



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**HOSPITALITY STUDIES
FEBRUARY/MARCH 2009**

MARKS: 200

TIME: 3 hours

This question paper consists of 19 pages and a 2-page answer sheet.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Hospitality concepts, health and safety	(40)
SECTION C:	Food production	(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 ANSWER SHEET provided.
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 – 1.1.15) on the ANSWER SHEET provided.

EXAMPLE:

1.1.16 A frozen dessert in a round mould is a ...

- A mousse.
- B bombe glacée.
- C parfait.
- D vacherin.

ANSWER:

A	B	C	D
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1.1.1 ... is a strategy used to inform people about the products that a business has to offer.

- A Financing
- B Marketing
- C Pricing
- D Targeting

1.1.2 A brochure is an example of a/an ... marketing tool.

- A audio visual
- B sensory
- C auditory
- D visual

1.1.3 A well established enterprise that forms part of a chain with a unique owner:

- A Corporation
- B Franchise
- C Vendor
- D Company

- 1.1.4 Target market and market segmentation which are influenced by age, gender, marital status and family size, refer to ... factors.
- A geographic
 - B psychographic
 - C demographic
 - D biographic
- 1.1.5 Vomiting is a common symptom of ...
- A gastro-enteritis.
 - B tuberculosis.
 - C hypertension.
 - D diabetes.
- 1.1.6 A chef who is constantly coughing is suffering from ...
- A gastro-enteritis.
 - B cholera.
 - C tuberculosis.
 - D typhoid fever.
- 1.1.7 A dietary guideline that a chef must consider when preparing a pudding for a diabetic person:
- A Use low fat milk and dried fruit
 - B Use full cream milk and fresh fruit
 - C Use condensed milk and dried fruit
 - D Use skim milk and fresh fruit
- 1.1.8 A person who is allergic to seafood will have the following symptom:
- A Swelling of the face
 - B Pale skin
 - C Restlessness
 - D Excessive sweating
- 1.1.9 To beat shortening and sugar until light and creamy:
- A Whisking
 - B Beating
 - C Creaming
 - D Blending

1.1.10 A point-of-sale system can improve the effectiveness of the hospitality industry by ...

- A fine-tuning business operations.
- B increasing the losses.
- C providing incomplete reports.
- D decreasing the control of certain operations.

1.1.11 The term that refers to expenses, for example lights, water and rent in a business:

- A Budget
- B Capex (Capital expenditure)
- C Overheads
- D Finances

1.1.12 Eggs used in pastry will contribute to ...

- A strengthening of the gluten.
- B tenderness of the product.
- C elasticity of the dough.
- D light texture.

1.1.13 A traditional African dish in which tripe is the main ingredient:

- A Mashonzha
- B Morogo
- C Umngqusho
- D Mogodu

1.1.14 An appropriate portion size for one person when serving bobotie:

- A 100 g
- B 120 g
- C 150 g
- D 200 g

1.1.15 In ... service food is transferred from a service dish to a guest's plate.

- A plated
- B buffet
- C silver
- D French

(15 x 1) (15)

1.2 **MATCHING ITEMS**

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – I) next to the question number (1.2.1 – 1.2.6) on the ANSWER SHEET provided.

COLUMN A		COLUMN B	
1.2.1	Marinating	A	inserting strips of fat or bacon into meat
1.2.2	Basting	B	cooking food in a little liquid in a covered pan in the oven
1.2.3	Braising	C	steeping meat in a seasoned liquid for a period and then cooking
1.2.4	Searing	D	improving the appearance of a cut or joint by removing fat and sinew
1.2.5	Trimming	E	spooning of hot fat over meat when roasting meat in the oven
1.2.6	Stir frying	F	covering cooked meat with a layer of aspic
		G	browning meat surfaces at high heat to create a desirable colour and to improve flavour
		H	cooking thin strips of meat in a pan with a little oil
		I	covering meat with slices of fat or bacon

(6 x 1)

(6)

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 – 1.3.5) on the ANSWER SHEET provided.

