



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2013

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	(40)
SECTION B: Hospitality concepts and health and safety	(40)
SECTION C: Food preparation	(80)
SECTION D: Food and beverage serving	(40)
2. Answer ALL the questions in your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

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

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

- 1.1.1 When you buy a proudly South African product you are contributing to ...
- A buying expensive products.
 - B buying inferior products.
 - C building the local economy.
 - D building the international economy. (1)
- 1.1.2 ONE of the following statements is NOT applicable to good teamwork:
- A Being fair and honest with the team
 - B Being able to work towards the same goal
 - C Not being biased
 - D Not being able to share success and failures (1)
- 1.1.3 ... can be given to a patient suffering from gastro-enteritis.
- A Milk with sugar and salt
 - B Milk with honey and lemon
 - C Water with sugar and salt
 - D Water with honey and lemon (1)
- 1.1.4 A symptom of gastro-enteritis is ...
- A nausea.
 - B diarrhoea.
 - C coughing.
 - D thrush. (1)
- 1.1.5 The INCORRECT treatment for a light wound is to ...
- A treat the patient for shock.
 - B cover it with a sterile wound dressing.
 - C use ointment and oils on the affected areas.
 - D hold the affected area under running water. (1)

- 1.1.6 ... is the projection or estimation of the number of menu items to be sold.
- A Streamlining
 - B Forecasting
 - C Reconciling
 - D Procuring
- (1)
- 1.1.7 The total cost of a chocolate cake is R75,00. It serves eight portions. The cost of one portion is ...
- A R9,38.
 - B R9,34.
 - C R9,32.
 - D R9,36.
- (1)
- 1.1.8 The ... in choux pastry acts as an emulsifying agent.
- A flour
 - B water
 - C eggs
 - D salt
- (1)
- 1.1.9 Charlotte ... is a gelatine dessert that is lined with Swiss roll.
- A Russe
 - B Royal
 - C Mousse
 - D Muscovite
- (1)
- 1.1.10 An example of Mexican cuisine is ...
- A tacos.
 - B blinis.
 - C paella.
 - D fondue.
- (1)

1.2 MATCHING ITEMS

Choose a definition from COLUMN B that matches the term in COLUMN A. Write only the letter (A–H) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

COLUMN A TERMS	COLUMN B DEFINITIONS
1.2.1 Marketing	A a large group of teenagers that will buy the goods and services
1.2.2 Product	B identifies the people who buy the goods and services as well as where they live, their needs and income
1.2.3 Target market	C bringing new products to customers' attention
1.2.4 Market size	D goods and services offered for sale in a supermarket
1.2.5 Market description	E few people who buy your product and a large percentage who buy from others
	F the price of goods and services that are being sold
	G using various techniques to inform the public about the goods and services that you wish to sell
	H the number of people in the area who buy the goods and services that you sell

(5 x 1) (5)

1.3 FILL IN THE MISSING WORD(S)

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

- 1.3.1 ... is a shelf in a storeroom allocated to one specific item.
- 1.3.2 ... is the term used to describe items such as milk, eggs, flour and meat.
- 1.3.3 ... is a type of custard that has starch as a thickening agent.
- 1.3.4 ... is made from stiffly beaten egg white and sugar and is used as a base for many desserts and confections.
- 1.3.5 A French pastry with a dry cavity is ...
- 1.3.6 An apparatus heated by a flammable gel and used to keep food warm is called a ...
- 1.3.7 The French term for pre-preparation is ...
- 1.3.8 A ... is a place setting for one person at the table.
- 1.3.9 During silver service bread is served from the ...-hand side of the guest.
- 1.3.10 A ... menu does not allow guests to choose the dishes. (10)

1.4 CHOOSE THE CORRECT ANSWERS

Certain items have to appear on a quotation form. Choose FIVE items from the list below (A–H) that have to appear on a quotation form and write them in the ANSWER BOOK, for example: J. Due date.

