



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2022**

**HOSPITALITY STUDIES  
(DEAF)**

**MARKS: 200**

**TIME: 3 hours**

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This paper has 16 pages.

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**INSTRUCTIONS AND INFORMATION**

1. This question paper has 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.

3. Number the answers correctly.

4. Write neatly.

## SECTION A

## QUESTION 1

## 1.1 MULTIPLE-CHOICE QUESTIONS

Various(different) options(choices) are provided(given) as possible(correct) answers to the following questions. **Choose the correct answer** and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, for example 1.1.11 C.

**EXAMPLE**

1.1.11 A good source of protein is ...

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

**ANSWER:** 1.1.11 C

1.1.1 A **classic sauce** served with **roast mutton** and **lamb**:

- A Tartare sauce
- B Apple sauce
- C Mint sauce
- D Horseradish sauce

(1)

1.1.2 The **person** who is **served last** at the dinner table of a **formal dinner**:

- A Host
- B Youngest boy
- C Guest of honour
- D Oldest person

(1)

1.1.3 The **best choice** of **salad** for a **gluten-** and **lactose intolerant** guest:

- A Beetroot and Feta Salad
- B Caesar Salad
- C Greek Pasta Salad
- D Grilled Vegetable Salad

(1)

1.1.4 **One** of the **duties** of the **maitre d'hôtel**:

- A Present the menu
- B Unfold the serviettes
- C Check the reservation
- D Seat guests

(1)

- 1.1.5 Identify<sub>(name)</sub> the **correct equipment used for silver service**:
- A Side-plate and napkin
  - B Spoon and fork
  - C Chinese spoons
  - D Carving knife and fork
- (1)
- 1.1.6 **Suitable**<sub>(correct)</sub> **dishes** on the menu of a restaurant with a **South African ethnic** theme:
- A *Waterblommetjie*-stew; Bobotie; Koeksisters
  - B Pizza; Biltong-pasta; Chocolate Mousse
  - C Tomato Soup; Umngqusho; Pancakes with Ice-cream
  - D Curry-bunnies; Samosas; White chocolate Truffles
- (1)
- 1.1.7 An **example** of an **audio-visual marketing tool** is ...
- A telemarketing.
  - B digital shows in large public areas.
  - C brochures.
  - D lucky draws.
- (1)
- 1.1.8 **People at risk to contract cholera**:
- A Children in childcare centres
  - B People with chronic liver diseases
  - C Older adults in nursing homes
  - D People who eat shellfish and vegetables from water that is known to harbour the bacteria
- (1)
- 1.1.9 **Choose** from the **food items listed** below, a **good source** of protein for **someone who suffers** from **high cholesterol**.
- A Steamed chicken breast with spinach
  - B Deep-fried chicken leg and thigh
  - C Chicken breast stuffed with Brie cheese and wrapped with bacon
  - D Creamy Chicken Stroganoff
- (1)
- 1.1.10 The **purchasing**<sub>(buying)</sub> **price** of **5 kg sugar** is **R85**. **Calculate the cost** of **250 g sugar**.
- A R17,00
  - B R4,25
  - C R3,40
  - D R8,50
- (1)

**1.2 MATCHING ITEMS**

**Match** the example of a **food item** or **dish** in COLUMN B that best **suits** a type of **pastry** in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.






<b>COLUMN A TYPE OF PASTRY</b>		<b>COLUMN B FOOD ITEM</b>	
1.2.1	Phyllo pastry	A	Beef Wellington
1.2.2	Pâte Brisée	B	Apple crumble pie
1.2.3	Puff pastry	C	Doughnuts
1.2.4	Pâte Sucrée	D	Paris Brest
1.2.5	Choux pastry	E	Bagels
		F	Spanakopita
		G	Quiche Lorraine

(5 x 1)

(5)

## 1.3 MATCHING ITEMS

Choose the food items in COLUMN B that **matches** the **symbols** on the food items in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, for example 1.3.6 H.

