



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

FEBRUARY/MARCH 2012

MARKS: 200

TIME: 3 hours

This question paper consists of 15 pages and a 1-page answer sheet.

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 service	(40)
2. Answer ALL the questions.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Answer SECTION A on the attached ANSWER SHEET. Write the centre number and your examination number at the top of the ANSWER SHEET, detach it and place it in the FRONT of the ANSWER BOOK.
5. Answer SECTIONS B, C and D in the ANSWER BOOK.
6. 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 make a cross (X) in the block (A–D) next to the question number (1.1.1–1.1.10) on the attached ANSWER SHEET.

EXAMPLE:

1.1.11 Being ... is the ability to recognise others as individuals with different personalities.

- A willing
- B tolerant
- C honest
- D alert

ANSWER:

A	<input checked="" type="checkbox"/>	B	C	D
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1.1.1 A non-verbal form of communication that is important for professional ethics is ...

- A body language.
- B negative attitude.
- C physical fitness.
- D being intolerant.

(1)

1.1.2 Marina accidentally burnt her hand while deep-frying fritters. ONE of the following procedures should be administered in such an instance:

- A Place the hand in cold oil for 20 minutes.
- B Place the hand in warm oil for 20 minutes.
- C Place the hand under warm running water for 20 minutes.
- D Place the hand under cold running water for 20 minutes.

(1)

1.1.3 ONE of the following items of information is included on a stock sheet:

- A Nutrition
- B Budget
- C Goods
- D Suppliers

(1)

- 1.1.4 The piece of equipment used to check the amount of beer left in a barrel during stocktaking is a ...
A gauge.
B canister.
C measuring jug.
D keg miser. (1)
- 1.1.5 An example of a fixed cost used when calculating the selling price of a menu is ...
A equipment.
B labour.
C lights.
D stationery. (1)
- 1.1.6 It is generally advisable to have ... different kinds of snacks (both hot and cold) for a cocktail function.
A 2–4
B 6–8
C 10–12
D 12–14 (1)
- 1.1.7 Over-handling of pastry dough will result in a ...
A thick and doughy crust.
B crust shrinking in the pan.
C soggy lower crust.
D thin brittle crust. (1)
- 1.1.8 A liquor licence holder may not employ a person under the age of ... to sell alcohol.
A 16
B 18
C 21
D 25 (1)
- 1.1.9 Crumbing down should take place after the ...
A starter.
B entrée.
C main course.
D dessert. (1)
- 1.1.10 When paying by card the most important aspect to check is the ...
A name of the bank.
B colour of the card.
C expiry date.
D issue date. (1)

- 1.2 Select a dish from the list below that matches the country of origin (1.2.1–1.2.5). Write down only the dish next to the question number (1.2.1–1.2.5) on the attached ANSWER SHEET.

hamburgers; waffles and crêpes; Lamingtons; curry and rice; bangers and mash; Sachertorte; sushi; infino; tacos
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1.2.1 England

1.2.2 Japan

1.2.3 USA

1.2.4 South Africa

1.2.5 Australia

(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) on the attached ANSWER SHEET.

1.3.1 The document that a job applicant presents, describing personal details, knowledge and experience, is called a ...

1.3.2 ... indicates that the staff member is reacting quickly to a customer's needs.

1.3.3 When a person is choking, the ... manoeuvre is applied to relieve the obstruction.

1.3.4 Purchases done via a computer is known as ... shopping.

1.3.5 ... stock indicates that the maximum stock is available until further deliveries.

1.3.6 When supplies are delivered it should be checked against the ...

1.3.7 Guests should be acknowledged within ... seconds of entering the establishment.

1.3.8 A group of people working together to accomplish a common goal is a ...

1.3.9 Cutlery for the main course should be placed ... cm from the edge of the table.

1.3.10 In ... service food is transferred from a flat dish to the guest's plate.

(10)

1.4 MATCHING ITEMS

Choose a description from COLUMN B that matches the service in COLUMN A. Write only the letter (A–G) next to the question number (1.4.1–1.4.5) on the attached ANSWER SHEET.

