



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2020

HOSPITALITY STUDIES

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 your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
5. 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 correct answer and write only the letter (A–D) next to the question numbers (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 C.

EXAMPLE:

1.1.11 A good source of proteins is ...

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

ANSWER: 1.1.11 C

1.1.1 Dried beans should be ... before cooking.

- A grated
- B soaked
- C roasted
- D blanched

(1)

1.1.2 A suitable cooking method for lamb neck:

- A Grilling
- B Frying
- C Stewing
- D Roasting

(1)

1.1.3 In South Africa red sparkling wine is made from ... grapes.

- A Pinotage
- B Chardonnay
- C Riesling
- D Colombar

(1)

1.1.4 A fruit jelly for vegetarians will be set with ...

- A agar-agar.
- B aspic.
- C potato starch.
- D gelatine.

(1)

1.1.5 A suitable glaze for a cold strawberry tart:

- A Blackberry sauce
- B Aspic jelly
- C Egg wash
- D Apricot syrup

(1)

- 1.1.6 Vegetarians can substitute meat with ... in their diet.
- A spinach
 - B bone broth
 - C tofu
 - D egg plant
- (1)
- 1.1.7 Identify a dish that is NOT suitable for a Jewish person:
- A Grilled snoek
 - B Beef lasagne
 - C Meat balls with tomato sauce
 - D Grilled chicken breast
- (1)
- 1.1.8 Sorbet, as a palate cleanser, is served ...
- A before the canapés.
 - B after the main course.
 - C after the cheese and biscuits.
 - D before the main course.
- (1)
- 1.1.9 The service gear a waiter needs for silver service:
- A Carving set
 - B Moveable trolley
 - C Spoon and fork
 - D Soup ladle
- (1)
- 1.1.10 Food service workers who suffer from Hepatitis A, should be excluded from work for ... weeks after contracting the illness.
- A six
 - B three
 - C one
 - D five
- (1)

1.2 MATCHING ITEMS

Match the snack food in COLUMN B that best suits an event in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.2.1–1.2.5) in your ANSWER BOOK, for example 1.2.6 H.

COLUMN A EVENT		COLUMN B SNACK FOOD	
1.2.1	Ladies' book club in summer	A	Chocolate truffles
1.2.2	High tea	B	Samosas
1.2.3	Seafood buffet	C	Spaghetti Bolognese
1.2.4	Indian theme evening	D	Melon kebab
1.2.5	Picnic basket for a fruitarian	E	Tomato soup
		F	Sushi
		G	Crudités

(5 x 1) (5)

1.3 MATCHING ITEMS

Choose an example from COLUMN B that matches a marketing mix in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.3.1–1.3.5) in your ANSWER BOOK, for example 1.3.6 H.

COLUMN A MARKETING MIX		COLUMN B EXAMPLE	
1.3.1	Packaging	A	Hamburgers made from organic meat
1.3.2	Place	B	Clients save 20% by buying seasonal tickets
1.3.3	People	C	Safety measures are adhered to
1.3.4	Product	D	Compostable burger box
1.3.5	Price	E	Factory workers who want to buy lunch
		F	Mobile food truck at the entrance of large car plant
		G	Special opening discount for the first 3 weeks

(5 x 1) (5)

1.4 ONE-WORD ITEMS

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

- 1.4.1 A type of bite-sized hors d'œuvre consisting of a small piece of bread, puff pastry, or a cracker topped with some savoury food
- 1.4.2 The income you get from selling a product, minus all the expenses
- 1.4.3 South African sparkling wines made in the traditional French method
- 1.4.4 A small cup used to serve espresso coffee
- 1.4.5 The French term for a chef who is trained in the making of pastries, desserts, bread and other baked goods
- 1.4.6 Ice cream on a sponge cake base which is covered with meringue and then caramelised
- 1.4.7 South African vegetable relish, usually spicy, that is traditionally served with bread, pap, samp, stews or curries
- 1.4.8 The nut that is the main ingredient in marzipan
- 1.4.9 The enzyme in fresh pineapple that prevents setting
- 1.4.10 A jelly that is served with the classic roast leg of lamb (10 x 1) (10)

1.5 SELECTION

1.5.1 Identify FIVE food items in the list below that can cause food allergies. Write only the letters (A–G) next to the question number (1.5.1) in the ANSWER BOOK.