- A Validity date
- B Staff salaries
- C Final price and extra charges
- D Signature of the manager
- E Special requests
- F Deposit required
- G Overhead costs
- H Date of payment for the balance (5)

1.5 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 (1.5.1–1.5.5) in your ANSWER BOOK.

requisition; pilferage;	inventory; stock control;	assets; point of sales	tot;
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- 1.5.1 Stealing from the hospitality establishment
- 1.5.2 A computer system that makes sales easy
- 1.5.3 A measurement used to sell alcoholic beverages
- 1.5.4 Items that have long-term value
- 1.5.5 A process used to determine the loss of beverages that result in low profits

(5)

1.6 MATCHING ITEMS

Choose a definition from COLUMN B that matches a type of wine in COLUMN A. Write only the letter (A–H) next to the question number (1.6.1–1.6.5) in the ANSWER BOOK.

COLUMN A TYPES OF WINE		COLUMN B DEFINITIONS	
1.6.1	Brut	A	wine to which alcohol has been added
1.6.2	Blend	B	wine that contains a large proportion of sugar
1.6.3	Fortified	C	wine that contains carbon dioxide
1.6.4	Natural	D	a medium dry wine
1.6.5	Sparkling	E	a mixture of two wines
		F	wine with the skin soaked in it
		G	a very dry wine
		H	wine to which nothing was added during the fermentation process

(5 x 1) (5)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

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

CHEF SLIPS AND SUFFERS ARM BURNS FROM HOT OIL

A chef was walking past a deep-fat fryer carrying a box of potato peels when his foot slipped. He reached out to steady himself and plunged his arm into hot oil. He sustained burns on his hand, arm and face because the hot oil splashed onto him.

2.1.1 Name the type of burn that the chef sustained. (1)

2.1.2 Explain the procedure that should be followed when treating the chef's burns. (4)

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



2.2.1 Evaluate the professional appearance of the chef above. (5)

2.2.2 Give FOUR hints that the chef should observe with regard to professional ethics. (4)

2.3 Sometimes waiters do not realise that they are being unprofessional in the workplace.

State FOUR practices that you would consider to be unprofessional behaviour. (4)

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

You have been appointed as a member of the Champs Fried Chicken marketing team. They developed a new recipe for fried chicken. The manager of Champs Fried Chicken wants you to come up with innovative ideas on how to market their product because they have KFC as their competitor.

2.4.1 Recommend ways in which you can promote Champs Fried Chicken. (6)

2.4.2 Champs Fried Chicken's business plan does not have a budget. Name items that should be included in their budget. (4)

2.4.3 Indicate THREE career opportunities that Champs Fried Chicken can offer. (3)

2.5 Study the illustration below and answer the questions that follow.



- 2.5.1 Is it possible to contract tuberculosis if the above occurs in the kitchen? (1)
- 2.5.2 You are a guest speaker and have been asked to talk about the transmission of tuberculosis to the kitchen staff.
- In your speech, outline the following:
- THREE ways in which tuberculosis can be transmitted
 - THREE symptoms of tuberculosis (3 x 2) (6)
- 2.5.3 Recommend TWO methods of treatment for tuberculosis. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PREPARATION

QUESTION 3

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

Three groups of learners were asked to work on certain aspects of costing for a function at the school. They calculated the following in their groups:

GROUP 1: The cost of the mutton pies was R120. The group wanted to make a 65% profit.

GROUP 2: The selling price of the chicken lasagne was R250. The total cost of the food was R60; labour cost R20, lights R30 and water R10.

GROUP 3: They spent R300 on labour costs. The total cost was R725.

