sole owner✓  
Type of business/Business description✓: lunch café or take-away✓  
Operational plan/ Personnel plan✓: Accountant, Chef, Sales lady✓  
Product/Service description✓: Bunny chows, vetkoek with mince,  
hotdogs and burgers✓  
Marketing plan✓: poster ✓ (Any 6) (6)

- 5.6 Home industries can order the bunny chows, vetkoek, hot dogs and burgers from Nomhle✓  
She can supply vendors selling from the trolley and stalls✓  
Children’s birthday parties to make hot dogs and burgers✓  
Delivery service of bunny chows, vetkoek, hot dogs and burgers (food) into people’s homes✓  
Waiter✓, maintenance✓, security, ✓  
Purchasing vegetables from a farmer ✓  
Cleaner ✓ (Any other relevant 3) (3)
- 5.7 Pays staff salaries✓  
Controls banking procedures✓  
Oversees the auditing of funds ✓  
Ensures payment of VAT✓  
Safeguarding of business assets ✓  
Pay debtors/monthly expenses/accounts✓  
Keeping track of money coming in and out of business✓  
Prepare financial reports✓  
Drawing up budgets✓  
Handle income tax/SARS✓  
Take care of account enquiries✓ (Any 3) (3)
- 5.8 Laundry✓: for washing of table cloths✓  
Marketing✓: advertisement using poster✓  
Front office✓: sales lady to make contact with the customers✓  
Maintenance✓: to ensure stoves are in working order and plumbing is also in working condition✓  
Security✓: to guard the premises ✓  
Human Resource✓: hiring and firing the staff✓ (Any 3 × 2) (6)
- [30]**



**QUESTION 6**

- 6.1 6.1.1 (a) Maître d'hôtel should investigate the problem√  
Control your emotions; stay calm√  
Show willingness to assist guests/ pay attention to customers√  
Apologise sincerely√  
He must not argue with the customer√  
Acknowledge the complaint and thank the guest for bringing the matter to your attention√  
Never place the blame on yourself or on somebody else√  
He must not promise something he cannot provide√  
Keep guests updated/ inform the guest on the progress of the food/  
√  
Offer alternative dishes that won't take that long √  
Bring guests a complementary/free drink/bread rolls with the approval of the manager √ (Any 4) (4)
- 6.1.1 (b) Keep waiters / guests calm√  
Control your emotions and keep charge of the situation√  
Ask the customer politely but firmly to leave/lower voices√  
No more alcoholic beverage should be offered√  
Non-alcoholic drinks/coffee can be offered to the guests√  
Keep the incident as quiet as possible√  
Move the guests to a different table√  
Call maître d/ security to handle the problem√  
Apologise to the other guests for the noise √ (Any 5) (5)
- 6.1.2 Serve them a complimentary/free beverage√  
Check the guest after a while that all is well√  
Call the guest within the week to check that he/she is satisfied with how the problem was solved√  
Build and maintain a good relationship√ (Any 1) (1)
- 6.1.3 Wash in clean, hot, soapy water√  
Rinse in clean, hot water ( $\pm 60^{\circ}\text{C}$ ) √  
Air dry√  
Polish with a clean cloth√  
If water stains remain after washing, dip equipment in very hot water and then polish with a clean, dry cloth√  
OR  
Ensure that clean cutlery is used√  
Study menu and lay cutlery accordingly√  
Ensure cutlery is straight/in line with the opposite cover√  
Lay cutlery 1-2 cm from the edge of a table√  
Use a dinner/entrée plate to determine the space between main course knives and forks√  
Ensure that all covers look the same√ (Any 3) (3)

- 6.2 6.2.1 Pink/light red/ blush✓  
Motivation: It is a rosé/skins were removed/ blend of white and red wine✓ (2)
- 6.2.2 6/7/8°C✓ (1)
- 6.2.3 Brut: Very dry✓ (1)

6.2.4

	<b>Wine A</b>	<b>Wine B</b>
<b>Manufacturing Method</b>	Charmat (second fermentation in the tank)✓ Cap Classique✓ Tank method✓ Carbonation✓ Transfer method✓ (Any 1)	Champagne (second fermentation the bottle)✓
<b>Origin</b>	Roederer Estate, Anderson Valley, California, USA✓	France✓

(4)

