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TOTAL
MARKS

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NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2023

HOSPITALITY STUDIES

EXAMINATION NUMBER

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Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 36 pages. Please check that your question paper is complete.
2. Read the instructions for each question carefully and ensure that you comply.
3. **Answer ALL the questions on the question paper and hand it in at the end of the examination. Remember to write your examination number in the space provided.**
4. Calculators may be used.
5. It is in your own interest to write legibly and to present your work neatly.
6. THREE blank pages (pages 34–36) are included at the end of the paper. If you run out of space for a question, use these pages. Clearly indicate the number of your answer should you use this extra space.

FOR OFFICE USE ONLY: MARKER TO ENTER MARKS

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	TOTAL
Mark												
Marker Initial												
Moderated Mark												
Moderator Initial												
Question Total	10	6	14	45	10	25	10	25	25	10	20	200
Remark												
Initial												
Code												

SECTION A**QUESTION 1 MULTIPLE CHOICE**

Indicate the most correct answer by writing the letter of the alternative you have chosen in the space provided at the bottom of each page.

1.1 _____ service involves food prepared and served from a trolley in the dining room.

- A Gueridon
- B Russian
- C Silver
- D Family

1.2 The first course of a meal is a/an _____.

- A hors d' oeuvre
- B friandise
- C entrée
- D aperitif

1.3 _____ are at a higher risk of contracting cholera.

- A Students in dormitories
- B People with chronic liver disease
- C Adults travelling overseas
- D People with low levels of stomach acid

1.4 The preservation method that destroys micro-organisms by heating liquids to 72 °C.

- A Pasteurisation
- B Sterilisation
- C Homogenisation
- D Fermentation

1.5 A fruit curd is a _____.

- A chunky mixture of onions, peaches, and green pepper
- B sweet preserve made from eggs, sugar, butter and fruit juice
- C sauce made from apples, sugar or honey and water
- D tangy condiment made from chopped fruit and vegetables

1.1	1.2	1.3	1.4	1.5

- 1.6 A _____ is fresh or dried fruit gently cooked in a flavoured sugar syrup.
- A Charlotte
 - B compote
 - C cobbler
 - D coulis
- 1.7 The number of snacks per person for a cocktail function where no dinner will be served:
- A 3 to 5
 - B 5 to 7
 - C 6 to 8
 - D 10 to 12
- 1.8 E-mails, websites, and cellphones used to market products are called _____marketing tools.
- A audio
 - B visual
 - C electronic
 - D audio-visual
- 1.9 _____ is part of brand awareness and can also be used as a marketing tool.
- A Packaging
 - B Promotion
 - C Advertising
 - D Presentation
- 1.10 A person who follows a vegetarian lifestyle but occasionally eats meat in small quantities.
- A Vegetarian
 - B Lacto-vegetarian
 - C Flexitarian
 - D Pescatarian





1.6	1.7	1.8	1.9	1.10

[10]

QUESTION 2 MATCH THE COLUMNS

Match the wine in COLUMN A to the correct classification in COLUMN B then to the dish in COLUMN C and to the most suitable glass in COLUMN D.

Write only the letter (A–E), the Roman numeral (i–v) and the number (1–4) in the space provided at the bottom of the page.

	COLUMN A WINE	COLUMN B CLASSIFICATION	COLUMN C DISH	COLUMN D GLASS
2.1	Sauvignon Blanc	A Sparkling	(i) Curried sweet potatoes	1. 
		B Fortified	(ii) Smoked salmon salad	
2.2	Pinotage	C Red	(iii) Beef sosaties	2. 
		D Rosé	(iv) Chocolate mousse	
		E White	(v) Butter chicken	3. 
				4. 

