

# SMARTWIZ

## GRADE 12 HOSPITALITY EXAM

MARKS: 100

TIME: 3 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 dishonesty will result in immediate disqualification from the exam.

**This exam consists of Five pages, including the cover page.**

## ◆ SECTION A: FOOD & BEVERAGE SERVICE (25 MARKS)

### QUESTION 1

1.1 Define **à la carte menu** and give TWO characteristics. (3)

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1.2 Name FOUR types of beverage service styles used in hospitality establishments. (4)

1. 

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2. 

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3. 

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4. 

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1.3 Study the visual below and answer the questions:



#### Visual: Correct Table Setting for Fine Dining

Wine Glass	Water Glass		
Fork	Plate	Knife	Spoon
Napkin	Bread Plate	Dessert Spoon	

1.3.1 Identify TWO errors that might occur if a table is not correctly set. (2)

1. 

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2. 

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1.3.2 Why is table setting important for customer experience? (2)

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1.4 State THREE differences between informal and formal food service. (6)

1. 

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2. 

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3. 

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1.5 List FOUR duties of a waitron before food service begins. (4)

1. 

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2. 

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3. 

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4. \_\_\_\_\_

## ◆ SECTION B: NUTRITION & SPECIAL DIETS (25 MARKS)

### QUESTION 2

**2.1** What is meant by the term **balanced diet**? (2)

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**2.2** Name THREE health conditions that require a special diet. (3)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**2.3** Explain the importance of fibre in a person's diet. (3)

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**2.4** State TWO reasons why elderly people may need modified diets. (2)

1. \_\_\_\_\_
2. \_\_\_\_\_

**2.5** List FOUR menu items suitable for a person with gluten intolerance. (4)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**2.6** Study the nutritional label and answer the questions:

#### Visual: Food Label (Per 100g)

Nutrient	Amount
Energy	1800 kJ
Fat	12 g
Sugar	18 g
Sodium	950 mg

Fibre	2.5 g
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**2.6.1** Is this food item high in sodium? Motivate your answer. (2)

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**2.6.2** Suggest TWO improvements to make the product healthier. (4)

1. \_\_\_\_\_
2. \_\_\_\_\_

**2.7** What is a vegan diet? List TWO common ingredients excluded from a vegan diet. (3)

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## ◆ SECTION C: GUEST SERVICES & CUSTOMER CARE (25 MARKS)

### QUESTION 3

**3.1** Define the term **customer satisfaction** in a hospitality context. (2)

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**3.2** State THREE ways hotels collect guest feedback. (3)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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**3.3** Read the scenario and answer the questions:

A guest checks in but finds their room has not been cleaned. The receptionist appears disinterested.

**3.3.1** Identify TWO service delivery problems in the scenario. (2)

1. \_\_\_\_\_
2. \_\_\_\_\_

**3.3.2** Suggest TWO solutions the hotel should implement to prevent this issue. (4)

1. \_\_\_\_\_
2. \_\_\_\_\_

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**3.4** Why is body language important when communicating with guests? (2)

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**3.5** Mention FOUR qualities of an excellent hospitality professional. (4)

1. 

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2. 

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3. 

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4. 

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**3.6** Describe TWO ways to handle complaints professionally. (4)

1. 

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2. 

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## ◆ SECTION D: ENTREPRENEURSHIP & CAREER OPPORTUNITIES (25 MARKS)

### QUESTION 4

**4.1** Define the term **hospitality entrepreneur**. (2)

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**4.2** Name THREE types of businesses a hospitality entrepreneur can start. (3)

1. 

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2. 

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3. 

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**4.3** Study the extract and answer the questions:

Zama started a mobile coffee cart business. She uses locally sourced beans, eco-friendly cups, and has partnered with local bakers.

**4.3.1** Identify TWO sustainable practices in Zama's business. (2)

1. 

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2. 