- 1.3.1 A fixed-price menu is called ...
- 1.3.2 ... refers to the preparation of a restaurant before service.
- 1.3.3 An appliance that is heated by means of candles or flammable gel is a ...
- 1.3.4 Money given to a waiter at the end of a meal for good service is called a ...
- 1.3.5 Equipment that is used to open a bottle in an up-market restaurant

(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 number (1.4.1 – 1.4.10) on the ANSWER SHEET provided.

- 1.4.1 An order form that is given to the store clerk
- 1.4.2 A technique whereby sediments are removed from the juice
- 1.4.3 A process in which pie crusts are baked before adding the filling
- 1.4.4 Foods prepared strictly according to Jewish law
- 1.4.5 Pancake or crêpe served with caviar
- 1.4.6 A traditional sauce served with roast pork
- 1.4.7 Traditional South African meat balls
- 1.4.8 The term used for the even distribution of fat in meat
- 1.4.9 The rate at which carbohydrate-rich food is broken down to release glucose in the body
- 1.4.10 Finely mashed chicken livers served with Melba toast

(10)

1.5 MATCHING ITEMS

Choose a description from COLUMN B that matches an entrepreneurial term in COLUMN A. Write only the letter (A – G) next to the question number (1.5.1 – 1.5.4) on the ANSWER SHEET provided.

COLUMN A ENTREPRENEURIAL TERMS		COLUMN B DESCRIPTION	
1.5.1	Telemarketing	A	entrepreneurs entering the market for the first time
1.5.2	Target market	B	a process in which information is collected to identify needs
1.5.3	Operational plan	C	advertising a product on television to attract potential clients
1.5.4	Market research	D	a group of customers who are most likely to buy a product or service
		E	advertising a product by phoning potential client
		F	planning to include all aspects to ensure the smooth functioning of a business
		G	describes how a business will function

(4 x 1) (4)

TOTAL SECTION A: 40

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

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

Vanessa decided to leave school after Grade 12 and started a home industry. Her excellent skills in baking made her business flourish. After a few years Vanessa employed more staff and her whole family now works together.

2.1.1 Recommend guidelines that Vanessa should consider when designing a leaflet to promote her business. (6)

2.1.2 Do you think that Vanessa's business will contribute to the local economy? Motivate your answer. (3)

2.1.3 Vanessa has to draw up a financial plan. Suggest aspects that you think should be included in the plan. (5)

2.1.4 Vanessa requires employees that will work effectively and cooperate with team members. List SIX points of work ethics and professional behaviour that employees should display. (7)

2.2 Suggest FIVE procedures that should be followed when a person receives an electric shock. (5)

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



2.3.1 Identify the symptom depicted in the above sketch. (1)

2.3.2 Explain how you would provide treatment for the person in the above situation. (3)

2.4 Martha's mother had full-blown Aids, which had caused lesions, glands and open wounds on her hands and legs. Martha consistently assisted her mom by caring for her and treating her wounds. However, her mother died and six months after her death Martha was diagnosed as HIV positive.

2.4.1 What does the abbreviation *HIV* stand for? (1)

2.4.2 Explain how Martha could have acquired the disease from her mother. (2)

2.4.3 Name TWO precautionary measures that Martha should have taken in order to prevent the spread of the disease. (2)

2.4.4 Name THREE infections that Martha's mother could have suffered from because of her illness. (3)

2.4.5 Suggest TWO ways in which the family and the community can assist Martha. (2)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION**QUESTION 3**

- 3.1 Study the extract below and answer the questions that follow.

Many hotel managers and professional chefs consider computers to be important tools to assist in menu planning.