- 3.1.1 Calculate the profit that GROUP 1 made. (2)
- 3.1.2 Calculate the net profit of GROUP 2. (4)
- 3.1.3 Calculate the % (percentage) that GROUP 3 spent on labour. (3)

3.2 Computers play an important role in the storing of recipe information.

Compare the storage of information on a computer with the storage of information manually. Tabulate your answer as follows:

COMPUTER	MANUALLY
(3)	(3)

3.3 State any FOUR details that should appear on a requisition form to obtain stock. (4)

3.4 Study the extract on choux pastry below and answer the questions that follow.

Your Grade 12 class baked éclairs. When the éclairs were opened to pipe in the custard it was discovered that there was no cavity into which the filling could be piped. In a second batch of éclairs, butter had oozed out.

Give TWO reasons for each of the following failures when preparing éclairs:

- 3.4.1 No cavity is formed. (2)
- 3.4.2 Butter oozes from the éclairs (syneresis). (2)

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

- Black-eyed Bean Salad
- Almond Semolina Cake soaked in Honey Citrus Syrup
- Steamed Broccoli on a Bed of Potatoes
- Citrus-glazed Gammon
- Fresh Cream Prawns
- Grilled Fish with Steamed Vegetables
- Fried Fish and Chips
- Sweet and Sour Pork

Select TWO SUITABLE and TWO UNSUITABLE dishes for each of the following persons:

- A A person suffering from a heart disease
- B A Muslim guest

Give ONE reason to motivate your choice of SUITABLE dishes.

Tabulate your answer as follows:

	SUITABLE	MOTIVATION	UNSUITABLE
Person suffering from a heart disease	(i)	(i)	(i)
	(ii)		(ii)
Muslim guest	(i)	(i)	(i)
	(ii)		(ii)

(10)

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

Formal dinners are popular during the festive season. The following courses are usually served at a formal dinner: roast and accompaniments, desserts, soup and hors d'oeuvres.

3.6.1 Arrange the courses in the list above in the correct order of serving. (4)

3.6.2 State THREE aspects that you will consider when planning a formal dinner. (3)

[40]

QUESTION 4

- 4.1 Study the photograph of the lamb cut below and answer the questions that follow.



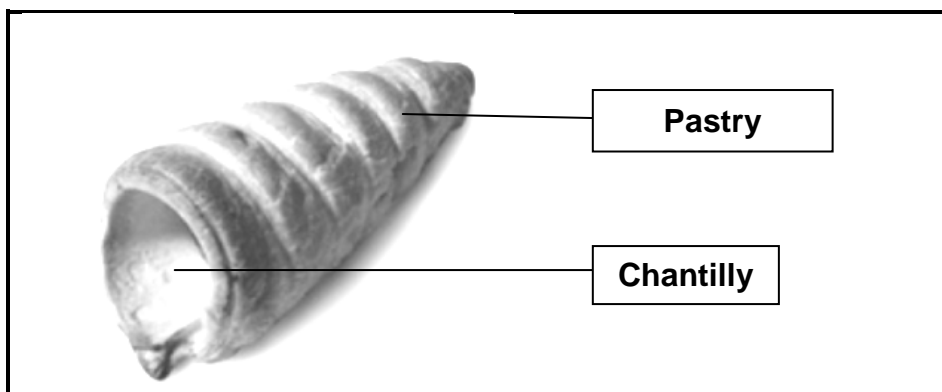
- 4.1.1 Identify the dish above. (1)
- 4.1.2 Name the part of the lamb that the cut was taken from to prepare the dish. (1)
- 4.1.3 Name THREE characteristics of the section of the lamb mentioned in QUESTION 4.1.2. (3)
- 4.1.4 Explain the technique used on the rolled cut of meat above. (1)
- 4.1.5 State an advantage of rolling the meat as shown in the photograph above. (1)
- 4.1.6 The meat in QUESTION 4.1.2 can be vacuum-packed. State TWO benefits of vacuum-packing. (2)

4.2 Study the vegetarian menu below and answer the questions that follow.

<p style="text-align: center;">MENU</p> <p style="text-align: center;">Crudités</p> <p style="text-align: center;">Vegetable Lasagne/Vegetable Quiche French Fries Tossed Green Salad</p> <p style="text-align: center;">Fresh Fruit Salad Ice cream</p> <p style="text-align: center;">Tea/Coffee</p> <p style="text-align: right;">24 September 2012</p>