2.1	2.2

[6]

QUESTION 3

3.1 Select the **ODD ONE OUT** and provide a **reason** for your choice.

3.1.1 Brut / Doux / Perlé

(2)

3.1.2 Benzoic Acid / Ascorbic Acid / Sodium Benzoate

(2)

3.2 Identify **THREE** symptoms of tuberculosis. Write only the chosen letters (A–F) in the space provided.

- A Chest pain
- B Coughing blood
- C Night sweats
- D Abdominal pain
- E Dyspnoea
- F Pneumonia

(3)

3.3 Provide the correct term for the following:

3.3.1 The method of preserving cherries used for decorating cakes.

(1)

3.3.2 Bite-sized pieces of toast with a savoury topping.

(1)

3.3.3 The inability of the body to fully digest or process certain foods.

(1)

3.3.4 Preserving food by covering it with vinegar to add flavour.

(1)

3.3.5 The chemical reaction that affects the colour and texture of food.

(1)

Apple, Tomato & Cucumber Chutney



[Source: Foodpreserving.org]

3.4 From the list below, select TWO dishes that will be complemented by the chutney depicted above. Circle your choices.

- A Locally sourced cheese platter
- B Lamb curry
- C Stuffed pork loin
- D Salmon and caviar omelette
- E Beef goulash

(2)
[14]

30 marks

SECTION B

QUESTION 4

Two of your friends, Juliette, and Lee, bought an old guesthouse in a small town in the Western Cape, 300 km from the nearest large town. It took them six months to renovate and furnish the guesthouse. Lee was raised in a hotel environment since his parents were the owners of several hotels. Juliette is a self-trained chef.

Their town is a popular stop from Cape Town to Gqeberha for business travellers as well as holiday tourists on their way to the coast. There are no other guesthouses within a 120 km radius and only four backpacker hostels in their town. Juliette and Lee intend to attract visitors with their new and exciting meals for breakfast, lunch, and dinner. They are concerned about the availability of fresh produce, especially fruit, and vegetables.

They are committed to 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.

- 4.1 Juliette and Lee are considered to be entrepreneurs. What characteristics should they have to be successful in this new venture?

(4)

- 4.2 Compile a SWOT analysis for the guesthouse. Identify two aspects under each heading.

STRENGTHS	WEAKNESSES

OPPORTUNITIES	THREATS

(8)

- 4.3 Suggest THREE possible indirect job opportunities for the local community once the guesthouse is up and running.

(3)

- 4.4 Identify THREE non-revenue generating areas that are important for this establishment.

(3)

- 4.5 How will Lee and Juliette ensure that their social media pages are effective for marketing despite the financial constraints caused by the renovations?

(3)

4.6 For good 'word of mouth' marketing it is important to deliver excellent service. Describe how excellent service can be achieved in the following areas:

(a) Staff appearance

(2)

(b) Staff behaviour

(3)

(c) Safety of guests

(2)

4.7 What strategies can Lee and Juliette put in place to ensure guests are comfortable during loadshedding?

(2)

4.8 Lee must address 'respect for other team members' at a staff training session. Suggest FOUR aspects he can discuss.

(4)

- 4.9 Lee's motto is 'The profitability of the guesthouse is to the advantage of all staff involved'.

Write a paragraph to support this motto.

(4)

- 4.10 List FOUR benefits of online reservations when booking a guesthouse room.

(4)

- 4.11 Argue the following statement:

A food service worker who has HIV-AIDS should be fired.

(3)

[45]

QUESTION 5

Study the images of the gelatine dishes below and answer the questions that follow.

Dish A

5.1

**Rainbow Jelly Square Delights**

[Source: playandgo.com.au]

Dish B**Ham and Eggs in Aspic of Beef**

[Source: Pinterest.ph]

5.1.1 How will the 'layered look' of Dish A be achieved?

(1)

5.1.2 Aspic is used to prepare Dish B. Name the liquid ingredient used to make aspic.

(1)

5.2 Leaf gelatine is used in the preparation of Dishes A and B. Explain the following preparation terms.

(a) Hydration

(1)

(b) Dispersion

(2)

5.3 Explain how the ingredients in Dish B are evenly distributed and suspended.

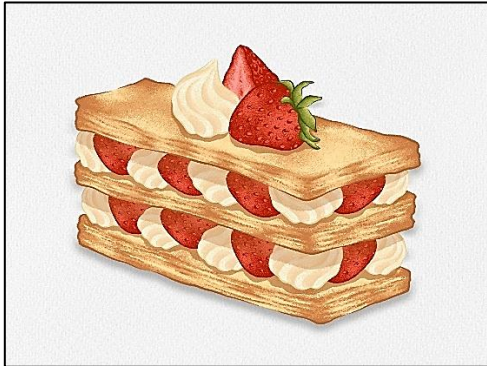
(2)

5.4 What methods can be applied to accelerate the cooling process of gelatine dishes?

(3)
[10]

QUESTION 6

Study the images of the pastry dishes below and answer the questions that follow.

