

SMARTWIZ

GRADE11 HOSPITALITY EXAM

MARKS: 100

TIME: 2 HOURS

SCHOOL _____

CLASS (eg. 4A) _____

SURNAME _____

NAME _____

MARKS	
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Instructions for Learners:

- Read all instructions carefully before you begin the exam.
- Write your full name and student number clearly on the answer sheet/book.
- Answer all questions unless otherwise instructed.
- Show all your work/calculations where necessary.
- Write neatly and clearly.
- Use only a blue or black pen. Do not use correction fluid or tape.
- Electronic devices (calculators, cell phones, etc.) are not allowed unless explicitly permitted.
- Raise your hand if you have any questions.
- Do not talk to other learners during the exam.
- Any form of cheating will result in immediate disqualification from the exam.

This exam consists of five pages, including the cover page.

SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

Choose the correct answer and write the letter next to the question number.

1.1 What is the main function of a food safety management system in hospitality?

- A) To increase profits
- B) To ensure food is safe for consumption
- C) To decorate the kitchen
- D) To advertise the restaurant

_____ (1)

1.2 Which cooking method uses hot fat or oil?

- A) Grilling
- B) Boiling
- C) Frying
- D) Steaming

_____ (1)

1.3 What does the term 'al dente' refer to in cooking?

- A) Overcooked pasta
- B) Pasta cooked until firm to the bite
- C) Pasta cooked soft
- D) Raw pasta

_____ (1)

1.4 What is the correct internal temperature for cooking chicken safely?

- A) 60°C
- B) 74°C
- C) 50°C
- D) 40°C

_____ (1)

1.5 Which nutrient is most important for energy?

- A) Protein
- B) Fat
- C) Carbohydrates
- D) Vitamins

_____ (1)

1.6 What is the best way to check the quality of fresh vegetables?

- A) Check colour, firmness, and smell
- B) Check price tag only
- C) Check package size
- D) Ask the waiter

_____ (1)

1.7 Which of the following is a cold dessert?

- A) Soufflé
- B) Mousse
- C) Baked Alaska
- D) Crème brûlée

_____ (1)

1.8 What is the main responsibility of a sommelier?

- A) Prepare salads
- B) Serve wine and advise customers on wine selection
- C) Cook main courses
- D) Manage kitchen staff

_____ (1)

1.9 Which of the following kitchen tools is used to measure small amounts of ingredients?

- A) Measuring jug
- B) Scale
- C) Measuring spoon
- D) Ladle

_____ (1)

1.10 What is the first step in cleaning and sanitizing dishes?

- A) Drying
- B) Rinsing
- C) Soaking in hot water
- D) Scraping food off plates

_____ (1)

SECTION B: MATCHING QUESTIONS (20 marks)

Match the term in COLUMN A with the correct description in COLUMN B. Write the letter next to the question number.

COLUMN A	COLUMN B
2.1 Carving	A) Cutting cooked meat into portions
2.2 Fermentation	B) Process of converting sugars into alcohol
2.3 Julienne	C) Cutting food into thin strips
2.4 Bain-marie	D) Gentle heating using hot water bath
2.5 Mise en place	E) Preparing and organizing ingredients ahead

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

SECTION C: VISUAL QUESTION (10 marks)

Look at the picture below and answer the questions:



3.1 Identify the protein, carbohydrate, and vegetable components on the plate.

Protein: _____

Carbohydrate: _____

Vegetable: _____

(3)

3.2 Explain why this meal is considered balanced.

(3)

3.3 Suggest one way to make this meal healthier.

(2)

3.4 Name one safety or hygiene practice that should be observed when preparing this meal.

(2)

SECTION D: LONG QUESTIONS (50 marks)

4.1 Explain the importance of portion control in hospitality and list three benefits it provides.

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(6)

4.2 Discuss the steps involved in preparing a table for formal dining.

(6)

4.3 What is the role of nutrition in menu planning? Describe three considerations a chef must keep in mind.

(6)

4.4 Describe how technology has improved food service in the hospitality industry.

(6)

4.5 Explain what allergens are and how a restaurant can accommodate customers with food allergies.

(6)



4.6 Define ‘sustainable tourism’ and explain how hospitality establishments can contribute to it.

(6)

4.7 Describe three different types of beverage service in restaurants.

(6)

4.8 Outline the procedure for handling and storing leftovers safely.

(6)

END OF EXAM

TOTAL : 100



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SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

- 1.1 B) To ensure food is safe for consumption
 - 1.2 C) Frying
 - 1.3 B) Pasta cooked until firm to the bite
 - 1.4 B) 74°C
 - 1.5 C) Carbohydrates
 - 1.6 A) Check colour, firmness, and smell
 - 1.7 B) Mousse
 - 1.8 B) Serve wine and advise customers on wine selection
 - 1.9 C) Measuring spoon
 - 1.10 D) Scraping food off plates
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SECTION B: MATCHING QUESTIONS (20 marks)

- 2.1 A) Cutting cooked meat into portions
 - 2.2 B) Process of converting sugars into alcohol
 - 2.3 C) Cutting food into thin strips
 - 2.4 D) Gentle heating using hot water bath
 - 2.5 E) Preparing and organizing ingredients ahead
-

SECTION C: VISUAL QUESTION (10 marks)

3.1

- Protein: Grilled chicken breast
- Carbohydrate: Boiled potatoes
- Vegetable: Steamed broccoli

3.2

- The meal includes a good balance of macronutrients: protein (chicken), carbohydrates (potatoes), and vegetables (broccoli) providing fiber, vitamins, and minerals. This helps meet daily nutritional needs and promotes a healthy diet.

3.3

- To make the meal healthier, use skinless chicken breast or reduce added fats (e.g., butter/oil). Alternatively, increase vegetable portions.

3.4

- Practice good hygiene by washing hands before handling food.
 - Ensure all utensils and surfaces are clean to prevent contamination.
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SECTION D: LONG QUESTIONS (50 marks)

4.1 Portion control importance and benefits:

- Prevents food waste.
 - Controls food cost and portion consistency.
 - Ensures customer satisfaction with consistent servings.
-

4.2 Steps for preparing a formal dining table:

- Lay tablecloth and place mats.
 - Set cutlery in order of use from outside in.
 - Place glasses above knives.
 - Arrange napkins neatly and place bread plate and butter knife.
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4.3 Role of nutrition in menu planning:

- Ensures balanced meals that meet dietary needs.
 - Considers calorie content and nutrient balance.
 - Accommodates special dietary requirements (e.g., allergies).
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4.4 Technology in food service:

- Use of POS systems for orders and billing.
 - Kitchen display systems for order tracking.
 - Online reservations and feedback.
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4.5 Allergens and accommodation:

- Allergens are substances that cause allergic reactions.
- Restaurants should label allergens clearly.
- Offer alternative dishes and train staff on allergen awareness.

4.6 Sustainable tourism and hospitality:

- Minimizing environmental impact by reducing waste and conserving resources.
 - Using local products and supporting the community.
 - Educating guests about sustainability.
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4.7 Types of beverage service:

- Tray service: Drinks served on a tray.
 - Table service: Drinks served at the table by a waiter.
 - Self-service: Customers serve themselves (e.g., buffet).
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4.8 Handling and storing leftovers:

- Cool leftovers quickly and store in clean, airtight containers.
- Label with date and use within safe time limits (usually 2–3 days).
- Reheat leftovers thoroughly before serving.

TOTAL : 100