



Province of the
EASTERN CAPE
EDUCATION



**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2022

**HOSPITALITY STUDIES
(EXEMPLAR)**

MARKS: 200

TIME: 3 hours

This paper consists of 14 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

| | | |
|------------|-----------------------------------|------|
| SECTION A: | Short questions | (40) |
| SECTION B: | Kitchen and restaurant operations | |
| | Hygiene, safety and security | (30) |
| SECTION C: | Nutrition and menu planning | |
| | Food commodities | (80) |
| SECTION D: | Sectors and careers | |
| | Food and beverage service | (50) |
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. Start each SECTION on a new page.
5. 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 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 Food items that are likely to decay very quickly are known as ...

- A consumables.
- B non-perishables.
- C perishables.
- D non-consumables.

ANSWER:

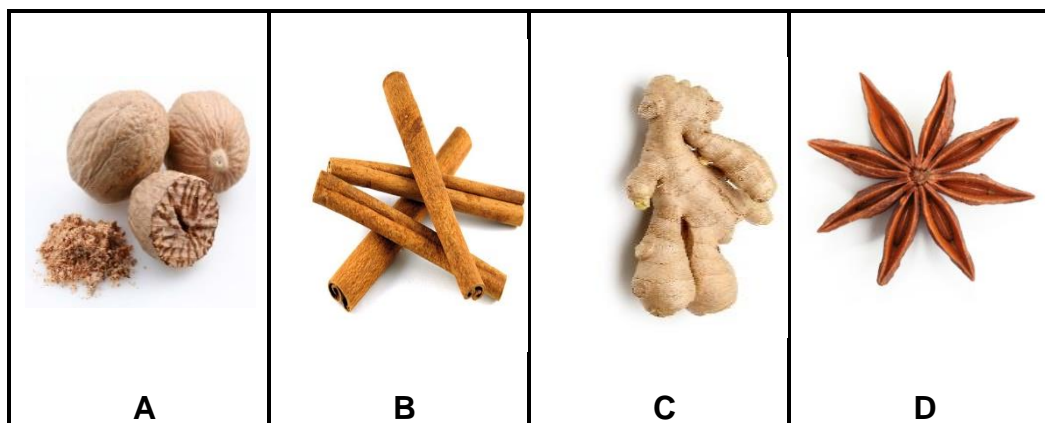
1.1.11 C

1.1.1 A sweet South African heritage delicacy, crisp pastry plaits fried and then dipped in an aromatic syrup:

- A Churro
- B Koeksister
- C Loukomades
- D Doughnut

(1)

1.1.2 The spice that provides the flavour in milk tart:



(1)

1.1.3 Calculate the weight of 3 cups of flour if 250 ml flour equals 120 g flour.







- A 375 g
- B 625 g
- C 750 ml
- D 360 g

(1)

- 1.1.4 The cold chain is maintained when the temperature of ice cream is kept at a temperature of ... during storage and delivery.
- A -18 °C
 - B 0 °C
 - C 2 °C
 - D -7 °C
- (1)
- 1.1.5 The FIFO principle is applied when the storeman does the following:
- A Orders new stock when maximum levels are reached
 - B Puts older food on the bottom of a shelf
 - C Stores new stock at the back of a shelf
 - D Labels food with dates, so that newer foods are used first
- (1)
- 1.1.6 Typical South African seafood dishes:
- A Grilled snoek and sweet potato; Curried pickle fish; Bokkems
 - B Sole in lemon butter; Bokkems; Hake in beer batter
 - C Smoorsnoek; Salmon Tartare; Sardines in chilli sauce
 - D Pickled fish; Tuna Lasagne; Haddock with cheese sauce
- (1)
- 1.1.7 Which of the following is NOT a reason for buying food in season?
- A Food items are easily available
 - B Better value for money
 - C Higher quality food that keeps fresh longer
 - D Chefs can import food to lower carbon footprint
- (1)
- 1.1.8 Typical South African beverages:
- A Rooibos Tea; hot chocolate; pineapple beer
 - B Ginger beer; mageau; umqombothi
 - C Mageau; amabele; green tea
 - D Black tea; umqombothi; coffee
- (1)
- 1.1.9 A suitable poultry offal to prepare chicken stock with, is:
- A Gizzard
 - B Neck
 - C Liver
 - D Heart
- (1)
- 1.1.10 The base of a cream soup is ...
- A vegetable purée and cream.
 - B seafood and white sauce.
 - C bechamel or velouté sauce.
 - D potatoes and onions.
- (1)