Dessert A

[Source: dribbble.com]

Dessert B

[Source: spatuladesserts.com]

6.1 Identify the classic French desserts.

Dessert A: _____

Dessert B: _____ (2)

6.2 Name the pastry used for Dessert A.

_____ (1)

6.3 Motivate the use of the following ingredients when preparing the pastry for Dessert A.

6.3.1 Butter

_____ (1)

6.3.2 Lemon juice

_____ (1)

6.4 Suggest TWO fillings and toppings that are suitable for both Desserts A and B.

(a) Fillings

(2)

(b) Toppings

(2)

6.5 You use ready-made pastry to prepare Dessert A. Once baked, how will you determine if it is a good-quality product?

(4)

6.6 Choux pastry is a versatile pastry. Motivate the statement and provide suitable examples to support your answer.

(2)

6.7 Design a step-by-step guide for preparing the choux pastry used for Dessert B.

- Use the correct terminology.
- State the correct baking temperatures.

Step 1	<hr/> <hr/> <hr/> <hr/>
Step 2	<hr/> <hr/> <hr/> <hr/>
Step 3	<hr/> <hr/> <hr/> <hr/>
Step 4	<hr/> <hr/> <hr/> <hr/>
Step 5	<hr/> <hr/> <hr/>

(10)
[25]

QUESTION 7

Study the images of the meringue dishes below and answer the questions that follow.

Pavlova

[Source: giallozafferano.com]

Baked Alaska

[Source: foodnetwork.com]

- 7.1 Match the desserts to the correct description. Write only the correct name next to the description.

Soft meringue topping or coating: _____

Baked meringue shell: _____ (2)

- 7.2 Distinguish between the THREE types of meringue by explaining how the sugar is added during preparation.

	Type of meringue	Addition of sugar
(a)	French/common	<hr/> <hr/> <hr/> <hr/> <p>(2)</p>
(b)	Swiss	<hr/> <hr/> <hr/> <hr/> <p>(2)</p>

(c)	Italian	
		(2)

- 7.3 Give TWO guidelines to ensure the successful whipping of the egg whites for a meringue dessert.

(2)
[10]

QUESTION 8

Juliette and Lee are planning a cocktail function for the grand opening of their guesthouse. They are expecting 120 local guests. Juliette has planned the following menu for the function.

Menu
Cocktail Party
Savoury Snacks
Angels on Horseback
Mini Chicken and Leek Pies
Smoked Salmon on Potato Rosti
Biltong, Green Fig, and Blue Cheese Bouchée
Bobotie Spring Rolls
Sweet Treats
Mini Milk Tarts
Brandy Snaps filled with Cream
White Chocolate Truffles

8.1 Juliette calculated the following costs to prepare this menu.

Food cost	R13 500
Overhead costs	R2 300
Labour costs	R3 150
Nett profit	R20 400

Complete the calculations below. Show ALL calculations and write down the formulas.

8.1.1 Selling price

(6)

8.1.2 Gross profit

(3)

8.1.3 Selling price per person

(3)

8.2 Suggest FOUR practices that Lee and Juliette should implement to ensure they make maximum profit from catering.

(4)

8.3 Assess the suitability of this menu if a main meal is served after the sweet treats. Motivate your answer.

(2)

8.4 Evaluate the suitability of the **savoury snacks** for the following guests.

8.4.1 Jewish

(2)

8.4.2 Muslim

(2)

8.4.3 Hindu

(2)

8.5 Suggest how you can adapt the spring rolls to make them suitable for a vegan.

(1)
[25]

QUESTION 9

Study the images of the beef cuts below and answer the questions that follow.

A

[Source: familier.co.za]

B

[Source: turnerandgeorge.co.uk]

C

[Source: meatsupermarket.com]

9.1 Identify each meat cut.

- A _____
- B _____
- C _____
- (3)

9.2 Suggest the most suitable meat cut for each of the following dishes. Write only the letter (A–C) next to the number (9.2.1–9.2.3) and motivate your choice.

