

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: HOSPITALITY FUNCTIONS & EVENTS (25 MARKS)

QUESTION 1

1.1 Define the term **banquet** and provide TWO examples of such events. (3)

1.2 List FOUR key elements to consider when planning a large-scale hospitality event. (4)

1.

2.

3.

4.

1.3 Study the visual below and answer the questions that follow.



Visual: Sample Banquet Table Layout

Guest	Guest	Guest
Guest	Main Table	Guest
Guest	Guest	Guest

1.3.1 Identify the seating style used in the layout. (1)

1.3.2 State TWO advantages of this type of seating arrangement for formal dining. (2)

1.4 List THREE duties of a maître d'hôtel during a formal dinner service. (3)

1.

2.

3.

1.5 Suggest THREE ways to ensure that a buffet is both safe and appealing to guests. (6)

1. _____
2. _____
3. _____

◆ SECTION B: CULINARY THEORY & SAFETY (25 MARKS)

QUESTION 2

2.1 Define the term **blanching** and give ONE practical use in food preparation. (3)

2.2 Mention FOUR physical hazards that may contaminate food. (4)

1. _____
2. _____
3. _____
4. _____

2.3 Give THREE reasons why it is important to use colour-coded chopping boards. (3)

1. _____
2. _____
3. _____

2.4 Explain the correct procedure for thawing frozen meat safely. (4)

2.5 List THREE responsibilities of a food handler to ensure food safety. (3)

1. _____
2. _____
3. _____

2.6 Identify TWO fire safety precautions that should be followed in a commercial kitchen. (4)

1. _____
2. _____

2.7 What should a staff member do if a guest is choking during a meal? (4)

◆ SECTION C: ACCOMMODATION SERVICES (25 MARKS)

QUESTION 3

3.1 What is meant by the term **room turnover rate** in hotel operations? (2)

3.2 Identify FIVE services offered by the front desk in a hotel. (5)

1. _____
2. _____
3. _____
4. _____
5. _____

3.3 Describe THREE benefits of using hotel management software systems. (6)

1. _____
2. _____
3. _____

3.4 Read the scenario and answer the questions:

A guest arrives at the hotel three hours before check-in time. The room is not ready. The guest is frustrated because they have a meeting soon.

3.4.1 Suggest TWO appropriate responses the receptionist could offer. (4)

1. _____
2. _____

3.4.2 Explain why customer service is especially important in this situation. (3)

3.5 List TWO reasons why proper housekeeping documentation is important. (2)

1. _____
2. _____

◆ SECTION D: HOSPITALITY AND THE ENVIRONMENT (25 MARKS)

QUESTION 4

4.1 Define the term **eco-certification** and give ONE example. (3)

4.2 Suggest THREE energy-saving initiatives that a hospitality business can implement. (3)

1. _____
2. _____
3. _____

4.3 Explain how water conservation methods can be implemented in hotel bathrooms. (4)

4.4 Read the extract and answer the questions:

A local guesthouse replaces plastic toiletries with refillable dispensers and buys produce from nearby farmers.

4.4.1 Identify TWO environmentally friendly practices from the extract. (2)

1. _____
2. _____

4.4.2 State THREE benefits of buying local produce. (3)

1. _____

2. _____
3. _____

4.5 Describe TWO challenges a hotel may face when trying to become environmentally sustainable. (4)

1. _____
2. _____

4.6 What role do guests play in helping hospitality businesses reduce environmental harm? Mention THREE ways. (6)

1. _____
2. _____
3. _____

 **END OF EXAM**

TOTAL: 100 MARKS

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MEMO**◆ SECTION A: HOSPITALITY FUNCTIONS & EVENTS (25 MARKS)****QUESTION 1****1.1**

- A banquet is a formal meal for a large number of people. (1)
 - Examples: weddings, corporate dinners. (1 mark each)
- (3)**

1.2

Any FOUR of the following:

- Budgeting and costing
 - Menu planning
 - Venue preparation
 - Guest list and seating arrangements
 - Staffing and scheduling
- (4)**

1.3.1

- Banquet or block seating style
- (1)**

1.3.2

- Allows clear view of the main table or speaker
 - Encourages interaction and uniform service
- (2)**

1.4

Any THREE:

- Greeting and seating guests
 - Supervising waitstaff
 - Handling guest complaints
 - Coordinating timing with the kitchen
- (3)**

1.5

Any THREE:

- Ensure food is kept at safe temperatures
 - Use sneeze guards and labels
 - Maintain cleanliness and restocking
- (6)
-

◆ SECTION B: CULINARY THEORY & SAFETY (25 MARKS)

QUESTION 2

2.1

- Blanching is briefly boiling food and then placing it in ice water. (2)
 - Used to loosen tomato skins or partially cook vegetables. (1)
- (3)

2.2

Any FOUR:

- Hair, glass, metal, plastic, stones, wood splinters
- (4)

2.3

Any THREE:

- Prevents cross-contamination
 - Maintains hygiene standards
 - Helps staff quickly identify correct board
- (3)

2.4

- Thaw in refrigerator
 - Use microwave (if cooking immediately)
 - Never thaw at room temperature
 - Keep sealed to avoid contamination
- (4)

2.5

Any THREE:

- Wear clean uniforms
 - Wash hands frequently
 - Avoid working when ill
- (3)

2.6

- Keep fire extinguishers accessible
 - Never leave cooking unattended
 - Train staff in fire safety
 - Switch off appliances when not in use
- (4)

2.7

- Call for help immediately
 - Perform the Heimlich maneuver
 - Remain calm and monitor breathing
 - Do not offer food or water
- (4)

◆ SECTION C: ACCOMMODATION SERVICES (25 MARKS)

QUESTION 3

3.1

- The rate at which rooms are cleaned, sanitized, and made ready for new guests
- (2)

3.2

Any FIVE:

- Check-in/check-out
 - Handling reservations
 - Answering guest queries
 - Currency exchange
 - Wake-up calls
- (5)

3.3

Any THREE:

- Tracks reservations and payments
 - Improves guest experience
 - Reduces double-bookings
- (6)

3.4.1

- Offer luggage storage and rest area

- Provide early check-in if possible
(4)

3.4.2

- First impressions matter
- Resolving issues quickly builds loyalty
- Negative experience may impact reviews
(3)

3.5

- For tracking lost/found items
- For inventory and cleaning schedules
(2)

◆ SECTION D: HOSPITALITY AND THE ENVIRONMENT (25 MARKS)

QUESTION 4

4.1

- Eco-certification is a label awarded to businesses that meet environmental standards. (2)
- Example: Green Key, Fair Trade Tourism (1)
(3)

4.2

Any THREE:

- Use LED lights
- Install motion sensor lights
- Use energy-efficient appliances
(3)

4.3

- Install low-flow showerheads and dual-flush toilets
- Encourage towel reuse programs
- Fix leaks promptly
(4)

4.4.1

- Refillable dispensers

- Buying local produce
(2)

4.4.2

- Supports local economy
- Fresher, seasonal products
- Reduces transport emissions
(3)

4.5

- High setup cost
- Need for staff training
(4)

4.6

Any THREE:

- Use recycling bins properly
- Reuse towels and sheets
- Turn off lights and AC when not in use
(6)

✓ TOTAL: 100 MARKS