- 6.2.5 Caviar✓  
Oysters✓ (Any 1) (1)

- 6.3 On-consumption/on premises✓  
Liquor to be consumed where it is bought and cannot be taken away, e.g. hotels and restaurants✓  
Off-consumption/off premises✓  
For liquor stores who sell liquor that is consumed elsewhere ✓  
Day/event Liquor licences✓: licenses applied for only for a specific time/temporary ✓ (2 x 2) (4)

- 6.4 Informing the guests about promotions,/ dish of the day ✓  
The waiter will ask the guests if they are ready to order✓  
Take the order of the customer on the right hand side of the host first✓ and work anti-clockwise✓ around the table finishing with the hosts order✓  
Take the order for starters and main courses✓  
Note any dietary requirements✓  
Repeat the order to make sure that the order is correct✓  
Transfer the order to the kitchen docket including special requirements✓  
Place the order with the kitchen✓  
Record the sale for billing purposes✓ (Any 4) (4)

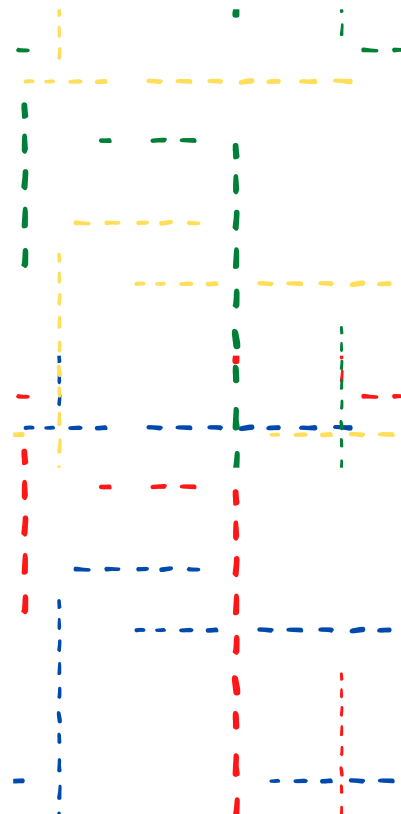
**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**



# HOSPITALITY STUDIES

**2019**

## QUESTION PAPER





# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**HOSPITALITY STUDIES**

**NOVEMBER 2019**

**MARKS: 200**

**TIME: 3 hours**

**This question paper consists of 17 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 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****QUESTION 1: SHORT QUESTIONS****1.1 MULTIPLE-CHOICE QUESTIONS**

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

**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 The main nutrient found in legumes:

- A Calcium
- B Iron
- C Fat
- D Protein

(1)

1.1.2 The type of offal where the membranes are removed before cooking:

- A Oxtail
- B Kidneys
- C Tripe
- D Lungs

(1)

1.1.3 Gelatine is an incomplete animal protein derived from ...

- A elastin.
- B aspic.
- C agar-agar.
- D collagen.

(1)

1.1.4 An example of fortified wine:

- A Champagne
- B Red wine
- C Sherry
- D Rosé

(1)

- 1.1.5 A small bite-size puff pastry case with a filling:
- A Bouchée
  - B Barquette
  - C Vol-au-vent
  - D Profiterole
- (1)
- 1.1.6 A white, cheese-like curd made from soybeans:
- A Feta
  - B Haloumi
  - C Tofu
  - D Tempeh
- (1)
- 1.1.7 Identify a textured vegetable protein dish from the dishes below:
- A Three-bean salad
  - B Chickpea curry
  - C Soya mince lasagne
  - D Lentil breyani
- (1)
- 1.1.8 Crumbing down should take place after the ...
- A dessert.
  - B bread service.
  - C main course.
  - D starter.
- (1)
- 1.1.9 Water and shortening boiled too long during the preparation of choux pastry will result in a product that is ...
- A delicate and crisp.
  - B light in weight.
  - C small in volume.
  - D hollow and dry.
- (1)
- 1.1.10 A light meringue shell with a marshmallow texture filled with fresh fruit and whipped cream:
- A Macaroon
  - B Pavlova
  - C Baked Alaska
  - D Lemon meringue
- (1)

**1.2 MATCHING ITEMS**

Choose an example from COLUMN B that matches the marketing mix in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 H.