9.2.1 Deboned, stuffed, and rolled pot roast

(2)

9.2.2 Stock, soup and Osso Buco

(2)

9.2.3 Steak Diane

(2)

Study the images of the meat items below and answer the questions.

A: Crown roast



[Source: seriouseats.com]

B: Springbok rump



[Source: gamesa.co.za]

C: Beef Olives



[Source: bowland.co.uk]

9.3 The Beef Olives are stuffed. Give THREE advantages of this technique.

(3)

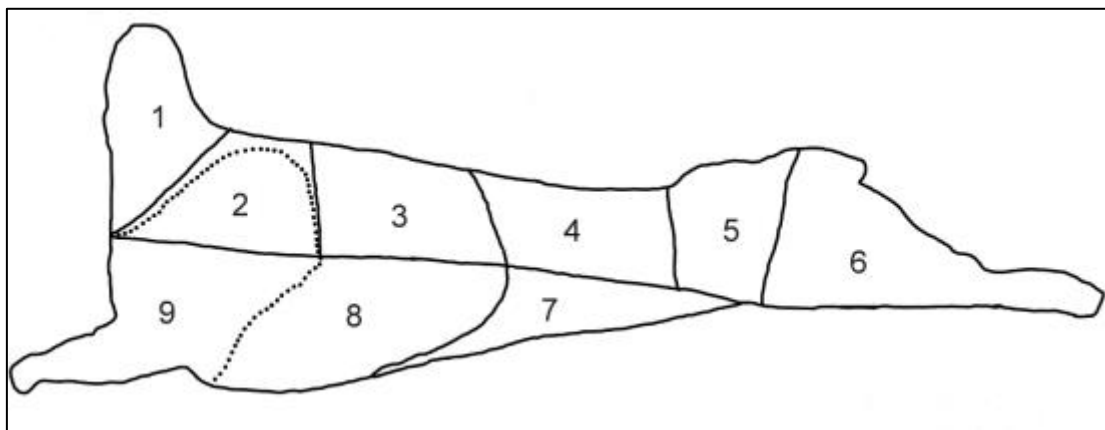
9.4 Identify the meat item that is best suited to a guest suffering from high cholesterol. Write only the letter of choice (A–C) and a motivation.

(2)

9.5 Suggest THREE techniques that can be applied to the springbok rump to ensure a moist end product after oven roasting.

(3)

9.6 Study the image of the lamb carcass below and answer the questions.



[Source: Le Roux, F. et al. (2013) Hospitality Studies Grade 12. Master Books]

9.6.1 Identify the number (1–9) and the name of the cut that is suitable for (a) loin chops and (b) cushion.

	Number of cut	Name of cut
(a) Loin chops		
(b) Cushion		

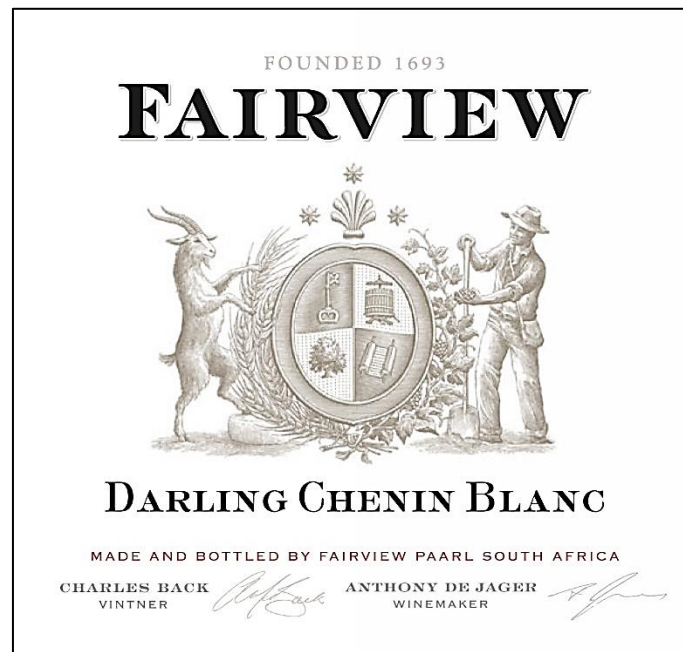
(4)