Do you agree with the above statement? Motivate your answer. (8)

- 3.2 Compare the advantages of using the bin card and computer systems to control stock. Tabulate your answer as follows:

ADVANTAGES	
BIN CARD	COMPUTER
(2 x 2)	(2 x 2)

(8)

- 3.3 Study the list of foods below and answer the questions that follow.

cold meat assortment; fried potato chips; creamy carrots; coconut meringues; wholewheat rolls; honey-glazed ribs; steamed vegetables

- 3.3.1 Identify TWO foods from the list that are NOT suitable for a person on a low sodium diet. Give a reason for your answer. (3)

- 3.3.2 A person is suffering from heart disease. Select TWO foods from the above list that are:

- (a) Suitable
(b) Unsuitable

Tabulate your answer as follows:

(a) SUITABLE FOODS	(b) UNSUITABLE FOODS

(4)

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

<p style="text-align: center;"><i>MENU</i></p> <p style="text-align: center;">DINNER</p> <p style="text-align: center;">***</p> <p style="text-align: center;">Split-Pea Soup</p> <p style="text-align: center;">***</p> <p style="text-align: center;">Stuffed Eggs</p> <p style="text-align: center;">***</p> <p style="text-align: center;">Grilled Fish with Tartar Sauce Deep-fried Potato Wedges Glazed Vegetables Tossed Green Salad</p> <p style="text-align: center;">***</p> <p style="text-align: center;">Milk Tart</p> <p style="text-align: center;">***</p> <p style="text-align: center;">Coffee</p> <p style="text-align: right;">1 February 2009</p>
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3.4.1 Evaluate the suitability of the above menu for the following types of vegetarians:

- (a) Vegans (2)
- (b) Pesco-vegetarians (2)

3.4.2 List FOUR important factors that should be considered when planning the above menu. (4)

3.5 Recommend FOUR local South African commodities you could use to replace the main course in the above menu. (4)

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

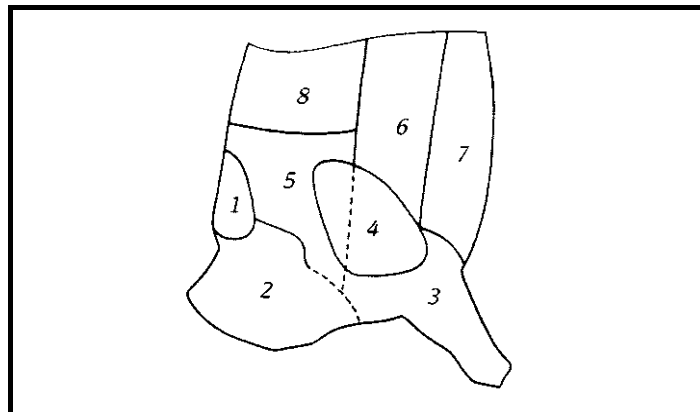
The following information regarding the dinner menu for 100 guests is available:

- Selling price of the menu: R11 000
- Food costs of the menu: R4 700
- Overheads: R1 900

- 3.6.1 Calculate what it will cost the caterer to prepare the menu. (2)
- 3.6.2 Calculate the net profit. (3)
- [40]**

QUESTION 4

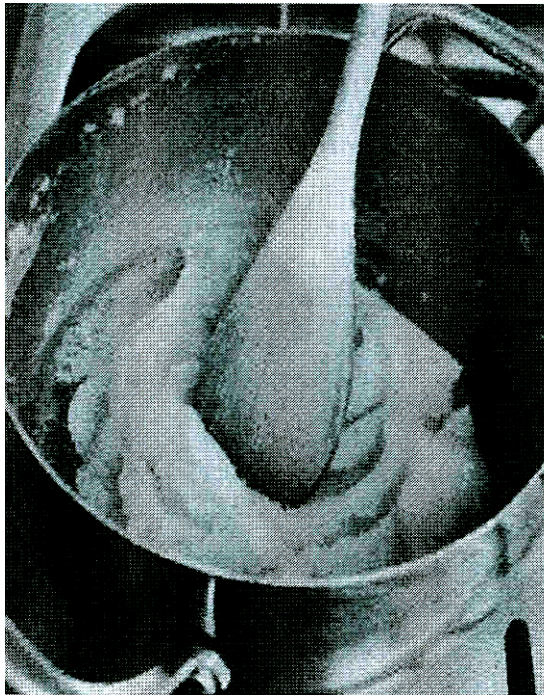
4.1 Study the section of the beef carcass below and answer the questions that follow.