<b>COLUMN A MARKETING MIX</b>		<b>COLUMN B EXAMPLES</b>	
1.2.1	Product	A	paying for five nights' accommodation and getting two nights free
1.2.2	Promotion	B	a group of students visiting a coffee shop
1.2.3	Price	C	meals and drinks served in restaurants
1.2.4	Place	D	purchasing a product that is affordable
1.2.5	People	E	strong, hygienic, eco-friendly containers
		F	protection of a take-away meal against damage
		G	a restaurant in the city centre

(5 x 1)

(5)

**1.3** Choose a description from COLUMN B that matches the type of position in COLUMN A. Write only the letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 H.

<b>COLUMN A TYPE OF POSITION</b>		<b>COLUMN B DESCRIPTION</b>	
1.3.1	Telesales person	A	controls access to the premises of a hotel
1.3.2	Accountant	B	promotes the products and services of the hotel
1.3.3	Night auditor	C	signs contracts with reliable service providers
1.3.4	Parking attendant	D	responsible for the employment of staff at the hotel
1.3.5	Human resources manager	E	responsible for the auditing of hotel funds
		F	oversees the general maintenance of rooms in a hotel
		G	draws up reports of transactions concluded during the previous day

(5 x 1)

(5)



**1.4 ONE-WORD ITEMS**

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

- 1.4.1 A preservation method used in making biltong
- 1.4.2 The computerised system used by hotels to show profit on a daily basis
- 1.4.3 Even distribution of fat through the muscle of meat
- 1.4.4 Type of cost involving rent and tax
- 1.4.5 A tingling sensation in the mouth resulting from a toxic response to food
- 1.4.6 The total value of goods and services manufactured and delivered in a country in one year
- 1.4.7 The religious group that does not consume meat and dairy products in one dish
- 1.4.8 A frozen dessert that contains sugar, fruit juice, eggs and milk fat
- 1.4.9 A thin non-laminated pastry used to make apple strudel
- 1.4.10 Sugar or salt used to coat the rim of a glass (10 x 1) (10)

**1.5 SELECTION**

1.5.1 Select FOUR quality characteristics of puff pastry from the list below. Write only the letters (A–H) next to the question number (1.5.1) in the ANSWER BOOK.

- A Soft, short crumb
  - B Light texture
  - C Flaky layers
  - D Rich, soft dough
  - E Rich, delicate taste
  - F Light golden-brown colour
  - G Rich, not flaky
  - H Paper thin
- (4)

1.5.2 Select TWO electronic marketing tools. Write only the letters (A–D) next to the question number (1.5.2) in the ANSWER BOOK.

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

1.5.3 Select FOUR types of information from the list below that corresponds with the label below. Write only the letters (A–H) next to the question number (1.5.3) in the ANSWER BOOK.

- A Brand name
- B Warning statements
- C Best-before date
- D Directions for use
- E Name of product
- F Ingredients
- G Food additives
- H Serial number

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: left; padding: 2px;">Nutritional information</th> </tr> <tr> <td style="padding: 2px;">Serving size</td> <td style="padding: 2px;">2 cups (124 g)</td> </tr> <tr> <td style="padding: 2px;"><b>Calories</b></td> <td style="padding: 2px;"><b>350</b></td> </tr> <tr> <td colspan="2" style="text-align: right; padding: 2px;">% of daily value</td> </tr> <tr> <td style="padding: 2px;"><b>Total fat</b> 20 g</td> <td style="padding: 2px; text-align: right;">26%</td> </tr> <tr> <td style="padding: 2px;"><b>Cholesterol</b> 55 mg</td> <td style="padding: 2px; text-align: right;">65%</td> </tr> <tr> <td style="padding: 2px;"><b>Sodium</b> 117 mg</td> <td style="padding: 2px; text-align: right;">7%</td> </tr> <tr> <td style="padding: 2px;"><b>Total carbohydrates</b> 38 g</td> <td style="padding: 2px; text-align: right;">14%</td> </tr> <tr> <td style="padding: 2px;"><b>Protein</b> 6 g</td> <td style="padding: 2px; text-align: right;">10%</td> </tr> <tr> <td style="padding: 2px;"><b>Calcium</b> 116 mg</td> <td style="padding: 2px; text-align: right;">10%</td> </tr> </table>	Nutritional information		Serving size	2 cups (124 g)	<b>Calories</b>	<b>350</b>	% of daily value		<b>Total fat</b> 20 g	26%	<b>Cholesterol</b> 55 mg	65%	<b>Sodium</b> 117 mg	7%	<b>Total carbohydrates</b> 38 g	14%	<b>Protein</b> 6 g	10%	<b>Calcium</b> 116 mg	10%	<p><b>COOKIES AND CREAM ICE CREAM</b></p> <p><b>CONTAINS:</b> Non-fat Milk, Cream, Cane Sugar, White Chocolate, Sugar, Cacao Butter, Whole Milk Powder, Lactose, Soy Lecithin (Emulsifier), Vanilla Extract</p> <p><b>GLUTEN FREE</b></p> <p><b>Product may contain traces of peanuts</b></p> <p><b>102 Church Street, PRETORIA, 0002</b></p>
Nutritional information																					
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(4)

