



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

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: SHORT QUESTIONS**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 numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 D.

EXAMPLE:

1.1.11 A grape variety used to make wine:

- A Cultivar
- B Vintage
- C Product
- D Origin

ANSWER:

1.1.11 A

1.1.1 A liquor licence is valid for ...

- A 1 month.
- B 6 months.
- C 1 year.
- D 10 years.

(1)

1.1.2 When serving sparkling wine, ...

- A pour it from the left-hand side.
- B fill the glass half full.
- C tilt the bottle at an angle of 45 °C.
- D serve it at room temperature.

(1)

1.1.3 Plates are ready to be cleared when the ...

- A guests have stopped eating.
- B fork and spoon are placed near each another.
- C guests have left the table.
- D fork and knife are placed together on the plate.

(1)

1.1.4 During the crumbing down process ...

- A only empty glasses are removed.
- B the dessert utensils are removed.
- C the dessert utensils are pulled down.
- D all items, except the cruet set, are removed.

(1)

- 1.1.5 A product can be defined as something ...
- A tangible that can be exchanged for money.
 - B intangible that can be provided as a service.
 - C tangible that cannot be exchanged for money.
 - D tangible that cannot be provided as a service. (1)
- 1.1.6 The following food will NOT be consumed by followers of Islam:
- A Beef roll
 - B Sour milk
 - C Bacon bits
 - D Shell fish (1)
- 1.1.7 Sugar and vinegar are used to preserve ...
- A chakalaka.
 - B chutney.
 - C marmalade.
 - D sauerkraut. (1)
- 1.1.8 When a piece of meat is covered with thin slices of fat it is known as ...
- A barding.
 - B larding.
 - C marinating.
 - D binding. (1)
- 1.1.9 The most important raising agent in profiteroles is ...
- A baking powder.
 - B yeast.
 - C steam.
 - D bicarbonate of soda. (1)
- 1.1.10 The function of the flour in choux pastry is to ...
- A ensure a fine texture.
 - B emulsify fat.
 - C gelatinise starch.
 - D ensure a stiff dough. (1)

1.2 **MATCHING ITEMS**

Choose the most suitable accompaniment from COLUMN B that matches the type of meat in COLUMN A. Write only the letter (A–H) next to the question numbers (1.2.1 to 1.2.6) in the ANSWER BOOK, e.g. 1.2.7 J.

COLUMN A TYPE OF MEAT	COLUMN B ACCOMPANIMENT
1.2.1 Châteaubriand	A apple sauce
1.2.2 Mogodu	B foie gras
1.2.3 Roast pork	C sambal
1.2.4 Roast beef	D béarnaise sauce
1.2.5 Roast mutton	E samp
1.2.6 Mutton curry	F mint jelly
	G Yorkshire pudding
	H jacket potatoes

(6 x 1) (6)

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 A hotel staff member responsible for welcoming the guests at their vehicles, opening their car doors and organising luggage
- 1.3.2 Platters of vegetables that are cut into smaller portions and served with a dip
- 1.3.3 An ingredient added to dry beans that will prevent flatulence
- 1.3.4 Intra-muscular fat that is spread throughout the muscle of meat
- 1.3.5 A crisp, hard meringue shell used as a base for fruit and ice cream
- 1.3.6 An area in a hotel that is both revenue and non-revenue generating
- 1.3.7 The most suitable wine to be served with caviar and oysters
- 1.3.8 The term that is used to describe dry sparkling wine
- 1.3.9 A type of alcoholic drink served before dinner
- 1.3.10 Garnishing the rim of a glass with sugar or salt

(10)

1.4 SELECTION

1.4.1 Identify FOUR food products in the list below that are preserved using fermentation. Write only the letters (A–H) next to the question number (1.4.1) in the ANSWER BOOK.

- A Ham
- B Buttermilk
- C Olives
- D Corned beef
- E Chutney
- F Beer
- G Cheese
- H Marmalade

(4)

1.4.2 Select FOUR cocktail snacks in the list below that are prepared from puff pastry. Write only the letters (A–H) next to the question number (1.4.2) in the ANSWER BOOK.

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

(4)

1.5 MATCHING ITEMS

Match a disease in COLUMN B with the description in COLUMN A and a symptom in COLUMN C. Write only the letter (A–D) from COLUMN B and the Roman numerals ((i)–(vi)) from COLUMN C next to the question numbers (1.5.1 to 1.5.3) in the ANSWER BOOK, e.g. 1.5.6 H (viii).