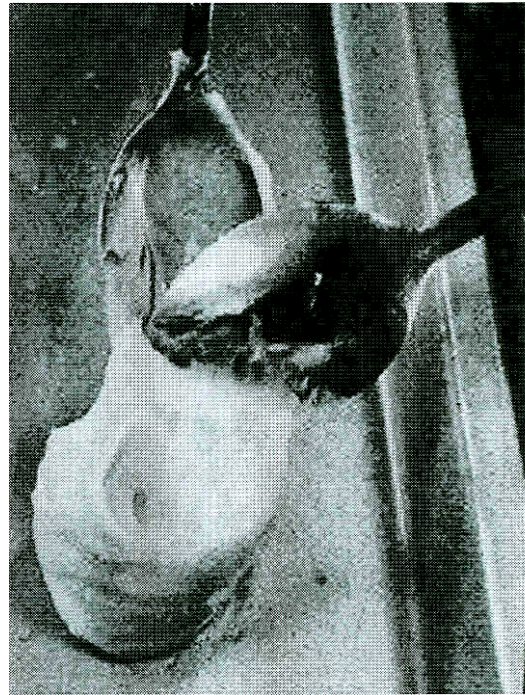
- 4.1.1 Identify the section of the beef carcass illustrated above. (1)
- 4.1.2 Identify the meat cuts numbered 1 – 4. (4)
- 4.1.3 Suggest ONE suitable cooking method for each of the cuts numbered 1 – 4. (4)

4.2 Study the illustrations below and answer the questions that follow:

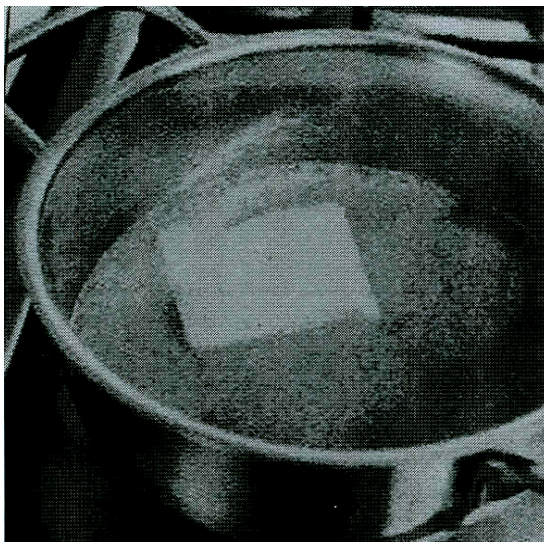
1.



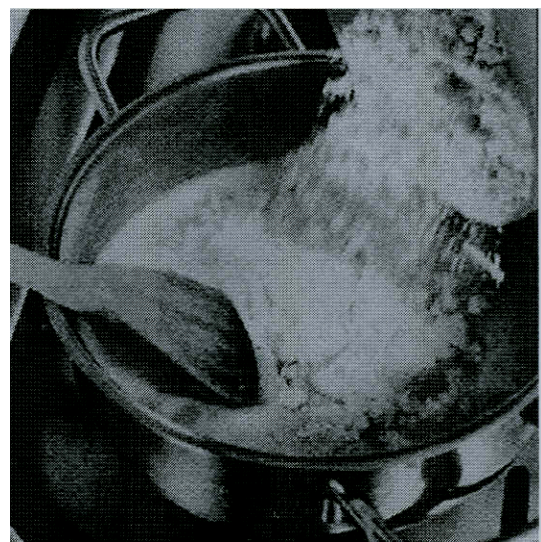
2.



3.



4.



4.2.1 Re-arrange the steps in the making of choux paste in the correct order. Write only the numbers (1 – 4) in the correct order in the ANSWER BOOK.

(4)

4.2.2 Name the functions of the following ingredients when making the choux paste:

- (a) Flour
- (b) Liquid

(1)

(1)

4.2.3 Study the illustration below and answer the question.



List the FOUR main characteristics of the above product.