**TOTAL SECTION A: 40**

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

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

When the water levels of the major dams supplying Cape Town decreased, Day Zero was declared. Pressure on the sanitation system increased and the spread of life-threatening diseases, such as Hepatitis A, occurred in the hospitality industry.

2.1.1 Name the incubation period of the disease above. (1)

2.1.2 List THREE symptoms of this disease. (3)

2.1.3 Discuss how this disease may impact on the productivity and finances of the food and beverage industry in Cape Town. (3)

2.2 Suggest THREE guidelines on how to prevent the transmission of tuberculosis when working with food. (3)

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



In 2018 the Golden Star Hotel won 'The Most Successful Hotel in KZN' award. The manager attributed the success of the hotel to the teamwork and professionalism of the staff. The use of computers in menu planning and rooms division ensured the successful running of the Golden Star Hotel.

2.3.1 Suggest THREE ways in which the staff of the Golden Star Hotel applied good teamwork to win the award. (3)

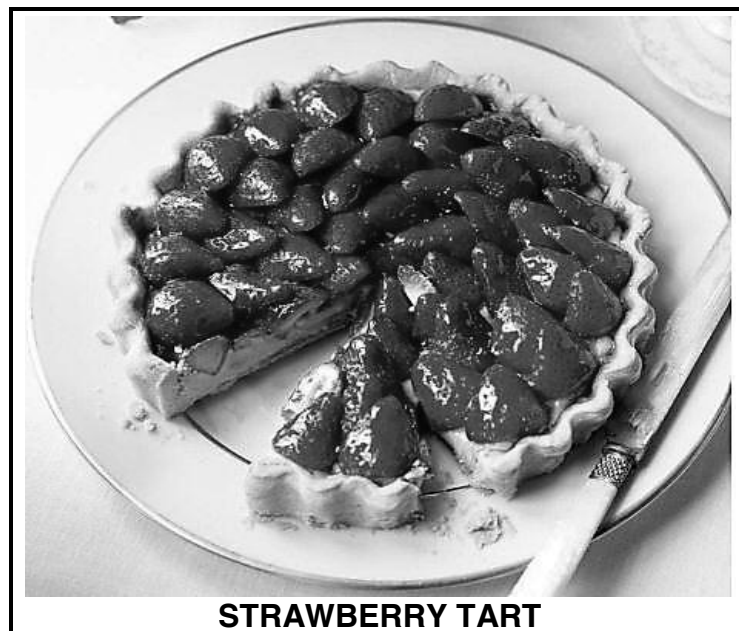
2.3.2 Predict the impact the award will have on the profitability of the Golden Star Hotel. (3)