- A Crème Caramel
- B Nuts
- C Ciabatta
- D Tartrazine
- E Stewed apples
- F Chocolate
- G Avocado Ritz (5 x 1) (5)

1.5.2 Identify FIVE ways for large hotel kitchens to save water. Write only the letters (A–G) next to the question number (1.5.2) in the ANSWER BOOK.

- A Invest in dishwashers
- B Use a large bowl to rinse fruit and vegetables. Then use the leftover water for plants
- C Install a high flow spout
- D Turn off the faucet when not rinsing dishes
- E Defrost food in water
- F Use less water to boil food in
- G Avoid running the spout needlessly (5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

- 2.1 Elaborate on the government's regulations regarding prevention of food contamination in Government Notice No. R918 of July 1999 regarding:
- 2.1.1 Pest control
- 2.1.2 Refuse bins
- 2.1.3 Jewellery (3 x 2) (6)
- 2.2 Animals are not permitted in areas where food is handled. Mention TWO exceptions. (2)
- 2.3 Explain the connection between HIV/Aids and tuberculosis. (2)
- 2.4 Chefs who are infected with tuberculosis will probably be absent from work quite frequently. Discuss the effect of this absence on our country's economy. (4)
- 2.5 Some of the symptoms of *cholera* overlap with the symptoms of *gastro-enteritis*. Compare the differences between *cholera* and *gastro-enteritis* with regard to the causes and symptoms. Tabulate your answer as follows:

DISEASE	CHOLERA	GASTRO-ENTERITIS
Causes	(1)	(1)
Symptoms	(2)	(2)

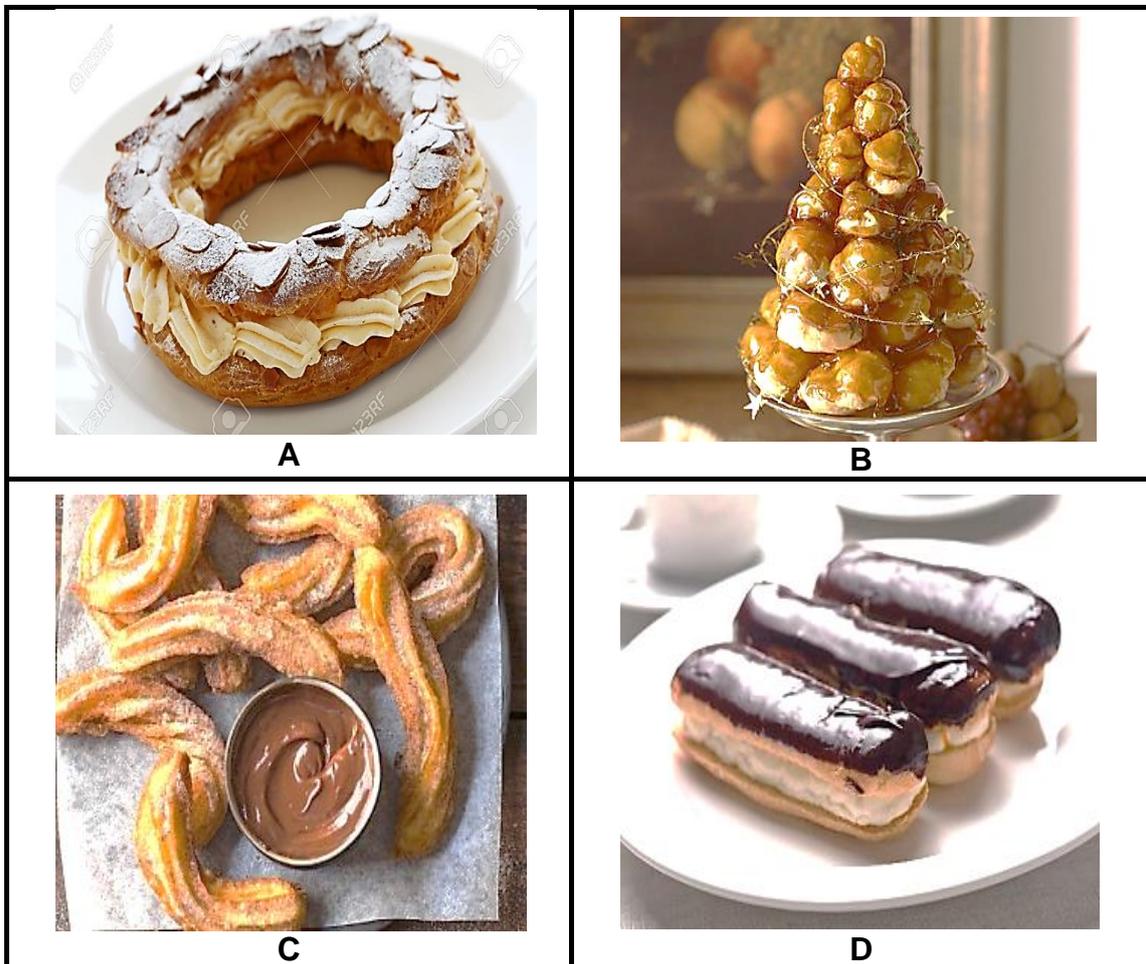
(6)