1.2 MATCHING ITEMS

Match the service equipment for a high tea in COLUMN B that best suits an item on the menu in COLUMN A. Write ONLY the correct letter (A–F) next to the corresponding question numbers (1.2.1 to 1.2.5) in your ANSWER BOOK.

| COLUMN A ITEM ON MENU | COLUMN B SERVICE EQUIPMENT |
|-------------------------------------|---|
| 1.2.1 Black Forest Cake | A  |
| 1.2.2 Ceylon Tea | B  |
| 1.2.3 Maccarons | C  |
| 1.2.4 Vegetables for silver service | D  |
| 1.2.5 Savoury Tart | E  |
| | F  |

(5 x 1) (5)

1.3 MATCHING ITEMS

Match the duties in COLUMN B with the correct kitchen staff in COLUMN A. Write ONLY the correct letter (A–G) next to the corresponding question numbers (1.3.1 to 1.3.6) in your ANSWER BOOK.

| COLUMN A | | COLUMN B | |
|---------------|-------------------------|----------|--|
| KITCHEN STAFF | | DUTIES | |
| 1.3.1 | Aboyeur | A | Preparation of desserts |
| 1.3.2 | Chef Entremetier | B | Cooking vegetables, starch dishes and eggs |
| 1.3.3 | Chef Rôtisseur | C | Announcing orders and administration |
| 1.3.4 | Chef de Petit de Jeuner | D | Preparation of breakfast dishes |
| 1.3.5 | Chef Potager | E | Preparation of soup and garnishes |
| 1.3.6 | Chef Poissonnier | F | Grilling meat, fish and poultry |
| | | G | Cooking seafood dishes |

(6 x 1) (6)

1.4 ONE-WORD ITEMS

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

- 1.4.1 Any food or beverage that Jewish dietary laws allow a person to eat or drink
- 1.4.2 A well-known South African dish consisting of spiced minced meat baked with an egg custard topping
- 1.4.3 The type of menu suitable for a coffee shop
- 1.4.4 A culinary knife cut in which the food item is cut into long thin strips, similar to matchsticks
- 1.4.5 Stop the cooking process in vegetables by plunging them into a bowl of water and ice
- 1.4.6 The colour of the chopping board used in the industry when preparing Broccoli Pasta Salad.
- 1.4.7 The head waiter whose job involves greeting restaurant customers and supervising the restaurant staff
- 1.4.8 The green herb associated with pesto sauces
- 1.4.9 A cooking technique for removing and dissolving browned food residue from a pan to flavour sauces and soups
- 1.4.10 Equal parts melted butter and flour cooked together and used to thicken sauces

(10 x 1) (10)

1.5 MATCHING ITEMS

Select from the list below the raising agent of the given dishes:

| | | |
|-----------------|-----------------------|---------|
| A Baking Powder | B Air | C Yeast |
| D Steam | E Bicarbonate of Soda | |

1.5.1 Sponge cake (1)

1.5.2 Scones (1)

1.5.3 Focaccia (1)

1.5.4 Buttermilk rusks (1)

1.6 SELECTION ITEMS

Select FIVE potentially harmful foods for food contamination from the list below and write ONLY the letters that corresponds with the correct answers in your ANSWER BOOK.

A Custard

B Raw butternut

C Cooked rice

D Melon slices

E Cooked cauliflower

F Chicken mayonnaise sandwich

G Seafood pasta

H Fried egg plant

I Dry beans (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.

Carol opened a salad bar called Lettuce Indulge. One of the items on the menu is Caesar Salad with raw apple as the main ingredient.

- 2.1.1 Explain to Carol why it is important to train her kitchen staff regarding food safety. Give FOUR reasons. (4)
- 2.1.2 Advise Carol on the following:
- (a) Invest in colour coded chopping boards (2)
 - (b) THREE practical hints to prevent the apples in the salad from discolouring and losing its sellability (3)
- 2.1.3 Suggest back up plans for Carol in case of load-shedding or power failure in the ... area.
- (a) kitchen (2)
 - (b) restaurant (2)
- 2.2 Briefly describe how cross contamination can be prevented in a kitchen regarding:
- 2.2.1 Worksurfaces (2)
 - 2.2.2 Garbage bins (2)
 - 2.2.3 Storing raw food in fridge (2)
- 2.3 Compile THREE guidelines to prevent chemical contamination of food. (3)
- 2.4 Explain how restaurant staff should handle the following:
- 2.4.1 A fire breaks out when the gas cylinder of a heater explodes. (4)
 - 2.4.2 Arguments between intoxicated guests (4)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING FOOD COMMODITIES