2.4 Explain the benefits of using computers in menu planning. (4)

**TOTAL SECTION B: 20**

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

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



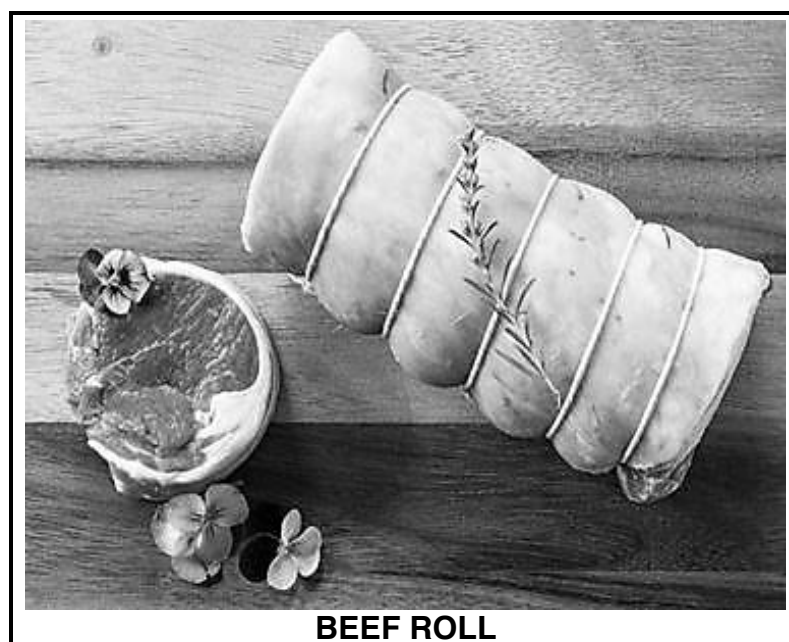
- 3.1.1 Identify the pastry used in the preparation of the strawberry tart above. (1)
- 3.1.2 Justify the following rules that are applied when preparing the pastry for the strawberry tart:
- (a) Do not overmix or overhandle the dough. (2)
  - (b) Use the minimum flour when rolling out the dough. (2)
- 3.1.3 State TWO advantages of docking the pastry before baking. (2)

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 the 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.

- 3.2.1 Motivate the following steps in the method:
- (a) Step 4 (3)
  - (b) Step 7 (3)
- 3.2.2 Suggest TWO deep-fried products that can be made from the choux pastry dough. (2)
- 3.3 Study the picture below and answer the questions that follow.

**BEEF ROLL**

- 3.3.1 State THREE advantages of stuffing a beef roll. (3)
- 3.3.2 Recommend TWO beef cuts in the forequarter suitable for the dish above. (2)
- 3.3.3 The beef roll was not seared before pot roasting. Predict TWO outcomes of the end product. (2)
- 3.3.4 Outline the guidelines to follow when carving the beef roll. (3)
- 3.3.5 Motivate the following statement:  
It is expensive to prepare a beef roll. (2)
- 3.3.6 Distinguish between the portion size per person of a *beef roll* and a *T-bone steak*. (2)

3.4 Name TWO types of vegetarians that will consume EACH of the following dishes:

3.4.1 Buffalo wings (2)

3.4.2 Soufflé (2)

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

You are in charge of planning a banquet dinner for the new President of South Africa after the national elections. The function will be held at the St George Hotel and 100 people will be invited.

The following costs were incurred:

Food cost:	R25 000
Overheads:	R5 000
Labour cost:	R3 500
Net profit:	35%

3.5.1 Calculate the selling price of the function. Show ALL formulas and calculations. (4)

3.5.2 Calculate the selling price per person for the banquet. Show ALL formulas and calculations. (3)  
**[40]**

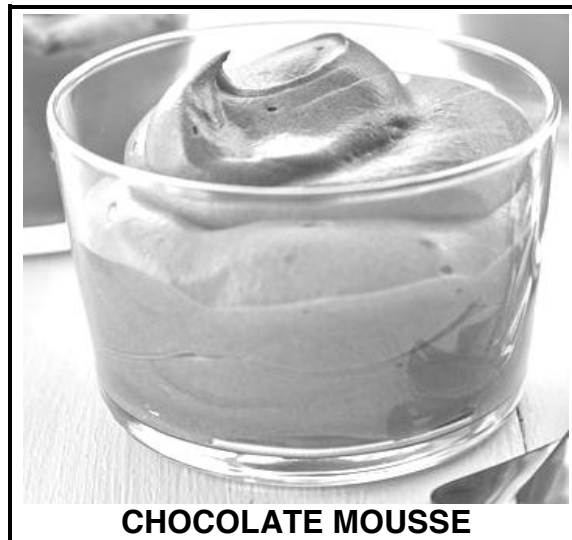
**QUESTION 4**

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

<p style="text-align: center;"><b>MENU</b></p> <p style="text-align: center;"><b>Dinner</b></p> <p style="text-align: center;">Creamy Mussel Soup with Croutons</p> <p style="text-align: center;">Apple Sorbet</p> <p style="text-align: center;">Leg of Lamb Mornay Sauce Minted Rice Timbales Steamed Beans with Bacon Bits Pumpkin Fritters with Caramel Sauce Green Salad</p> <p style="text-align: center;">Cremora Tart with Biscuit Crust</p> <p style="text-align: center;">Coffee</p> <p style="text-align: center;">19 November 2019</p> <p style="text-align: right;">R150,00 p.p.</p>
--