TOTAL SECTION B: 20

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

QUESTION 3

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



- 3.1.1 Identify each choux pastry dish above. (4)
- 3.1.2 Differentiate between FOUR different methods that were used to serve each dish attractively. (4)
- 3.2 Suggest a suitable savoury choux pastry dish that comply with the following criteria:
 - 3.2.1 Deep fried, suitable for a lacto-ovo vegetarian (1)
 - 3.2.2 Served as a light meal with a salad (1)
- 3.3 Briefly describe how the preparation of short pastry (pâté brisée) and sweet pastry (pâté sucrée) differ. (2)
- 3.4 Supply THREE possible solutions for the following:
 - Phyllo pastry tend to dry out during preparation (3)

3.5 Recommend a suitable type of pastry for the following dishes:

3.5.1 Beef Wellington

3.5.2 Quiche Lorraine

3.5.3 Samosas

3.5.4 Fruit tartlet

(4 x 1) (4)

3.6 Study the picture of a lamb cut below and answer the questions that follow.



3.6.1 Identify the dish above.

(1)

3.6.2 Suggest a suitable cooking method for the dish. Motivate your answer.

(2)

3.6.3 Identify the meat cut used in the above dish.

(1)

3.6.4 Explain the meaning of the roller mark AAA 222 on this particular meat cut.

(2)

3.6.5 Motivate the chef's instruction to 'rest' the roasted meat before serving.

(2)

3.7 Choose from the list below ONE food item which is included in the diet of the following types of vegetarians:

cheese; beef; fish; eggs; chicken

- 3.7.1 Pesco (1)
- 3.7.2 Ovo (1)
- 3.7.3 Lacto (1)
- 3.7.4 Pollo (1)
- 3.8 3.8.1 Explain what *Textured Vegetable Proteins* (TVP) are. (3)
- 3.8.2 Analyse the advantages of using Textured Vegetable Proteins (TVP) as replacement for meat. (3)
- 3.8.3 Compose a list of THREE possible ways to incorporate Textured Vegetable Proteins (TVP) in mincemeat dishes. (3)

[40]

QUESTION 4

- 4.1 Study the spreadsheet of the costing of a large exclusive banquet given below and answer the questions that follow.

Banquet: 500 people	
COSTS	AMOUNT
Ingredients	R100 000
Labour	R45 000
Overheads	R50 000
Net profit	
Net profit %	
Sales/ Income	R450 000
Gross profit	
Gross profit %	

- 4.1.1 Calculate the net profit. Show ALL formulas and calculations. (4)
- 4.1.2 Calculate the gross profit percentage. Show ALL formulas and calculations. (4)
- 4.1.3 Calculate the cost of the event for each guest. (2)
- 4.2 Study the menu below and answer the questions that follow.