COLUMN A	COLUMN B
1.4.1 Family service	A a variety of food items displayed on a table and guests help themselves
1.4.2 Cafeteria service	B food platters brought from the kitchen and placed at the head of the table
1.4.3 French service	C plated food brought in from the kitchen
1.4.4 Buffet	D guests select and serve themselves from dishes placed on the table
1.4.5 Gueridon	E food is prepared on a trolley in the presence of the customer
	F guests select food items and place it on a tray
	G food, pre-carved and portioned in dishes and served from the left

(5 x 1)

(5)

1.5 CHOOSE THE CORRECT ANSWERS

Various options are provided as possible answers to the following questions. Choose the answers and make a cross (X) in the blocks (A–H) next to the question number (1.5.1–1.5.3) on the attached ANSWER SHEET.

1.5.1 Identify THREE symptoms of tuberculosis:

- A Night sweat
 - B Diarrhoea
 - C Vomiting
 - D Coughing blood
 - E Chest pains
 - F Abdominal pain
- (3)

1.5.2 Identify FOUR vital signs that you will check when treating basic injuries:

- A Sweating
 - B Breathing
 - C Skin colour
 - D Thirst
 - E Blood pressure
 - F Panic
 - G Level of consciousness
 - H Restlessness
- (4)

1.5.3 Identify THREE services that a waiter performs from the left:

- A Crumbing down
 - B Unfold the napkin
 - C Serve coffee
 - D Serve bread
 - E Silver service
 - F Serve plated food
- (3)

TOTAL SECTION A: 40

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

2.1 Study the case study below and answer the questions that follow.

TUCK SHOP TO BE OPENED

The Student Organisation of Thabalethu High School decided to open a tuck shop as a means of fundraising for learners who are suffering from HIV and Aids at their school. They suggested to the school management team that some of the affected learners be involved in the cooking and selling of the food during break times. The learners will be selling everything from sweets, cakes, russians, vetkoek, hot dogs and fish and chips. Thabalethu is a boarding school far from town with 500 learners, 25 teachers and 20 non-teaching staff.

Some learners are afraid of being contaminated with the virus. A Life Orientation teacher argues that medical authorities say that there is no known risk of HIV transmission in the food-and-beverage service industry.

- 2.1.1 Identify the target market in the above case study. (2)
- 2.1.2 Calculate the market size. Show ALL calculations. (4)
- 2.1.3 Do you think it is possible for the learners involved in the above project to transmit HIV and Aids to other learners? Motivate your answer. (2)
- 2.1.4 Give a reason for each of the following statements made by the nurse in her address at the school: (3)
- (a) ARVs must be taken every day at the same time as prescribed.
 - (b) Take vitamin supplements.
 - (c) Eat fresh fruit and vegetables.

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

The school tuck shop in QUESTION 2.1 should be given a new image, as it was not in use for a long time and therefore closed for a short while. It should also be marketed in the school newspaper to inform all potential customers about the re-opening. Luckily the Hospitality teacher is willing to train some learners in food preparation and there are more than enough enthusiastic candidates. They need to make an effort since there are some street vendors outside the school gate, selling fish, chips and cool drinks.

- 2.2.1 Recommend SIX marketing tools that the learners can use to promote the re-opening. (4)

- 2.2.2 Discuss FOUR positive and FOUR negative factors that should be considered before re-opening the tuck shop. (8)
- 2.2.3 Identify TWO entrepreneurial opportunities that can be out-sourced to improve the business. (2)

2.3 Study the statement below and answer the questions that follow.

The South African Chefs Association together with the Department of Tourism have identified a shortage of Chefs in South-Africa. They were seeking learners who have passed a Grade 12 Hospitality Studies to be trained as chefs.

- 2.3.1 Recommend FIVE professional and hygiene aspects that should be included in the training programme. (5)
- 2.3.2 'Respect in the hospitality industry is very important.' Suggest THREE ways in which an individual can show respect. (3)
- 2.4 2.4.1 The Chef's association insisted that the students be trained in first aid. Indicate TWO main functions of a first aider. (2)
- 2.4.2 Name the symptoms of sprains. (2)
- 2.4.3 Explain the procedure that should be adhered to when treating sprains. (3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

3.1 The Sunset Hotel has a problem with the crockery stock. They find a large number of crockery broken and missing daily. The cost of replacement was high.