- 4.1.1 Motivate why the menu is a table d'hôte menu. (1)
- 4.1.2 Select FOUR dishes on the menu that are NOT suitable for a person who has diabetes. (4)
- 4.1.3 Identify TWO dishes on the menu that are NOT suitable for a person who is allergic to wheat. (2)
- 4.2 4.2.1 Name the preservation method used in making chutney. (1)
- 4.2.2 Justify why the method in QUESTION 4.2.1 is used to preserve chutney. (4)

4.3 Study the dessert below and answer the questions that follow.



- 4.3.1 Name TWO quality characteristics of a chocolate mousse. (2)
- 4.3.2 Discuss THREE factors that will influence the foaming ability of the egg white used in the chocolate mousse. (3)
- 4.3.3 Predict the outcome of the chocolate mousse if the chocolate used in the preparation of the mousse was overheated during melting. (2)

4.4 Study the following statement and answer the questions that follow.

Malva pudding is a traditional South African dessert usually served with stirred egg custard.

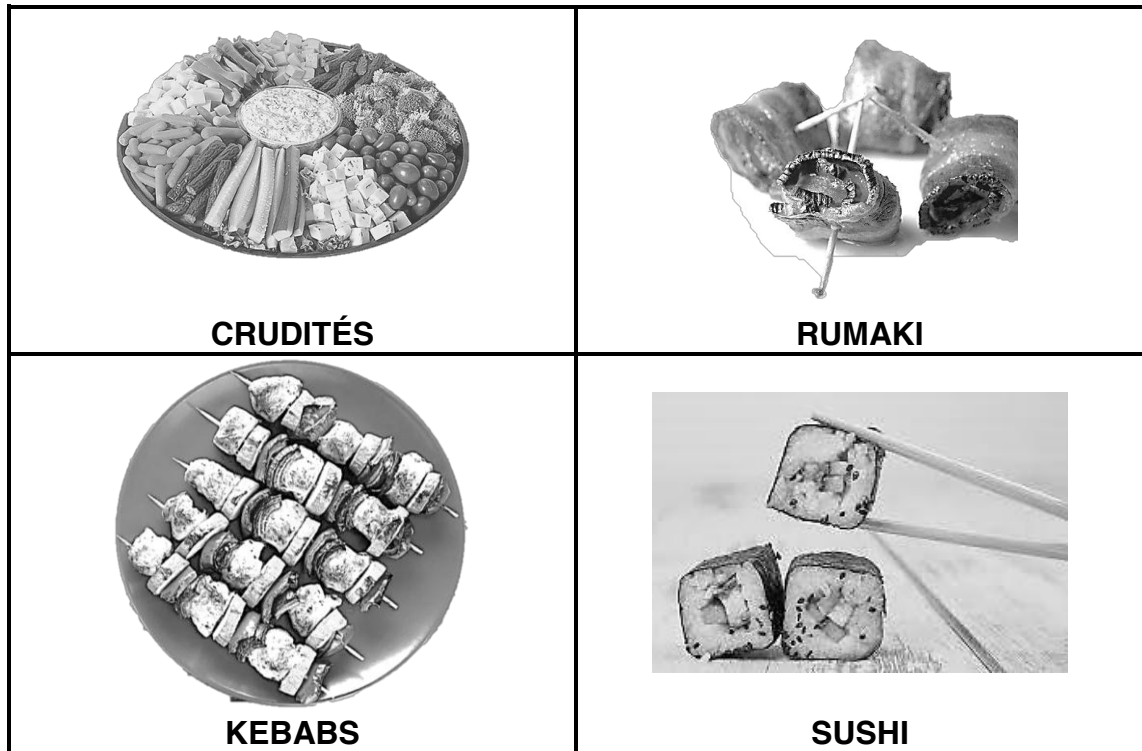
- 4.4.1 (a) Give the classification of the malva pudding. (1)
- (b) Describe this dessert briefly. (2)
- 4.4.2 Distinguish between *stirred egg custard* and *baked custard*. Redraw the table below in your ANSWER BOOK and tabulate your answer as follows.