- 4.2.1 Name the FOUR types of vegetarians for whom the menu above will be suitable. (4)
- 4.2.2 Give a reason for your answer to QUESTION 4.2.1. (1)
- 4.3 The restaurant manager wants to replace the main course on the menu with a legume dish.
- 4.3.1 Explain the term *legume*. (1)
- 4.3.2 Suggest a legume dish that can replace the main course. (1)
- 4.4 TVP is used in many dishes these days.
- 4.4.1 What does the acronym *TVP* stand for? (1)
- 4.4.2 Suggest TWO local South African vegetables that would be suitable to serve with TVP. (2)

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



- 4.5.1 Identify the product in the photograph above. (1)
- 4.5.2 Indicate the type of pastry used to make the dish above. (1)
- 4.5.3 Name another dish that could be made using the pastry mentioned in QUESTION 4.5.2. (1)
- 4.5.4 Name TWO ways in which air can be incorporated into this pastry. (2)
- 4.5.5 State the proportion of flour to fat used in the pastry. (1)
- 4.5.6 Grade 12 learners discovered that pastry shrank after it was removed from the oven. Give TWO reasons for this phenomenon. (2)
- 4.5.7 State TWO general guidelines that should be followed when making pastry. (2)

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

GRANADILLA MOUSSE
INGREDIENTS
2 extra-large eggs, separated
125 ml castor sugar
100 ml granadilla pulp
15 ml gelatine
50 ml cold water
150 ml cream, lightly whipped
METHOD
1. Combine egg yolks and sugar in a heat-proof bowl.
2. Stir in granadilla pulp and mix well.
3. Place bowl over simmering water for about 5–10 minutes or until the mixture thickens.
4. Sprinkle gelatine over cold water and leave aside for a few minutes.
5. Place gelatin in microwave for about 10 seconds to melt. Stir into custard mixture. Leave to cool.
6. Beat egg whites until stiff.
7. Gently fold in egg white and cream into mixture.
8. Spoon mixture into 4–5 jelly moulds or ramekins and place in the refrigerator to set.

4.6.1 Give ONE reason for each of the following steps:

- (a) Step 3: Place bowl over simmering water.
- (b) Step 4: Sprinkle gelatine over cold water and leave aside for a few minutes.
- (c) Step 5: Place gelatine in microwave for about 10 seconds to melt.

(3)

4.6.2 Describe how you would prepare the mould before pouring the mixture into it.

(2)

4.6.3 Name the type of alcoholic drink that would traditionally be served with the dessert above.

(1)

4.6.4 Name and explain the service that takes place after the main meal and before the granadilla mousse is served.

(3)

4.6.5 Explain how the bill should be presented to the guests after they have completed their dessert.

(2)

[40]

TOTAL SECTION C: 80

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

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

OF CLASS AND TASTE**A century after it sank we remember the meals served on the Titanic.**

The Titanic was called a ship of dreams, and it was. Just to be in the dining area of the Titanic was worth the price of the ticket. The dessert trolley had an array of desserts made from oranges, spiky pineapples, garnet red pears poached in wine, a tower of sticky brandy snaps stuffed with whipped cream and a pyramid of profiteroles.

They served truly first-class meals, filet mignon, oysters and paté de foie gras. For lunch passengers could choose from a buffet which included lobsters and potted shrimps with a consommé. The ship had banqueting rooms which aimed to create the glamour of the first-class meals. All kinds of dishes were served, like grilled kidneys and bacon, ham and eggs, viennas, buckwheat cakes, bread rolls, scones, tea and coffee.