3.1.1 Name ONE kind of record sheet that should be kept by the hotel. (1)

3.1.2 Recommend FOUR suitable storage practices for crockery in order to prevent the above situation. (4)

3.2 Mr Ndala is the newly appointed manager of the 'Le Grande' restaurant. To his surprise the restaurant is still writing down food orders manually. He wants to persuade the owner to switch over to the computerised POS system.

3.2.1 What does the abbreviation *POS* stand for? (1)

3.2.2 Explain FOUR important advantages of the POS system. (4)

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

DISHES
Roast Leg of Pork
Thin Brown Gravy
Samp and Mutton
Poached Kingklip
Braised Tripe
Lamb Noisette
Morogo
Hollandaise Sauce
Glazed Carrots
Cream of Broccoli Soup

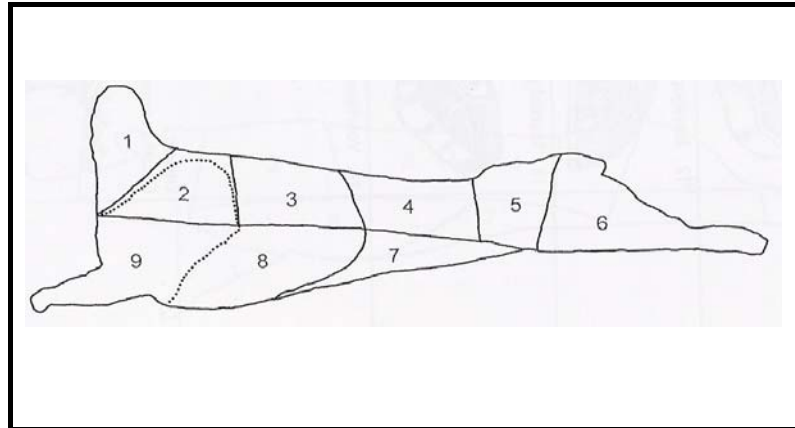
3.3.1 Select FOUR suitable dishes for a pesco-vegetarian. (4)

3.3.2 Identify TWO traditional South African dishes. (2)

3.3.3 Name the part of the animal that is used to prepare the braised tripe. (1)

3.3.4 Describe the process, *braising*. (3)

3.4 Study the lamb carcass below and answer the questions that follow.



- 3.4.1 Select a cut that is suitable for the preparation of the lamb noisette. Write down the question number and name of the cut in the ANSWER BOOK. (2)
- 3.4.2 Give a reason why lamb noisette is tied before roasting. (2)
- 3.4.3 Give TWO reasons why a deboned dish, such as lamb noisette is served. (2)
- 3.4.4 Name TWO factors to consider when grading meat. (2)

3.5 The TWO desserts below appear on a restaurant menu.

A. Vanilla Chiffon



B. Vanilla Bavarois



- 3.5.1 Classify the TWO desserts above. (1)
- 3.5.2 Identify the differences between the TWO desserts. Tabulate the answer. (4)
- 3.5.3 Which of the above desserts can be used to make a charlotte russe? (1)

- 3.5.4 Explain why raw pineapple is not used in a Bavarian cream pudding. (2)
 - 3.5.5 Suggest the best type of chocolate (no brand names) to use for the chocolate decoration on the vanilla chiffon. Motivate the answer. (2)
 - 3.5.6 Explain the procedure that you will follow when melting the chocolate to make the chocolate decoration on the vanilla chiffon. (2)
- [40]**

QUESTION 4

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

MENU
Butternut Soup with Croûtons

Fried Thai Prawn Salad

Honey Mustard Pork Strips
Potato and Cheese Bake
Sautéed Vegetables
Green Salad

Apple Strudel

- 4.1.1 Analyse the suitability of the menu for JEWISH guests. Motivate your answer. (6)
 - 4.1.2 Evaluate the suitability of the menu above for an individual with high cholesterol. Give suitable reasons. (5)
- 4.2 Compare puff and short crust pastry with regard to the following:
- 4.2.1 Proportion of flour and shortening
 - 4.2.2 Texture
 - 4.2.3 Rolling and resting
 - 4.2.4 Name TWO uses of each pastry.