STIRRED EGG CUSTARD	BAKED CUSTARD
(1)	(1)
(1)	(1)

- 4.5 Give possible reasons for the following mistakes when preparing gelatine dishes:
  - 4.5.1 The fruit sank to the bottom. (1)
  - 4.5.2 It has not set properly. (4)



4.6 Study the cocktail snacks below and answer the questions that follow.



- 4.6.1 Define *crudités*. (1)
- 4.6.2 Select the cocktail snacks above that are most suitable for a cold winter evening. (2)
- 4.6.3 Discuss the advantages of hosting a cocktail function. (6)


**[40]**

**TOTAL SECTION C: 80**


**SECTION D: SECTORS AND CAREERS;  
FOOD AND BEVERAGE SERVICE**

**QUESTION 5**

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




**PAMPHLET**



Jane wants to start her own catering company. She is self-motivated and hardworking. However, she lacks the financial management skills to start her own business. She lives in a rural farming community in Dutywa.

Her intention is to produce breakfast and lunch packs because the children travel long distances and leave for school very early in the morning. In the absence of food outlets around the school, Jane has negotiated with the principal to produce and supply the breakfast and lunch packs at minimal cost.

Jane plans on using organic ingredients and healthy preparation techniques to prepare these meals. Her target market is the school learners of this area. She has the advantage of local suppliers for the bulk of her commodities. In addition, she sourced two cooks, two cleaners and two delivery personnel from the area to assist her at a reasonable rate. She also designed her own pamphlet.



- 5.1.1 Identify THREE strengths that Jane has that will assist her to start her business.

(3)
- 5.1.2 Jane needs to develop a business plan. Assist Jane by outlining the aspects that she should include under EACH of the following headings:

  - (a) Business description
  - (b) Operational plan

(2)

(4)
- 5.1.3 Recommend additional information that can improve Jane's pamphlet.

(4)

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

You are employed as a food and beverage manager. You are required to train new waiters on the setting of tables for formal four-course dinners.



Suggest guidelines for the waiters to follow to complete the table setting above for a formal four-course dinner.

Use the following headings:

- 5.2.1 Setting up the cutlery (3)
- 5.2.2 Setting up the glassware (2)
- 5.2.3 Table decorations (2)
- 5.2.4 Table numbers (1)

5.3 The front office, the heart of any establishment, is a non-revenue-generating area.

List THREE other non-revenue-generating areas. (3)

5.4 Explain EACH of the following procedures that take place in a restaurant:

- 5.4.1 Greeting and receiving guests (3)
- 5.4.2 Presenting the bill (3)

**[30]**

**QUESTION 6**


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

You are the marketing manager for MARTT Wineries. You are requested to create a promotional label for a new red wine blend.

- 6.1.1 List FOUR types of information that should appear on the label of the new red wine bottle. (4)
- 6.1.2 Discuss FOUR points to consider when storing wine in a wine cellar. (4)
- 6.1.3 Outline FIVE guidelines to follow when pouring red wine to guests. (5)

6.2 Distinguish between an *on-consumption liquor licence* and an *off-consumption liquor licence*. (4)

6.3 Study the equipment and ingredients below and answer the questions that follow.

<p><b>A</b></p> 	<p><b>B</b></p> <p>Sparkling water Syrups Cordials Carbonated drinks Fruit juices</p>
---	---

6.3.1 The bar equipment in **A** is used to prepare a mocktail. (1)  
Name the mixing method used.

6.3.2 Select TWO items in **B** that are suitable for the mixing method in QUESTION 6.3.1. (2)

6.4 During a busy evening in a restaurant the barman ran out of cordials and syrups and could no longer serve mocktails to the guests.

6.4.1 Advise the barman on the proper management of stock on hand in the bar. (3)

6.4.2 Explain the correct procedure to follow when guests complain about the shortage of mocktails. (3)

6.5 Explain how the restaurant staff will handle an electrical failure in a food and beverage establishment. (4)

**TOTAL SECTION D: 60**  
**GRAND TOTAL: 200**