COLUMN A SYMBOL ON FOOD ITEMS	COLUMN B FOOD ITEMS
1.3.1 	A Sugar free food
1.3.2 	B Radiated food
1.3.3 	C Food suitable for low cholesterol diets
1.3.4 	D Kosher food
1.3.5 	E Vegetarian food
	F Locally produced
	G Halaal food

(5 x 1) (5)

#### 1.4 ONE-WORD ITEMS

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

- 1.4.1 Unlaminated dough, made only of flour and water and used to prepare samosas
- 1.4.2 Small oval or boat-shaped pastry cases made from shortcrust pastry
- 1.4.3 Planning how money will be utilised(used) in the next financial year
- 1.4.4 Deep fried choux pastry strips and then coated with sugar or dipped into chocolate sauce
- 1.4.5 The set of rules of an establishment that prescribes the clothing and uniforms of its employees
- 1.4.6 The method of preservation(keeping) used for cherries which is used for decorating cakes
- 1.4.7 The price charged to guests who choose to bring their own bottle of wine to a restaurant
- 1.4.8 The Act that regulates the distribution and sales of alcoholic beverages to the public
- 1.4.9 A cocktail containing vodka, tomato juice, and other spices and flavourings including Worcestershire sauce
- 1.4.10 A bundle of herbs, usually tied together with a cotton string, used to add flavour to soups, stocks and stews (10 x 1) (10)

#### 1.5 SELECTION

Select **FIVE food** items **suitable**(correct) for a **diabetic diet**. Write only the letters (A–I) next to the question number (1.5) in the ANSWER BOOK.

- A Fresh Berry Salad
- B Consommé Julienne
- C Full English Breakfast
- D Wholewheat cucumber sandwich
- E Baked cheesecake with caramel sauce
- F Roasted vegetables with balsamic vinegar
- G Crème Brûlée
- H Grilled ostrich fillet with reduction sauce
- I Salami and cheese sandwich (5 x 1) (5)

## 1.6 SEQUENCE

**Rearrange** these **FIVE dishes** in the **correct order** it will be **served during** a **formal dinner**. Write only the letters (A–E) next to the question number (1.6) in the ANSWER BOOK.

A Lemon sorbet

B French Onion Soup

C Tournedos a la Bordelaise

D Crème Caramel

E Hake Meunière

(5 x 1) (5)

**TOTAL SECTION A: 40**



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

**QUESTION 2**

2.1 **Study the scenario**(passage) below and **answer the questions**.

Michael, the sous chef at a boutique hotel in Franshoek was awarded as Chef of the Year. During an interview he mentioned that he has regular training sessions with his staff. He values buying fresh and local ingredients and always appoints young staff from Franshoek as trainees. He encourages the young chefs to experiment with the latest trends by means of regular in-house competitions. At each chef's station are clear pictures and portion sizes for the different dishes. All plates should look the same as those on the menu.

2.1.1 **Evaluate**(assess) **how Michael achieved** the following **professional ethics** by referring to his interview:

- (a) Creativity of chefs (1)
- (b) Honesty (1)
- (c) Tap into local resources (2)

2.1.2 **Propose**(suggest) **FOUR aspects** regarding **respect for other team members** that **Michael** can pay **attention to** during staff training sessions. (4)

2.2 **Study the picture** below and **answer the questions**.