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**4.3.2** List THREE advantages of starting a small mobile food business. (3)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

4.4 Explain the difference between a **job** and a **career**. (2)

\_\_\_\_\_

\_\_\_\_\_

4.5 Name THREE career opportunities in the food and beverage sector. (3)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

4.6 What are THREE challenges hospitality entrepreneurs may face? (6)

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_



 **END OF EXAM**

**TOTAL: 100 MARKS**

# MEMO

## ◆ SECTION A: FOOD & BEVERAGE SERVICE (25 MARKS)

### QUESTION 1

#### 1.1

- À la carte: A menu where each item is priced and ordered separately. (1)
  - Characteristics: Prepared fresh, wide variety of choices. (1 each)
- (3)

#### 1.2

Any FOUR:

- Silver service
  - Tray service
  - Gueridon service
  - Buffet service
  - Counter service
  - American/plated service
- (4)

#### 1.3.1

Any TWO:

- Placing fork on the wrong side
  - Misplacing glasses or napkins
- (2)

#### 1.3.2

- It sets expectations, shows professionalism, and improves guest experience.
- (2)

#### 1.4

Any THREE differences:

- Informal: casual setting, fewer courses, limited tableware
  - Formal: strict protocol, multiple courses, multiple utensils
- (6)

#### 1.5

Any FOUR:

- Polishing cutlery and glassware
- Folding napkins

- Setting tables
  - Checking menus and special dietary needs
- (4)
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## ◆ SECTION B: NUTRITION & SPECIAL DIETS (25 MARKS)

### QUESTION 2

#### 2.1

- A balanced diet provides all essential nutrients in correct proportions.
- (2)

#### 2.2

Any THREE:

- Diabetes
  - Hypertension
  - Gluten intolerance
  - Lactose intolerance
  - Obesity
- (3)

#### 2.3

- Helps in digestion
  - Prevents constipation
  - Reduces risk of certain diseases
- (3)

#### 2.4

- Weakened digestion
  - Loss of appetite or dental issues
- (2)

#### 2.5

Any FOUR suitable gluten-free items:

- Rice
  - Quinoa
  - Vegetables
  - Fruits
  - Lean meats without marinade
- (4)



### 2.6.1

- Yes. More than 600 mg sodium per 100g = high sodium. (950 mg is high)  
(2)

### 2.6.2

Any TWO:

- Reduce added salt
- Replace sugar with natural sweeteners
- Use low-fat alternatives  
(4)

### 2.7

- A vegan diet excludes all animal products. (1)
- Excludes: meat, dairy, eggs (1 mark each)  
(3)

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## ◆ SECTION C: GUEST SERVICES & CUSTOMER CARE (25 MARKS)

### QUESTION 3

#### 3.1

- Customer satisfaction is the level to which a guest's needs and expectations are met.  
(2)

#### 3.2

Any THREE:

- Feedback forms
- Online reviews
- Social media
- Direct interviews  
(3)

#### 3.3.1

- Room not ready
- Unhelpful staff  
(2)

**3.3.2**

Any TWO:

- Ensure proper room checks before arrival
  - Train staff on customer service and empathy
- (4)**

**3.4**

- It shows attentiveness, interest, and makes communication clear.
- (2)**

**3.5**

Any FOUR:

- Polite
  - Professional
  - Good communicator
  - Problem solver
- (4)**

**3.6**

- Listen carefully
  - Remain calm and respectful
- (4)**

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## **◆ SECTION D: ENTREPRENEURSHIP & CAREER OPPORTUNITIES (25 MARKS)**

**QUESTION 4****4.1**

- A hospitality entrepreneur is someone who starts and manages their own business in the hospitality industry.
- (2)**

**4.2**

Any THREE:

- Coffee shop
  - Guesthouse
  - Catering business
- (3)**

**4.3.1**

- Uses eco-friendly cups
  - Sources local products
- (2)**

**4.3.2**

Any THREE:

- Lower startup costs
  - Mobility/flexible location
  - Quick to launch
- (3)**

**4.4**

- A job is short-term and task-specific; a career is long-term and involves growth.
- (2)**

**4.5**

Any THREE:


- Waiter
  - Chef
  - Bartender
  - Restaurant manager
- (3)**

**4.6**

Any THREE:

- Lack of funding
  - High competition
  - Seasonal demand
  - Staff turnover
- (6)**

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 **TOTAL: 100 MARKS**