(4)

4.3 Study the illustration below and answer the questions.



4.3.1 Identify the pastry product in the above illustration. (1)

4.3.2 Suggest the most suitable type of pastry that is used to prepare the above product. (1)

4.3.3 List THREE important rules to follow when making the above pastry. (3)

4.3.4 At what temperature will the above product be baked? (1)

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

Bavarois

INGREDIENTS

7,5 ml gelatin
1 egg, separated
25 ml castor sugar
125 ml milk
60 ml cream
2 ml vanilla essence

METHOD

1. Soak the gelatin in 20 ml cold water.
2. Cream the egg yolk and sugar until light. Add vanilla essence.
3. Bring the milk to the boil.
4. Add the milk to the egg mixture.
5. Cook this in a double boiler over low heat until the mixture thickens. Remove from the heat.
6. Melt the gelatin over boiling water and add it to the custard.
7. For a smooth result pass it through a fine strainer.
8. Leave it to cool.
9. Beat the cream and fold it into the custard.
10. Beat the egg whites stiff. Fold these into the custard.
11. Pour into prepared moulds and allow it to set in a fridge.
12. Turn them out onto a flat serving dish. Decorate.

4.4.1 Give a reason for each of the following:

- | | | |
|-----|--|-----|
| (a) | Soak the gelatin in cold water (Step 1) | (1) |
| (b) | Cook the egg/milk mixture over low heat (Step 5) | (1) |

4.4.2 Explain why the custard mixture is cooled before the egg white is added. (1)

4.4.3 Explain how you will prepare the mould before pouring in the prepared mixture. (2)

4.4.4 Name the process that describes each of the following:

- | | | |
|-----|-------------------------------|-----|
| (a) | Soaking gelatin in cold water | (1) |
| (b) | Melting gelatin in hot water | (1) |

- 4.4.5 Custard sauce should always be cooked in a double boiler.
Explain why. (2)
- 4.4.6 A chef adds 30 ml of pulped figs before folding in the egg whites.
Explain the result of the end product. (2)
- 4.5 Name TWO main ingredients used in the making of a meringue. (2)
- 4.6 Name TWO types of meringues. (2)
- [40]**

TOTAL SECTION C: 80

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

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

LUXURY HOTEL OPENS IN JOBURG'S CBD

The Mapungubwe Hotel Apartments and in-house restaurant Black (Bistro Lounge and Cocktail Kitchen) opened in October 2007.

The hotel's food and beverage operation offers venues for cocktail and formal dinner functions and 24 hour in-room dining.

Black offers a dramatic atmosphere of informal ethnic elegance. The chef prepares a range of fusion dishes featuring African and continental influences.

[Adapted from: *Hotel and Restaurant Magazine*, May 2008]

- 5.1.1 Determine how the staff at the Mapungubwe Hotel should be groomed and dressed to portray the ethnic elegance of this unique establishment. (6)
- 5.1.2 A formal dinner function is to be held at the hotel. Discuss how the maître d' and waiters would set up the venue and tables for the formal dinner. (4)
- 5.1.3 Comment on ways in which the atmosphere of informal ethnic elegance can be achieved at the in-house restaurant. (5)
- 5.1.4 Explain the procedure that should be followed when conducting closing mise-en-place for the formal dinner function. (6)
- 5.1.5 Explain why cocktail functions are a popular way of entertaining. (4)
- 5.1.6 List the points you have to keep in mind when choosing snacks for a cocktail function. (3)