2.2.1 **Develop a suitable**(correct) **heading** for the **picture** in terms of **customer relations** and **service excellence**. (1)

2.2.2 **Explain how good customer service** can **affect the profitability** of an enterprise. (4)

2.3 **List FOUR benefits** for **guests** to do **online reservations** when **booking a hotel room**. (4)

2.4 **Defend the following statement**:

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

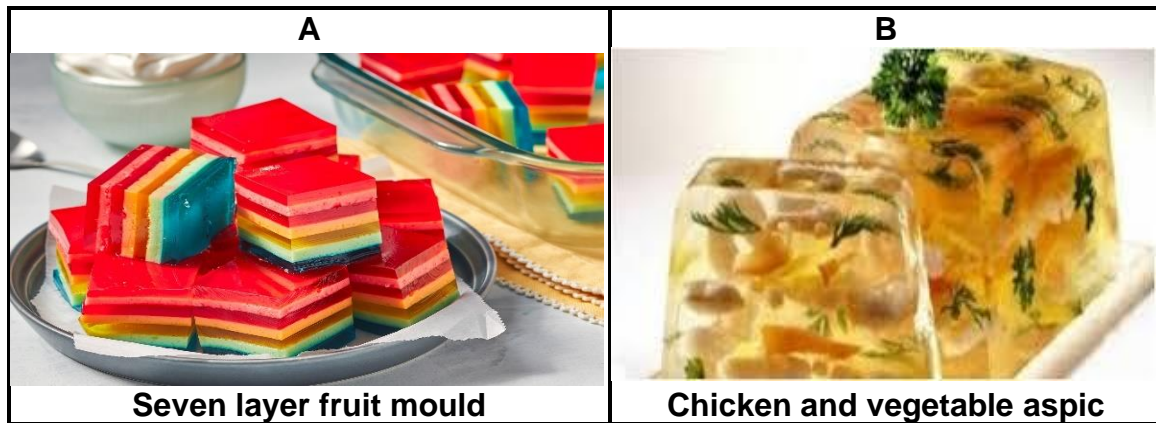
(3)

**TOTAL SECTION B: 20**

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

**QUESTION 3**

3.1 Study the pictures of gelatine dishes and answer the questions. Both recipes require gelatine sheets.



- 3.1.1 Formulate a practical hint when preparing dish A to assure that the different layers and colours of the jellies in dish A will not mix and disturb the layered appearance. (1)
- 3.1.2 Dish B is called an aspic. Explain what an aspic jelly is made of. (1)
- 3.1.3 Give a brief description how to ... the gelatine in both dishes.
- (a) Hydrate (1)
- (b) Disperse (2)
- 3.1.4 Explain how the even distribution of ingredients is achieved when preparing dish B. (2)
- 3.1.5 Discuss THREE tips for successfully unmoulding a gelatine dessert. (3)

3.2 Study the picture of a **pastry dish** below and answer the questions.



3.2.1 **Identify**<sub>(name)</sub> the **classic French pastry** dish. (1)

3.2.2 **State** the **type of pastry used** for the dish. (1)

3.2.3 **Motivate** the **use** of the **following ingredients** when preparing the type of **pastry mentioned** in QUESTION 3.2.2:

(a) Butter instead of margarine (1)

(b) Lemon juice (1)

3.2.4 **Suggest** **TWO types** of ... that are **suitable** <sub>(correct)</sub> for this dish. (

(a) Fillings (2)

(b) Toppings (2)

3.3 **Recommend**<sub>(suggest)</sub> a **suitable**<sub>(correct)</sub> **nut** to be **used** in each of the **following**:

3.3.1 Waldorf salad

3.3.2 Cheapest nutty spread

3.3.3 Baklava

3.3.4 Classic pesto sauce (4)

3.4 **Compare meat and TVP** with regard to:

3.4.1 Keeping quality (2)

3.4.2 Protein content (1)

3.4.3 Price (1)

3.5 **Study the scenario**(passage) below and **answer the questions**.

The following costs were incurred(achieved) by the Rainbow Restaurant for a banquet prepared for 120 guests.

Food costs	R12 000
Overhead costs	R1 500
Labour costs	R2 800
Nett profit	R19 700

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

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

3.5.3 **Calculate the selling price** per person. (2)

3.5.4 **Give THREE guidelines** for **Rainbow Restaurant** that will **help** them to make **maximum profit** from **catering**. (3)

3.6 **Support** the following statement with **suitable**(correct) **examples**.