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

(3 x 2)

(6)

TOTAL SECTION A: 40

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

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

18 June 2011

Pretoria: The Department of Health urged all residents to employ good personal hygiene, like washing hands with soap and water after using the toilet and before eating. This highly infectious disease causes the liver to swell. It is reported to be more prevalent in areas where hygiene and sanitary conditions are poor.

[Adapted from SANNEWS.gov.za]

- 2.1.1 Name and describe the disease mentioned in the article. (3)
- 2.1.2 Describe THREE symptoms that affected residents could have experienced. (3)
- 2.1.3 The disease named in QUESTION 2.1.1 and gastro-enteritis have similar preventative measures.
Do you agree with this statement or not? Motivate your answer. (3)
- 2.2 2.2.1 List the information that needs to be included on a computerised stock sheet. (3)
- 2.2.2 Explain how the information listed in QUESTION 2.2.1 will benefit an establishment. (2)

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



- 2.3.1 First impressions are very important in the hospitality industry. Explain what impression the image above will create and also what the impact thereof will be on the restaurant. (2)
- 2.3.2 Do you consider the professional appearance of the waiter appropriate or not? Motivate your answer. (4)

TOTAL SECTION B: 20

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

QUESTION 3

3.1 Study the ingredients for spaghetti bolognaise below and answer the questions that follow.

**Spaghetti, Minced Beef, Bacon, Basil, Red Wine,
Vegetable Stock, Tomato Puree, Oregano, Sugar, Garlic,
Parmesan cheese, Salt and Pepper**

3.1.1 Select TWO ingredients that make the spaghetti bolognaise unsuitable for strict Jews and Hindus. Recommend a replacement ingredient for each. Tabulate your answer as follows:

	TWO UNSUITABLE INGREDIENTS	TWO REPLACEMENT INGREDIENTS
Jews	(2)	(2)
Hindus	(2)	(2)

(8)

3.1.2 Recommend TWO suitable meat cuts that can be used to make the minced beef. (2)

3.2 Minced beef can be refrigerated or frozen for use later on.

3.2.1 Discuss how minced beef should be stored in the refrigerator. (3)

3.2.2 Motivate why minced beef should be frozen as quickly as possible when it goes into the freezer. (2)

3.2.3 Explain the best method to thaw the above minced beef. (2)

3.3 Study the advertisement below and answer the questions that follow.

Yellow-fat rump steak and biltong for SALE!

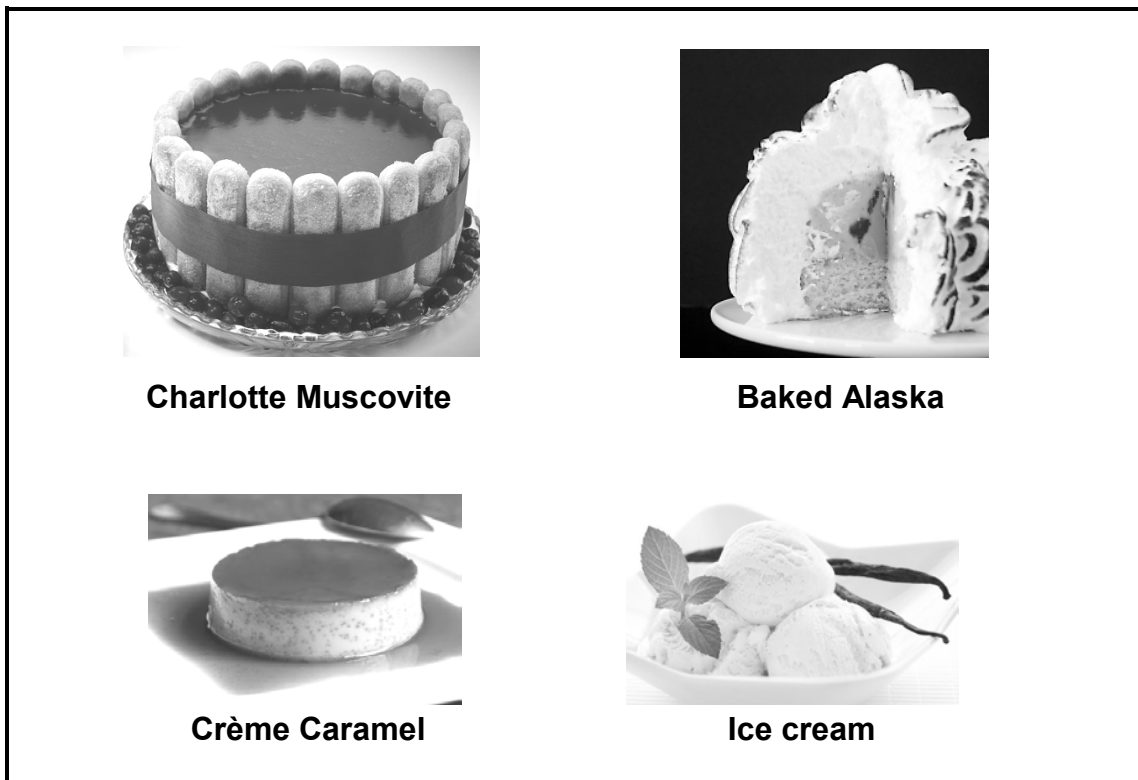
3.3.1 Identify the following with regard to the roller mark that will be found on the rump steak above:

(a) Colour (1)

(b) Symbol (Class) (1)

3.3.2 Comment on the tenderness of the meat cuts with yellow fat. Motivate your answer. (2)

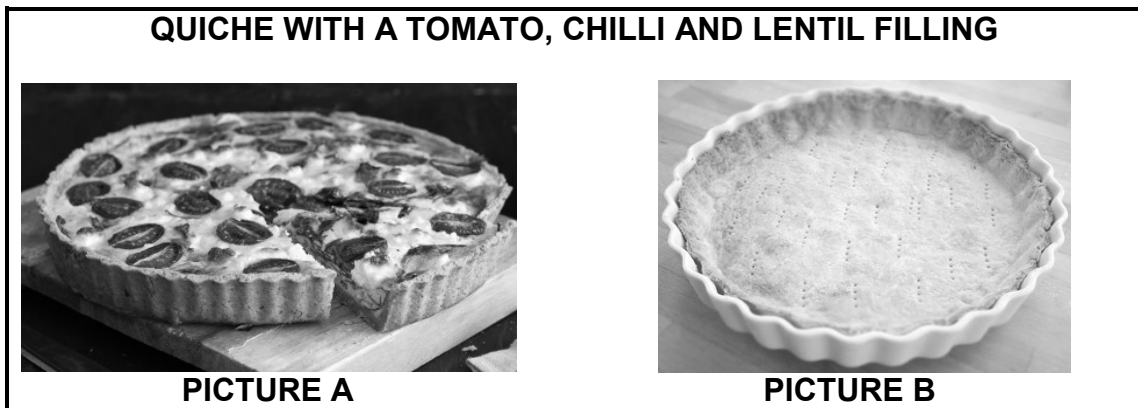
- 3.4 You have to plan a cocktail function for 60 guests who will be celebrating Women's Day.
- 3.4.1 State THREE principles you would adhere to when planning your cocktail menu. (4)
- 3.4.2 Write down the ideal time for the function. (1)
- 3.4.3 Explain how the venue should be prepared for the above function. (4)
- 3.5 Study the pictures below and answer the questions that follow.



- 3.5.1 Identify TWO of the above desserts that have a crème anglaise base. (2)
- 3.5.2 Explain how a crème anglaise is prepared. (3)
- 3.5.3 Identify ONE dessert that can be flambéed during service. (1)
- 3.5.4 A successful meringue will depend on the correct ratio of sugar and eggs whites. Write down the correct ratio for the Baked Alaska's meringue. (1)
- 3.5.5 Give THREE guidelines that have to be considered to ensure that the meringue is a success. (3)
- [40]**

QUESTION 4

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



- 4.1.1 Identify the type of pastry used in PICTURE A. (1)
- 4.1.2 Name and explain the technique applied in PICTURE B. (2)
- 4.1.3 Motivate why the pastry shell above should be sealed with an egg wash before adding the filling. (1)
- 4.1.4 Name TWO nutrients found in lentils. (2)
- 4.1.5 Explain why the lentils should be sorted before cooking. (1)
- 4.1.6 Give a reason why salt is only added at the end when cooking lentils. (1)
- 4.1.7 Suggest THREE types of vegetarians who will consume the quiche in PICTURE A. (3)

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



Give reasons for the following actions when baking the pastry above:

- 4.2.1 Bake at 200 °C for a short while. (2)
- 4.2.2 Reduce the temperature to 180 °C. (2)
- 4.2.3 Pierce the éclair with a testing pin at the end of the baking process. (1)

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



- 4.3.1 Identify the method of preservation used for the product in the label above. (1)
- 4.3.2 Name TWO natural preservatives that appear on the label above. (2)
- 4.3.3 Suggest TWO other vegetables where the same preservation method can be used. (2)
- 4.3.4 Comment on why aluminium pots should not be used to prepare the beetroot above. (2)