QUESTION 3

3.1 Study the costing sheet below and answer the questions that follow.

| Dish: Cupcakes | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|
| Yield: 6 | | | |
| Ingredients | Units required | Unit purchased | Purchase price |
| Margarine | 60 g | 500 g | R29,49 |
| Sugar | 80 g | 2,5 kg | R48,50 |
| Egg | 1 | Dozen | R38,25 |
| Self-rising flour | 120 g | 2,5 kg | R25,99 |
| Milk | 60 ml | 500 ml | R11,00 |

3.1.1 Calculate the total cost to prepare the dish. Show ALL calculations. (12)

3.1.2 Calculate the cost per portion. (2)

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

| | |
|--|---|
| Starter | Main course |
| <ul style="list-style-type: none"> • Prawns in lemon butter • Biltong soup with pot bread • Mushroom soup with croutons | <ul style="list-style-type: none"> • Beef Wellington • Chicken Schnitzel • Denningvleis |
| Side Dishes | Dessert |
| <ul style="list-style-type: none"> • Yellow rice with raisins • Steamed carrots • Creamed marogo • Cucumber, tomato and piquant pepper sambal • Mashed potatoes and peas • Salad Caprese | <ul style="list-style-type: none"> • Malva pudding with custard sauce • Crème caramel • Trifle |

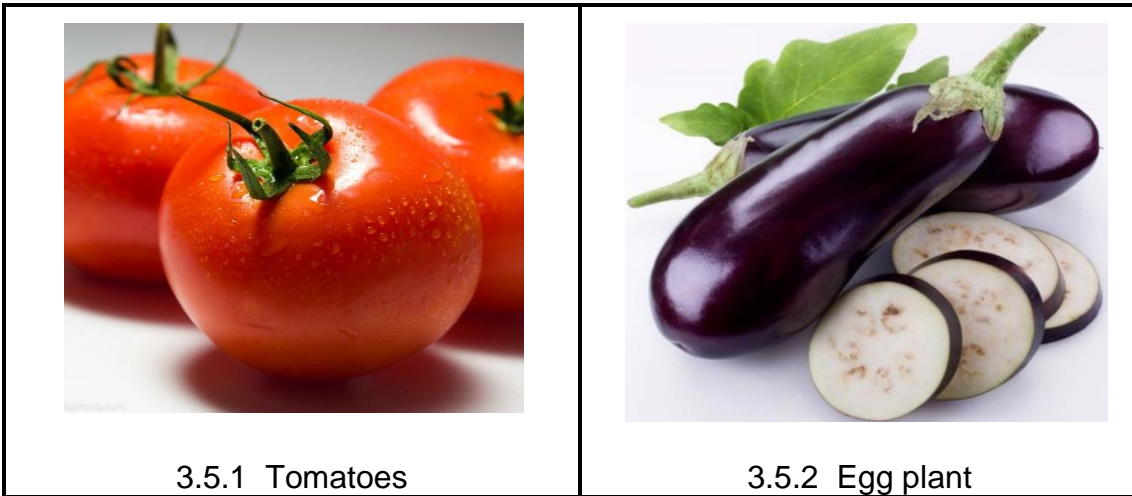
3.2.1 Choose from the list a ... that reflects South African cuisine:

- (a) starter (1)
- (b) main course (1)
- (c) starch dish as accompaniment for the main course (1)
- (d) vegetable dish to be served with the main course (1)
- (e) salad to be served with main course (1)
- (f) dessert (1)

- 3.3 Give guidelines with regard to the following when planning food items for a tea party for a special occasion:
 - 3.3.1 Presentation and appearance (2)
 - 3.3.2 Variety (2)
 - 3.3.3 Special needs (2)
 - 3.3.4 Beverages (2)

- 3.4 Make brief notes about rice regarding the following:
 - 3.4.1 Suitability for gluten free diets (1)
 - 3.4.2 Yield of 250 ml raw rice when cooked (1)
 - 3.4.3 Serving portion per person (1)
 - 3.4.4 Reason for soaking rice before cooking it (1)

- 3.5 A chef plans to cook ratatouille for his guests. He uses the following two vegetables. Explain how he should prepare each vegetable. Motivate each preparation technique.