Tabulate your answer as follows:

	PASTRY	SHORT CRUST	PUFF PASTRY
4.2.1	Proportion of flour and shortening		
4.2.2	Texture		
4.2.3	Rolling and resting		
4.2.4	TWO uses of each		

(10)

- 4.3 The following questions are based on choux pastry:
- 4.3.1 Name THREE characteristics of a successful choux-pastry product. (3)
- 4.3.2 400 choux puffs are required, therefore it has to be prepared and stored in advance. Discuss TWO methods that should be used when storing choux puffs. (2)
- 4.4 4.4.1 Explain why nuts are a good substitute for meat. (2)
- 4.4.2 Discuss how nuts should be stored. (2)
- 4.5 Study the information below and answer the questions that follow.

MENU ITEM	RECIPE COST PER PERSON
Butternut soup	R10,50
Thai fried prawn salad	R12,80
Honey mustard pork strips	R8,50
Potato cheese bake	R8,00
Sautéed vegetables	R5,00
Green salad	R7,50
Apple strudel	R11,80
Total cost of the menu	R64,10

The above menu was prepared for a 100 guests.
 Overhead costs was R880,00
 Labour costs was R900,00
 The manager wanted a 40% profit from the above menu.

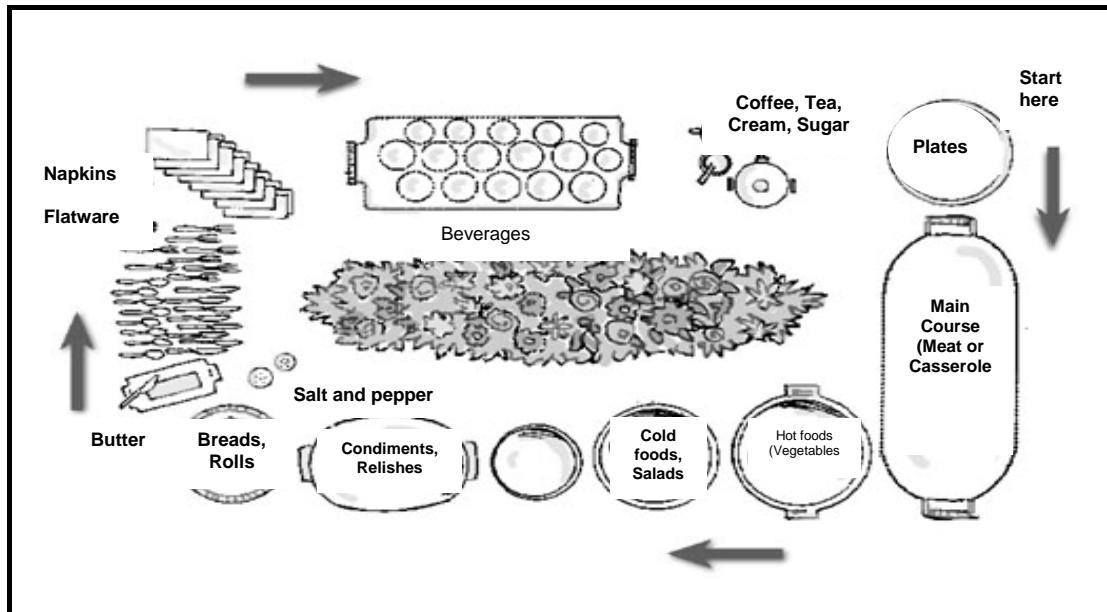
- 4.5.1 Calculate the selling price of the menu for 100 guests. Show ALL calculations. (4)
- 4.5.2 Calculate the total cost for a 100 people. (4)
- 4.5.3 Name TWO expenses that can be included in the overhead costs. (2)
- [40]**

