

# 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 term used for cooking food slowly in liquid at a low temperature?

- A) Grilling
- B) Poaching
- C) Frying
- D) Baking

\_\_\_\_\_ (1)

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1.2 Which type of service involves guests helping themselves to food from a common area?

- A) À la carte service
- B) Buffet service
- C) Gueridon service
- D) Silver service

\_\_\_\_\_ (1)

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1.3 Which nutrient helps repair body tissues and muscles?

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

\_\_\_\_\_ (1)

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1.4 What is the ideal storage temperature for fresh meat?

- A) 0°C to 4°C
- B) 5°C to 10°C
- C) -18°C
- D) Room temperature

\_\_\_\_\_ (1)

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1.5 What does the abbreviation FIFO stand for in stock management?

- A) Fast In, Fast Out
- B) First In, First Out
- C) Food In, Food Out
- D) Fresh Ingredients For Orders

\_\_\_\_\_ (1)

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1.6 Which of the following is a wet cooking method?

- A) Roasting
- B) Steaming
- C) Grilling
- D) Sautéing

\_\_\_\_\_ (1)

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1.7 What is the correct way to extinguish a small grease fire in the kitchen?

- A) Pour water on it
- B) Cover it with a metal lid or damp cloth
- C) Use a fire extinguisher immediately
- D) Blow on the fire

\_\_\_\_\_ (1)

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1.8 What is a 'mise en place'?

- A) A type of dessert
- B) Preparation and organization before cooking
- C) A kitchen tool
- D) A cooking technique

\_\_\_\_\_ (1)

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1.9 Which beverage is traditionally served in a coffee shop?

- A) Smoothies
- B) Tea
- C) Espresso
- D) Milkshake

\_\_\_\_\_ (1)

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1.10 What should you do if a customer complains about their meal?

- A) Ignore the complaint
- B) Listen carefully and offer a solution
- C) Argue with the customer
- D) Ask them to leave

\_\_\_\_\_ (1)

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## 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 Sautéing	A) Cooking food quickly in a small amount of fat
2.2 Clarifying butter	B) Removing milk solids from melted butter
2.3 Garnish	C) Decorative food item used to enhance dishes
2.4 Conduction	D) Transfer of heat through direct contact
2.5 Blanching	E) Briefly boiling food then cooling it quickly

2.1 \_\_\_\_\_

2.2 \_\_\_\_\_

2.3 \_\_\_\_\_

2.4 \_\_\_\_\_

2.5 \_\_\_\_\_

## SECTION C: SHORT ANSWER QUESTIONS (30 marks)

3.1 Explain why it is important to control portion sizes in a restaurant.

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(5)

3.2 List four personal hygiene practices that all hospitality workers should follow.

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(4)

3.3 Describe three ways to reduce food waste in a hospitality establishment.

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(6)

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3.4 What are the main components of a standard place setting for a formal dinner?

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(5)

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3.5 Why is customer feedback important in hospitality? Provide two reasons.

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(5)

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3.6 Explain how seasonal produce can benefit a restaurant's menu.

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(5)

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## **SECTION D: ESSAY QUESTIONS (30 marks)**

4.1 Discuss the role of teamwork in a successful hospitality business. Include three benefits of good teamwork.

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(10)

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4.2 Explain the importance of sustainability in hospitality and suggest four ways establishments can implement sustainable practices.

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(10)

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4.3 Describe the health and safety measures that must be followed in a kitchen to prevent accidents and injuries.

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(10)

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**END OF EXAM**

**TOTAL : 100**

## MEMO

### SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

- 1.1 B) Poaching
  - 1.2 B) Buffet service
  - 1.3 C) Protein
  - 1.4 A) 0°C to 4°C
  - 1.5 B) First In, First Out
  - 1.6 B) Steaming
  - 1.7 B) Cover it with a metal lid or damp cloth
  - 1.8 B) Preparation and organization before cooking
  - 1.9 C) Espresso
  - 1.10 B) Listen carefully and offer a solution
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### SECTION B: MATCHING QUESTIONS (20 marks)

- 2.1 A) Cooking food quickly in a small amount of fat
  - 2.2 B) Removing milk solids from melted butter
  - 2.3 C) Decorative food item used to enhance dishes
  - 2.4 D) Transfer of heat through direct contact
  - 2.5 E) Briefly boiling food then cooling it quickly
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### SECTION C: SHORT ANSWER QUESTIONS (30 marks)

3.1 Importance of portion control:

- Ensures consistent servings
- Controls food cost and prevents waste
- Enhances customer satisfaction with reliable portions

3.2 Personal hygiene practices:

- Washing hands regularly
- Wearing clean uniforms
- Covering hair with a hairnet or cap
- Keeping fingernails short and clean

3.3 Ways to reduce food waste:

- Proper portion control
- Using leftovers creatively
- Storing food correctly to avoid spoilage

### 3.4 Main components of formal place setting:

- Dinner plate
- Fork, knife, and spoon arranged according to use
- Water glass and wine glass
- Napkin and bread plate

### 3.5 Importance of customer feedback:

- Helps improve service and products
- Builds customer loyalty by showing their opinions matter

### 3.6 Benefits of seasonal produce:

- Fresher and tastier ingredients
- Usually cheaper due to abundance
- Supports local farmers
- Environmentally friendly due to less transport

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## SECTION D: ESSAY QUESTIONS (30 marks)

### 4.1 Role of teamwork:

- Promotes efficient work and faster service
- Improves communication and reduces mistakes
- Creates a positive working environment and morale

### 4.2 Importance of sustainability:

- Reduces environmental impact
- Saves costs through efficient resource use
- Enhances brand reputation
- Attracts eco-conscious customers

### Ways to implement:

- Recycling and waste reduction
- Energy and water conservation
- Using locally sourced food
- Educating staff and customers on sustainable practices

### 4.3 Health and safety measures:

- Wearing protective clothing (gloves, aprons)
- Keeping work areas clean and dry to prevent slips
- Properly storing knives and sharp tools



- Training staff on fire safety and first aid

**TOTAL : 100**