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

QUICHE COSTING FOR 50 GUESTS	
Filling	R500,00
Crust	R300,00
Electricity	R50,00
Water	R30,00
Labour	2 hours @ R50,00 per hour
Serving platters	R2,00 each

- 4.4.1 Calculate the following. SHOW ALL CALCULATIONS.
 - (a) Food cost per person (3)
 - (b) Total cost of the quiche (3)
- 4.4.2 Identify THREE overhead costs in the information above. (3)

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

FIG AND CREAM-CHEESE MOUSSE

- 1 tin figs, reserve the juice
- 10 ml gelatine powder
- 20 ml sugar
- 230 g plain cream cheese
- 300 ml water



4.5.1 Rearrange the following steps to prepare the fig mousse above in the CORRECT order. Write down only the letters (a) to (f).

- (a) Disperse the gelatine in the hot fig-juice mixture.
- (b) Hydrate the gelatine powder in 30 ml water.
- (c) Mix figs and 230 g cream cheese into gelatine mixture.
- (d) Bring fig juice and sugar to boil.
- (e) Refrigerate and leave to set.
- (f) Pour into a wet mould. (6)

4.5.2 Study the table below and answer the question that follows.

CLASS GROUP A	CLASS GROUP B
Group A used the same recipe above.	Group B used the same recipe but instead of canned figs used fresh figs.

The end product of Group B was that the mousse did not set. Explain why. (2)

[40]

TOTAL SECTION C: 80

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

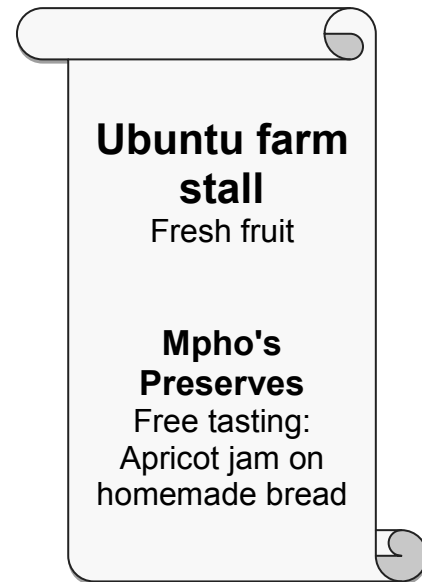
QUESTION 5

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

Mpho is a Grade 12 Hospitality Studies learner who loves cooking. She lives on a small holding five kilometres outside the nearest town. On the smallholding there are apricot, peach, fig and marula fruit trees. They have a farm stall on a busy tourist route where two of the locals help them to sell the fruit.

The first fruits were ripe in November and Mpho asked her experienced grandmother for help to prepare the first batch of apricot jam. She poured the jam into recycled glass bottles.

Mpho sells the jam to her school teachers and at the farm stall and Saturday flea markets. She designed a poster and a label for her apricot jam.



- 5.1.1 Identify Mpho's target market. (2)
- 5.1.2 Select FOUR strengths of Mpho's business from the extract. (4)
- 5.1.3 Predict THREE possible threats that Mpho could encounter in her business venture. (3)
- 5.1.4 Evaluate the poster above. (5)
- 5.1.5 Identify THREE P's with examples in the above extract, other than packaging. (6)
- 5.1.6 Discuss the suitability of the recycled glass bottles for Mpho's jam. (4)
- 5.1.7 Explain how Mpho's business will contribute to the South African economy. (3)

5.2 Discuss the importance of the front-office department in an accommodation establishment. (3)

[30]

QUESTION 6

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



- 6.1.1 Suggest the beverages that would be served in glasses **A** and **B** respectively. (2)
- 6.1.2 Indicate the procedure performed in picture **D**. (1)
- 6.1.3 Explain how the procedure in QUESTION 6.1.2 is performed. (4)
- 6.1.4 Identify and describe the information that appears on the wine label in picture **C**. (3 × 2) (6)
- 6.1.5 Evaluate the suitability of the wine if it is served with beef stew. Motivate your answer. (3)

- 6.2 Mervin has been appointed as the head barman in the local hotel.
- 6.2.1 Explain how Mervin would perform the opening mise-en-place at the bar. (3)
 - 6.2.2 Outline the procedure Mervin should follow when clearing the bar. (4)
 - 6.2.3 Describe how an intoxicated (drunk) customer should be handled by the bar waiter. (4)
 - 6.2.4 Explain how Mervin will prepare a built cocktail. (3)
- TOTAL SECTION D: 60**
GRAND TOTAL: 200