9.6.2 Recommend a suitable cooking method for the cushion.

_____ (1)

9.6.3 The cushion is typically deboned. Give THREE advantages of deboning.

(3)
[25]

QUESTION 10

[Source: <thedrinksbusiness.com>]

10.1 Refer to the wine label depicted and give the following information:

10.1.1 Cultivar

_____ (1)

10.1.2 Producer

_____ (1)

10.1.3 Origin

_____ (1)

10.2 At what temperature is this wine served?

_____ (1)

10.3 List the procedure to follow when **PRESENTING** this wine to a guest.

(4)

10.4 State TWO guidelines for mixing a cocktail.

(2)
[10]

150 marks

SECTION C**QUESTION 11**

Consider the following statements.

STATEMENT A

A vegetarian or vegan diet can improve your health and their popularity is on the rise.

STATEMENT B

It has been reported that people following a vegetarian or vegan diet have a higher risk of strokes, harm to brain health, hair loss, and depression.

Using Sources A and B on pages 28–29 as well as your own knowledge and experience, discuss your opinion on the statements above in the form of a 1–1½ page essay. This question will be marked according to the rubric provided on page 27.

To answer the question, you are expected to:

- Present an argument that convincingly supports your point of view;
- Examine the source material carefully and use the information in the sources to best develop your argument. Do not merely rewrite information from the sources; and
- Integrate your own knowledge and experiences into your argument.

	0 marks	1 mark	2 marks	3 marks	4 marks	Possible mark (20)
Use of sources	No reference to sources.	Reference made to only part of a source.	References made to one source.	References made to two sources.	Source detail used to nearly its full potential.	4
Quality of content X 2	Little or no content relevance.	Significant and important information missing AND facts not closely related to the topic.	Some vital information missing OR many irrelevant facts given.	Sufficient facts provided. Most information is relevant, appropriate and accurate.	Many facts provided. All information is relevant, appropriate and accurate.	8
Use of own knowledge/ experience	No own knowledge provided.	A few facts and little information provided from own knowledge/ experience.	Includes some facts and information from own knowledge/ experience.	Includes facts and information from own knowledge/ experience.	Includes many facts and much information from own knowledge/ experience.	4
Quality of argument	Question not answered. Missed the point.	Flawed in all respects.	Flawed in two respects.	Flawed in one respect.	Decision clearly stated and supported by essay. Reasoning/ logic very clear. Argument is not repetitive. Argument is succinct/ not longwinded nor rambling.	4

SOURCE A LESS PLANT-BASED, MORE FARM-BRED

The BBC reports that 'Veganuary' was originally a challenge established by a UK non-profit organisation in 2014, but now the word seems very familiar and normal.

According to *Google Trends*, in the last five years the term 'vegan' was most searched between 29 December 2019 and 4 January 2020. Since then, though interest has fluctuated somewhat, the number of people searching 'vegan' has decreased from January 2022 to January 2023.

What's more, according to *The Independent*, is that *Pret a Manger* will be closing the majority of its vegetarian stores due to low demand. After being founded in 2016, *Veggie Pret* set up shop in numerous locations across the UK, serving a variety of vegan and vegetarian options to customers. However, as we enter 2023, only two stores will reportedly stay open.