Choux pastry is a versatile dough.

(2)  
[40]

**QUESTION 4**

4.1 **Study the menu below and answer the questions.**

<p style="text-align: center;"><b>Menu</b> <b>Cocktail Party</b></p> <p style="text-align: center;"><b>Savoury Snacks</b></p> <p style="text-align: center;">Bobotie Spring Rolls Angels on Horseback Mini Chicken Pie</p> <p style="text-align: center;">Smoked Salmon on Potato-rösti Biltong and Cream Cheese Bouchée</p> <p style="text-align: center;"><b>Sweet Treats</b></p> <p style="text-align: center;">Mini Milk Tart Brandy Balls White Chocolate Truffles</p>
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- 4.1.1 **Assess the suitability** of this **menu** when a **meal** will be **served** after the **cocktails**. **Motivate**<sub>(give reasons)</sub> **YOUR answer**. (2)
- 4.1.2 **Critically comment** on the **suitability** of the **savoury dishes** for ... **guests**.
- (a) Jewish (2)
- (b) Muslim (2)
- (c) Buddhist (2)
- 4.1.3 **Determine**<sub>(find out)</sub> the **food group** that is **NOT represented**. (1)
- 4.1.4 **Suggest ONE savoury** and **ONE sweet snack** to **represent a snack** with the **main ingredient** from the food group mentioned in QUESTION 4.1.3. (2)
- 4.2 **Suggest THREE different ways** to **preserve**<sub>(keep)</sub> **fillet of beef**. (3)
- 4.3 **List THREE ways** to **sterilise jars** for **bottling**. (3)

4.4 Study the pictures of the different meringue-based dishes below and answer the questions.



4.4.1 Identify<sub>(give)</sub> the name of each dish. (2)

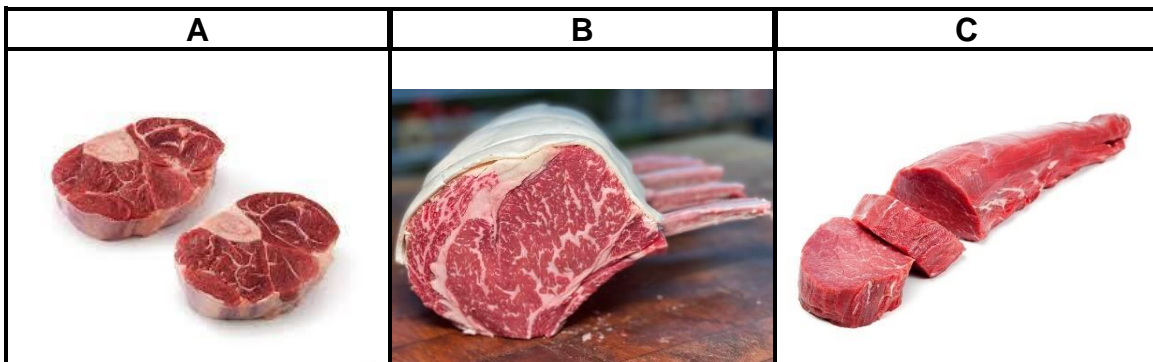
4.4.2 Differentiate between the THREE types of meringues by explaining the different preparation techniques. Tabulate your answer as follows:

	TYPE OF MERINGUE	PREPARATION TECHNIQUE
(a)		
(b)		
(c)		

(2)  
(2)  
(2)

4.4.3 Give THREE guidelines to prepare a successful meringue. (3)

4.5 Study the pictures of beef meat cuts below and answer the questions.



4.5.1 Identify<sub>(name)</sub> each beef meat cut. (3)

4.5.2 Suggest the most suitable meat cut for each of the following dishes. Motivate<sub>(give reasons)</sub> YOUR answer.