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

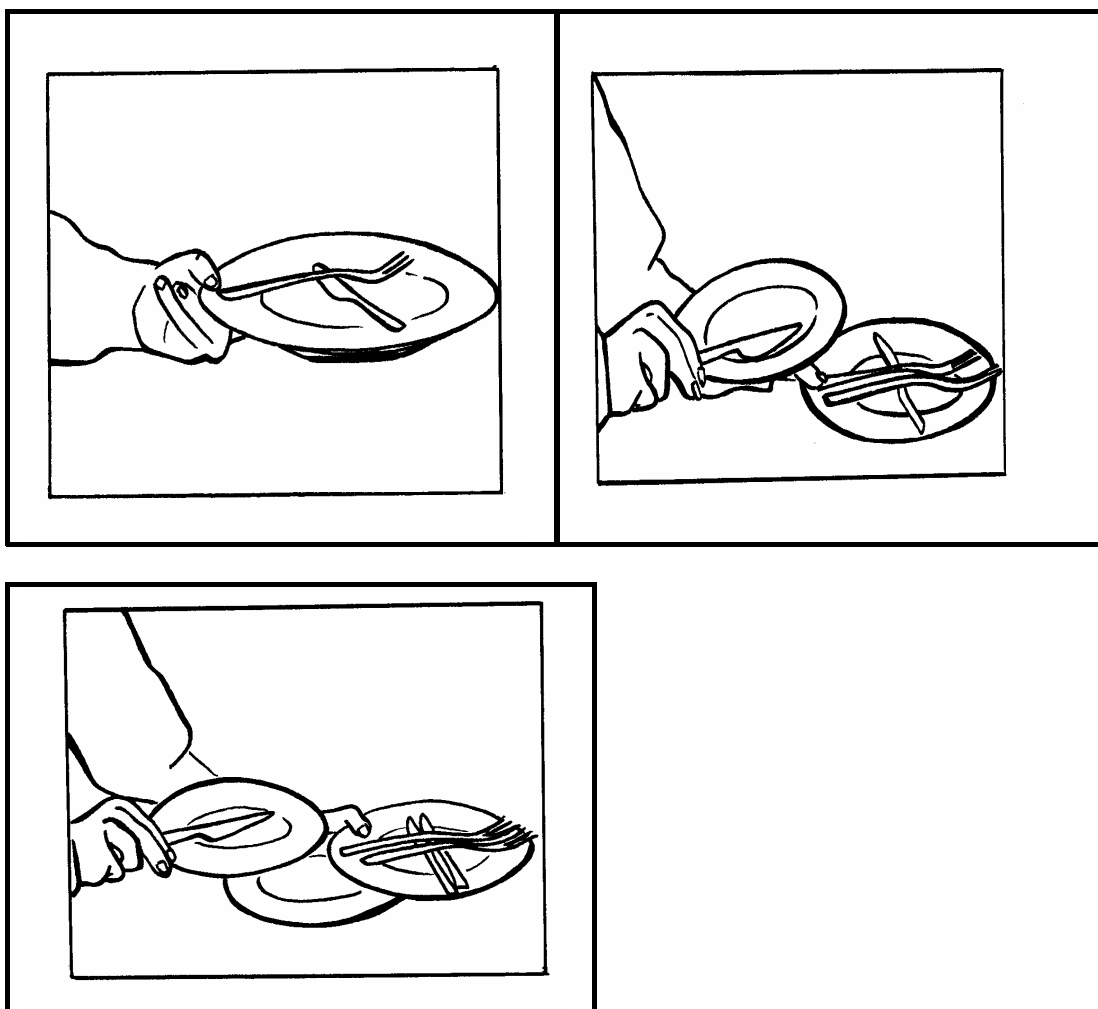
The hospitality industry has pledged to assist Eskom with ways to lighten the electrical load.

[Source: *Hotel and Restaurant Magazine*, May 2008]

Highlight FOUR practical ways in which restaurants can assist in keeping the pledge.

(4)

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



5.3.1 Identify the procedure depicted above. (1)

5.3.2 Describe the important guidelines to consider when performing the above procedure at the table. (3)

5.4 Explain the procedures that should be followed when presenting a beverage menu. (4)

TOTAL SECTION D: 40

GRAND TOTAL: 200

ANSWER SHEET

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
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D
1.1.14	A	B	C	D
1.1.15	A	B	C	D

(15 x 1) (15)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	
1.2.6	

(6 x 1) (6)

1.3 FILL IN THE MISSING WORD(S)

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5 x 1) (5)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	
1.4.7	
1.4.8	
1.4.9	
1.4.10	

(10 x 1) (10)

1.5 MATCHING ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	

(4 x 1) (4)

TOTAL SECTION A: 40