TOTAL SECTION C: 80

SECTION D: FOOD AND BEVERAGE SERVICE

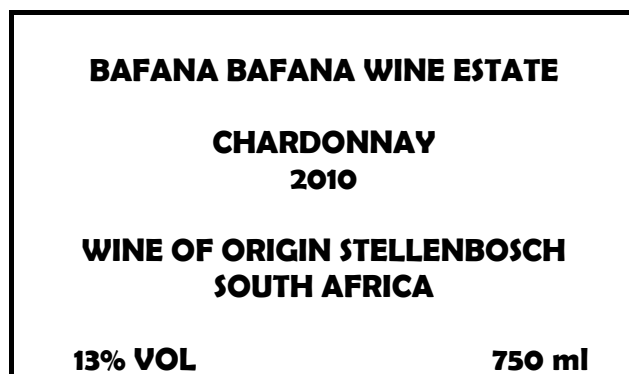
QUESTION 5

5.1 Study the illustration below and answer the questions that follow:



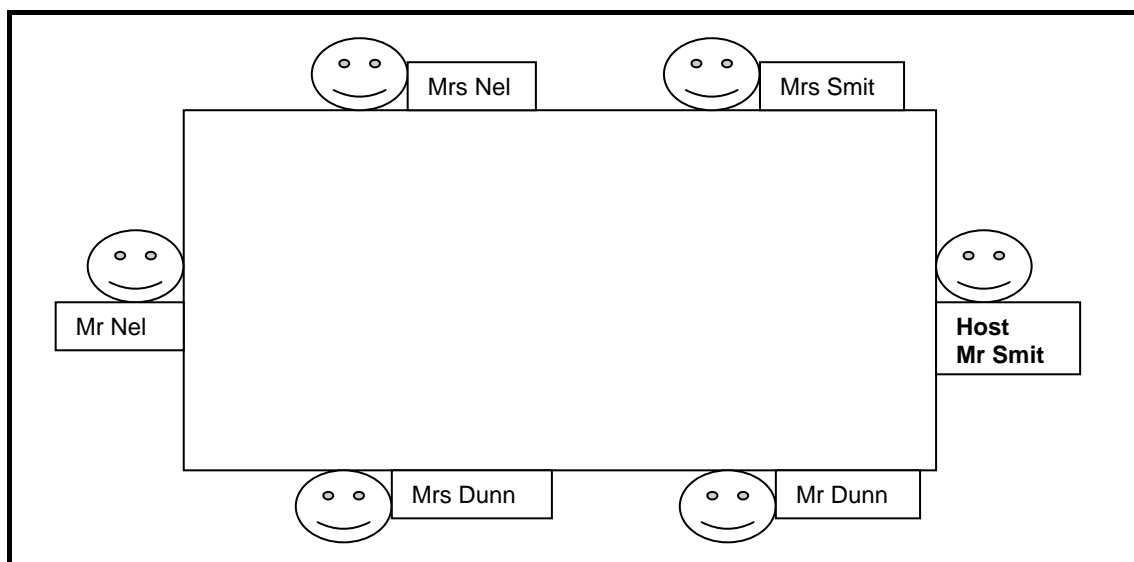
- 5.1.1 Identify the table setting. (1)
- 5.1.2 Recommend FOUR types of cutlery that should be used for the above setting. (4)
- 5.1.3 Name TWO apparatus that could be used to keep food warm. (2)
- 5.1.4 Determine the factors that should be considered when creating a local, ethnic theme for the above table setting. (3)

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



- 5.2.1 Classify the type of wine on the label above. (1)
- 5.2.2 Name the vintage of the above wine. (1)

- 5.2.3 Where is the above wine bottle placed after a round is served (poured)? (1)
- 5.2.4 State the volume contained in the bottle. (1)
- 5.2.5 Explain in detail how you would pour the above wine. (6)
- 5.2.6 Describe how you would clean the above wine glasses as part of opening mise-en-place. (4)
- 5.2.7 At what temperature should the above wine be served? (1)
- 5.3 Describe how you would serve coffee to guests. (5)
- 5.4 List FIVE aspects to be checked when receiving stock in the beverage department. (5)
- 5.5 Study the illustration below and answer the questions that follow.



- 5.5.1 State the sequence that should be followed by the waiter when serving plated food to the guests. (4)
- 5.5.2 Who will the bill be presented to? (1)

TOTAL SECTION D: 40
GRAND TOTAL: 200

ANSWER SHEET

CENTRE NUMBER:

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EXAMINATION NUMBER:

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SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D

(10)

1.2 CHOOSE THE CORRECT DISH

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	
1.3.6	
1.3.7	
1.3.8	
1.3.9	
1.3.10	

(10)

1.4 MATCHING ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

(5)

1.5 CHOOSE THE CORRECT ANSWERS

1.5.1	A	B	C	D	E	F	G	H
1.5.2	A	B	C	D	E	F	G	H
1.5.3	A	B	C	D	E	F	G	H

(10)

TOTAL SECTION A: 40