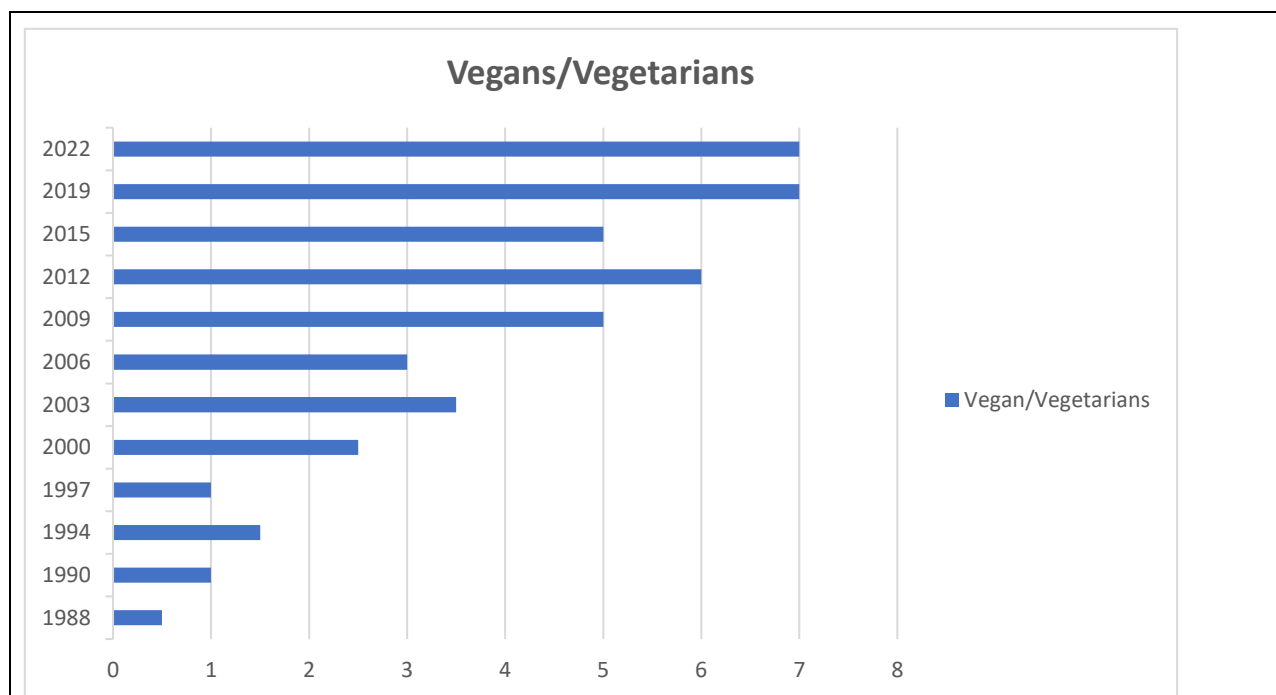
Furthermore, international food and restaurant consultants Baum + Whiteman has predicted that there will be a decrease in the popularity of plant-based foods. Delving deeper, it has revealed that supermarket sales of 'faux' meat dropped about 10 percent by volume during 2022, while sales of real meat continued rising.

And Statista agrees with an incoming surge in popularity for farmed meat, forecasting that the worldwide meat industry will grow by 7,47 percent between 2023–2027.

However, with the US Food and Drug Administration (FDA) giving the green light to *UPSIDE Foods'* cultured meat in November 2022 and research by GFI Europe showing that there is a growing awareness of cultivated meat in major markets, all hope may not be lost for alternative proteins.

So, could it be 'out with the new' and 'in with the old'? Or perhaps the opposite? It's up to consumers.

[Source: Five food trends to look out for in 2023 (2023) New Food Magazine. Available at: <<https://www.newfoodmagazine.com/article/188417/five-food-trends-to-look-out-for-in-2023/>>]

SOURCE B **VEGETARIANISM IS ON THE RISE**

People who identify as vegetarian or vegan now make up at least 6 percent of the population, and possibly 10 to 15 percent, according to recent surveys.

Three-fifths of households go meatless at least sometimes, a sharp break from the meat-and-potatoes tradition.

The generational shift toward vegetarianism is perhaps best embodied by people who eat vegetarian most but not all the time.

[Visé, D.de (2022) *Vegetarianism is on the rise - especially the part-time kind*, *The Hill*. The Hill. Available at: <<https://thehill.com/changing-america/sustainability/3747206-vegetarianism-is-on-the-rise-especially-the-part-time-kind/>>]

[illegible]

[illegible]

[illegible]

[illegible]

20 marks

Total: 200 marks

ADDITIONAL SPACE (ALL QUESTIONS)

REMEMBER TO CLEARLY INDICATE AT THE QUESTION THAT YOU USED THE ADDITIONAL SPACE TO ENSURE THAT ALL ANSWERS ARE MARKED.

[illegible]

[illegible]

[illegible]