Tabulate your answer as follows:

| Preparation | | Motivation | |
|-------------|--|------------|--|
| 3.5.1 | | (2) | |
| 3.5.2 | | (2) | |

(6)

- 3.6 Suggest the best way to store the following vegetables:
 - 3.6.1 Lettuce (1)
 - 3.6.2 Potatoes (1)

[40]

QUESTION 4

4.1 Study the picture of a sourdough loaf and answer the questions that follow.



4.1.1 Identify a quality of this loaf's ... that has a negative effect on the sellability.

(a) appearance (1)

(b) texture (1)

4.1.2 Give THREE possible reasons for the faulty texture. (3)

4.2 Study the extract below and answer the questions.

A chef buys fresh hake at the local fish market. To prepare the fish he dips it in a batter and then deep fries it.

4.2.1 List FOUR qualities the fresh hake must have to ensure quality and freshness. (4)

4.2.2 Give TWO suggestions of starch dishes that compliments the deep-fried hake. (2)

4.3 Give a brief explanation of each of the terms that are associated with sauces and stocks:

4.3.1 Fumet (2)

4.3.2 Reduction (2)

4.3.3 Mirepoix (2)

4.3.4 Bouquet garni (2)

- 4.4 Choose from the list below a suitable hot sauce to be served with each of the given dishes:

Tomato sauce; Mornay; Apple sauce; Vin blanc; Mayonnaise; Espagnole; Chutney; Hollandaise

- 4.4.1 Cooked asparagus (1)
- 4.4.2 Poached haddock (1)
- 4.4.3 Oven fried pork (1)
- 4.4.4 Spaghetti and shrimps (1)
- 4.5 List THREE characteristics of a good Cream of Broccoli soup. (3)
- 4.6 Differentiate between *vischyssoise* and *minestrone* by completing the following table:

| | Name of soup | Served hot or cold | TWO main ingredients |
|-------|--------------|--------------------|----------------------|
| 4.6.1 | Vischyssoise | (1) | (2) |
| 4.6.2 | Minestrone | (1) | (2) |

(6)

- 4.7 Study the pictures below and answer the questions that follow.



A: Chocolate butter cake



B: Swiss roll sponge cake

- 4.7.1 Distinguish between the preparation techniques used in each cake. (2)
- 4.7.2 Give a brief description of each of the techniques mentioned in QUESTION 4.7.1. (3 x 2) (6)

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

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

- 5.1 Give the name of the Act that provides protection to employers and employees in the Hospitality industry in each situation given below.
- 5.1.1 A kitchen worker who sustained an injury while on duty
- 5.1.2 One of the kitchen staff was unfairly dismissed on base of gender
- 5.1.3 Job losses because of illnesses
- 5.1.4 Employing chefs from Europe (4)
- 5.2 Explain THREE penalties stipulated by the Occupational Health and Safety Act for people who do not comply with the Act. (3)
- 5.3 Give FIVE guidelines for employers in the Hospitality industry to ensure that the safety of employees and guests are guaranteed. (5)
- 5.4 Read the extract below and answer the questions that follow.

Petra wants to book the banquet hall at the Sunset Beach Hotel for the Christmas party of the Flexi Global Insurance Company.

- 5.4.1 Name the staff member at the Sunset Beach Hotel that Petra needs to make the arrangements with. (1)
- 5.4.2 List FIVE details regarding the event that Petra needs to communicate with the staff member mentioned in QUESTION 5.4.1. (5)
- 5.5 Explain what each team member in a restaurant can do to prevent problems during service. (4)
- 5.6 Mention THREE challenges associated with an executive chef. (3)

[25]

QUESTION 6

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



- 6.1.1 Identify the service style the above equipment is used for. (1)
- 6.1.2 Give a brief description of what guests can expect from the service style mentioned in QUESTION 6.1.1. (2)
- 6.1.3 Choose from the list below THREE dishes that can be served in the above-mentioned service style.

Lasagne; Crêpes Suzette; Sole a la Meunierre; Potato crisps;
Steak Diane; Bean Soup

(3)

- 6.2 List THREE advantages of using the plated service for an a la carte menu. (3)
- 6.3 Give FOUR guidelines that should be considered to create a pleasant restaurant environment. (4)
- 6.4 Briefly explain the procedures to be followed when meeting, greeting and seating guests at a restaurant. (6)
- 6.5 Make a simple drawing of a cover for a formal sit-down tea party. Supply the drawing with clear labels. (6)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200