[Adapted from *Rumblings*, 15 April 2012, p. 5]

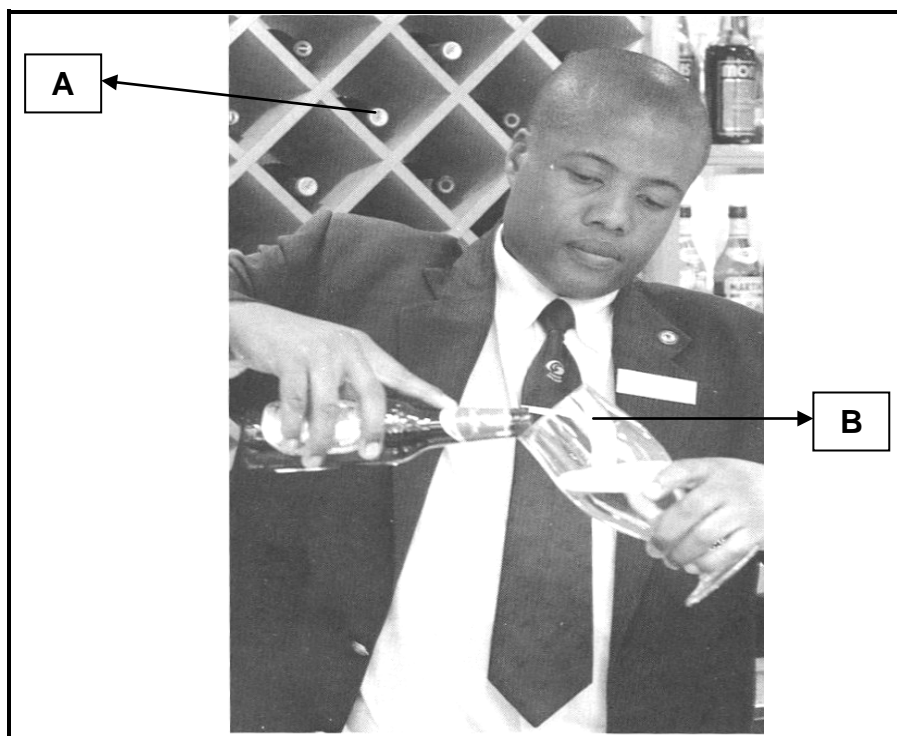
- 5.1.1 Explain the term *profiteroles*. (1)
- 5.1.2 The desserts were served to the guests from the trolley. Explain how this was achieved. (2)
- 5.1.3 Name TWO egg-based desserts that can be added to the desserts on the trolley. (2)
- 5.1.4 Recommend TWO serving styles that could be used to serve the first-class meals. Motivate your answer. (3)
- 5.1.5 Suggest how it would be possible to create a pleasant atmosphere in the banquet rooms. (4)
- 5.1.6 Name TWO job opportunities that can be created in the banqueting rooms. (2)
- 5.1.7 Name ONE type of special equipment that can be used for the banqueting function. (1)

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



- 5.2.1 Identify the type of function where the above snacks can be served. (1)
- 5.2.2 Evaluate to what extent the snacks are suitable for the function identified in QUESTION 5.2.1. (1)
- 5.2.3 Discuss how waiters will perform closing mise en place for the function identified in QUESTION 5.2.1. (5)
- 5.2.4 Recommend TWO local commodities or ingredients that can be used as toppings for the snacks above. (2)
- 5.2.5 A variety of snacks were provided at the function above. Explain the factors that should be considered when choosing snacks. (3)

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



- 5.3.1 Identify the beverage that is to be served in the photograph above. (1)
- 5.3.2 At what temperature should the beverage above be served? (1)
- 5.3.3 Is the glass labelled **B** suitable for the drink to be served? (1)
- 5.3.4 Explain why the procedure in the photograph above is being followed for the pouring of the beverage. (2)
- 5.3.5 Recommend the correct procedures that should be followed when receiving beverage stock. (4)
- 5.3.6 Explain how the beverage in the photograph above (indicated by **A**) must be stored. (4)

TOTAL SECTION D: 40
GRAND TOTAL: 200