- (a) Deboned, stuffed and rolled pot roast
- (b) Stock and soup
- (c) Steak Diane (6)

4.6 List THREE advantages of stuffing meat. (3)

[40]

TOTAL SECTION C: 80

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

**QUESTION 5**

5.1 **Study** the extract<sub>(passage)</sub> below and **answer** the **questions**.

**NEW BOUTIQUE HOTEL**

Mr and Mrs Watkins bought an old hotel in a small town in the Eastern Cape, 200 km from the nearest large city. It took them a year to renovate and furnish the hotel and turned it into a boutique hotel. Mr Watkins grew up in a hotel-environment since his parents were the owners of several hotels. Mrs Watkins is a trained chef.

Their town is a popular halfway stop from Bloemfontein to Port Elizabeth for business travellers as well as holiday tourists on their way to the coast. There are no other hotels in a 120 km radius and only 4 guesthouses in their town.

Mr and Mrs Watkins intend to attract visitors with their special meals for breakfast, lunch and dinner. However, they are a bit worried about the availability of fresh produce, especially fruit and vegetables. They consider the option of employing local people for their own sustainable garden.

From experience they believe that their marketing strategy will be 'by word of mouth' as well as social media (Facebook, Twitter, Tiktok and Instagram)

- 5.1.1 Mr and Mrs Watkins saw the possibility of a new business opportunity. **List FOUR characteristics** they **should have** to be **successful**. (4)
- 5.1.2 Do a **SWOT-analysis** from the given information to **help** the **couple** with **their strategic planning**. (4 x 2) (8)
- 5.1.3 **Create** a list of **FOUR permanent job opportunities** that will be **made available** by the **boutique hotel**. (4)
- 5.1.4 **Suggest THREE possible indirect job opportunities** for the **local community** once the **hotel is up and running**. (3)
- 5.1.5 **Determine**<sub>(find out)</sub> **THREE non-revenue generating areas** that are **important** for this **establishment**. (3)
- 5.1.6 **Give THREE guidelines** for Mr and Mrs Watkins to **ensure** that their **Facebook-page** is an **effective marketing tool**. (3)
- 5.1.7 Explain how the restaurant staff should be trained regarding the procedure to follow in the event of a serious fire. (3)
- 5.1.8 Unforeseen events like power failure can have an effect on a guest's level of satisfaction of their stay. **Give TWO tips** to the owners as **precautions** to **ensure** that their **guests** will not **experience** any **inconvenience** in their **rooms at night**. (2)

**[30]**

**QUESTION 6**

6.1 Study the wine list of a restaurant below and answer the questions.

<b>WINE LIST</b>
Special Late Harvest
Sauvignon Blanc
Brut Sparkling Wine
Pinotage
Sherry

6.1.1 Differentiate between the wines using the criteria below. Tabulate your answer as follows in the ANSWER BOOK.

CULTIVAR	WINE CLASSIFICATION	SWEET OR DRY
Special Late Harvest		
Sauvignon Blanc		
Brut Sparkling Wine		
Pinotage		
Sherry		

(10)

6.1.2 From the list above suggest a suitable wine to be served with the following:

- (a) Grilled Trout with Butter Sauce
- (b) Honey and Orange Pancakes
- (c) Blue Cheese
- (d) Ostrich Steak with Pepper sauce
- (e) Fresh oysters

(5)

6.2 List FIVE steps, in the correct sequence<sup>(order)</sup>, a waiter should follow from arrival of guests until the serving of pre-dinner drinks.

(5)

6.3 Distinguish<sup>(differentiate)</sup> between an *on-consumption liquor license* and an *off-consumption liquor license*. Give an example of each to motivate your answer.

(4)

6.4 Describe FOUR procedures waiters should follow during the closing mise-en-place.

(4)

6.5 Advise the maître d' on suitable solutions for the following complaints from guests:

6.5.1 The waiter is unavailable

(1)

6.5.2 The waiter cannot remember the order

(1)

**[30]**

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