MENU
Dinner
Curried Prawn and Mussel Chowder ***
Grilled Chicken Breast (Stuffed with Spinach and Feta and wrapped in Bacon) Velouté Sauce Mashed Potato Vegetables in Season ***
Chocolate Mousse ***
Coffee
10 November 2020
R150 p/p

- 4.2.1 Identify the type of menu above. Motivate your answer. (2)
- 4.2.2 Adapt the menu to suit the following special needs:
- (a) Jewish religion (4)
- (b) Low carbohydrates diet (2)
- (c) Diabetic (2)

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



4.3.1 A hotel kitchen’s garden produced more of the above fruits and vegetables that they were able to consume. Convince the chef to preserve these food items by stating THREE advantages of preserving food. (3)

4.3.2 Suggest TWO ways how each of the above food items can be preserved.

(a) Food item A (2)

(b) Food item B (2)

4.4 Classify meringues in THREE groups and explain how the preparation of each differs. Tabulate your answer as follows.

CLASS	EXPLANATION

(3 x 2) (6)

4.5 Predict the effect of each of the following steps on the texture of a gelatine dessert:

4.5.1 The gelatine mixture boiled (1)

4.5.2 Water was substituted with orange juice (2)

4.5.3 Raw fig puree was used (2)

4.5.4 The dish was left in the freezer overnight (1)

4.5.5 Gelatine was added to hot egg custard (1)

[40]

TOTAL SECTION C: 80

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

QUESTION 5

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

Pedro is a trained chef and has worked in the hospitality industry for 20 years. After many months of planning and research he decided to start his own business from home. He is used to working long hours and wants to put his energy and enthusiasm into his own pocket.

He will prepare and bottle a large variety of salad dressings and sweet dessert sauces. His culinary creativity is exceptional and his products are of high quality and standard. His signature dish is his Orange-and-Prickly Pear Sauce.

- 5.1.1 Identify FOUR strengths that Pedro has that can contribute to his success as an entrepreneur. (4)
- 5.1.2 Point out Pedro's competitive advantage of his business. (1)
- 5.1.3 Explain the term *signature dish*. (1)
- 5.1.4 Give a brief summary of each of the following aspects that must be included in Pedro's business plan:
- (a) Goal and strategy (2)
 - (b) Operations plan (2)
 - (c) Financial plan (2)
- 5.1.5 Investigate THREE possible marketing forces that Pedro will have to reckon with. (3 x 2) (6)
- 5.1.6 Predict TWO work opportunities that can be developed from Pedro's business. (2)

5.1.7 Criticise Pedro’s digital poster for his Facebook page as an effective marketing tool.



(5)

5.2 Classify each of the following into revenue-generating and non-revenue-generating areas of a hotel:

housekeeping; bar; finance; banquet room; maintenance

Tabulate your answer as follows:

REVENUE-GENERATING	NON-REVENUE-GENERATING

(5)
[30]

QUESTION 6

- 6.1 6.1.1 Explain what the term *to correct a cover* means. (1)
- 6.1.2 List THREE different scenarios where a waiter needs to correct a cover. (3)
- 6.2 Compile a list of FIVE guidelines on how to successfully respond to difficult guests during food service. (5)
- 6.3 Maintaining a regular client base depends on good guest relationships. Formulate FIVE guidelines for restaurant staff to follow in order to build excellent guest relations. (5)
- 6.4 Select from the list below a suitable wine cultivar to be served with the following dishes:

Sauvignon Blanc; Port; Cabernet Sauvignon; Pinotage; Shiraz; Chenin Blanc

- 6.4.1 Fried hake and chips
- 6.4.2 Lamb curry stew
- 6.4.3 Grilled Kudu steak
- 6.4.4 Mature cheddar
- 6.4.5 Baked chocolate pudding (5)
- 6.5 Outline FOUR guidelines to follow when serving sparkling wine to guests. (4)
- 6.6 Distinguish between an *on-consumption liquor licence* and an *off-consumption liquor licence* with examples. (4)
- 6.7 Discuss THREE points to consider when storing wine. (3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200