

# 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 OPERATIONS (25 MARKS)

### QUESTION 1

1.1 Define the term **hospitality industry**. (3)

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1.2 Name FOUR sectors within the hospitality industry and give one example of each. (8)

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1.3 Explain the importance of **customer service** in hospitality. (4)

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1.4 Describe THREE essential skills required for successful hospitality management. (6)

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1.5 Outline TWO challenges that hospitality businesses face when delivering services. (4)

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## SECTION B: FOOD AND BEVERAGE MANAGEMENT (25 MARKS)

### QUESTION 2

2.1 Explain the difference between **a la carte** and **table d'hôte** menus. (4)

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2.2 List FIVE factors to consider when planning a menu for a restaurant. (5)

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2.3 Describe the importance of **food hygiene** in food and beverage operations. (5)

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2.4 Explain how **portion control** impacts food cost management. (4)

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2.5 Identify THREE methods used to reduce food wastage in a kitchen. (7)

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## SECTION C: ACCOMMODATION MANAGEMENT (25 MARKS)

### QUESTION 3

3.1 Define **front office** and explain its role in accommodation establishments. (4)

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3.2 Describe FOUR services provided by the front office department. (8)

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3.3 Explain the concept of **room occupancy rate** and how it is calculated. (5)

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3.4 List and explain THREE health and safety measures important in accommodation establishments. (8)

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## SECTION D: TOURISM AND EVENT MANAGEMENT (25 MARKS)

### QUESTION 4

4.1 Define **tourism** and distinguish between domestic and international tourism. (4)

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4.2 Explain the role of tourism in economic development. (5)

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4.3 Describe FIVE factors that influence tourists' choice of destination. (10)

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4.4 Outline FOUR important steps involved in planning a successful event. (6)

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**End of Exam**

**TOTAL : 100**

## MEMO

### SECTION A: HOSPITALITY OPERATIONS (25 MARKS)

#### QUESTION 1

##### 1.1 Hospitality industry definition: (3)

- The sector of the economy that provides services related to accommodation, food and beverages, travel, and tourism.
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##### 1.2 Four sectors and examples: (8)

- Accommodation (e.g., hotels)
  - Food and Beverage (e.g., restaurants)
  - Travel and Tourism (e.g., travel agencies)
  - Entertainment (e.g., theme parks)
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##### 1.3 Importance of customer service: (4)

- Builds customer loyalty and satisfaction.
  - Encourages repeat business and positive reviews.
  - Enhances business reputation.
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##### 1.4 Three essential skills for hospitality management: (6)

- Communication skills
  - Leadership and team management
  - Problem-solving skills
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##### 1.5 Two challenges in delivering services: (4)

- Managing customer complaints effectively.
  - Maintaining consistent quality and standards.
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### SECTION B: FOOD AND BEVERAGE MANAGEMENT (25 MARKS)

#### QUESTION 2

### 2.1 Difference between a la carte and table d'hôte menus: (4)

- A la carte: Individual dishes priced separately; offers variety.
  - Table d'hôte: Set menu with limited choices at a fixed price.
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### 2.2 Five factors for menu planning: (5)

- Customer preferences
  - Seasonality and availability of ingredients
  - Cost and pricing
  - Nutritional value
  - Kitchen equipment and staff skills
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### 2.3 Importance of food hygiene: (5)

- Prevents foodborne illnesses.
  - Ensures safety and health of customers.
  - Complies with legal and health regulations.
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### 2.4 Portion control impact: (4)

- Helps manage food costs by minimizing waste.
  - Ensures consistency in serving size and quality.
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### 2.5 Three methods to reduce food wastage: (7)

- Proper storage and inventory management.
  - Using leftovers creatively in dishes.
  - Training staff on waste reduction techniques.
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## **SECTION C: ACCOMMODATION MANAGEMENT (25 MARKS)**

### **QUESTION 3**

#### 3.1 Front office definition and role: (4)

- The department responsible for guest reception, reservations, and check-in/out.
- Acts as the first point of contact for guests.

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### 3.2 Four front office services: (8)

- Room reservations and bookings
  - Check-in and check-out processing
  - Handling guest inquiries and complaints
  - Providing information and concierge services
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### 3.3 Room occupancy rate concept and calculation: (5)

- Percentage of rooms occupied over a period.
  - Formula:  $(\text{Number of rooms occupied} \div \text{Total rooms available}) \times 100$
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### 3.4 Three health and safety measures: (8)

- Regular fire drills and safety equipment maintenance.
  - Proper sanitation and cleanliness.
  - Training staff on emergency procedures.
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## **SECTION D: TOURISM AND EVENT MANAGEMENT (25 MARKS)**

### **QUESTION 4**

#### 4.1 Tourism definition and distinction: (4)

- Tourism: Travel for leisure, business, or other purposes.
  - Domestic tourism: Travel within one's own country.
  - International tourism: Travel to another country.
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#### 4.2 Role of tourism in economic development: (5)

- Creates employment opportunities.
  - Generates foreign exchange and revenue.
  - Promotes infrastructure development.
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#### 4.3 Five factors influencing destination choice: (10)

- Attractions and activities available
  - Safety and security
  - Cost of travel and accommodation
  - Climate and weather
  - Accessibility and transport options
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#### 4.4 Four steps in event planning: (6)

- Setting objectives and goals
  - Budgeting and resource allocation
  - Marketing and promotion
  - Evaluation and feedback after the event
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**End of Memo**

**TOTAL : 100**

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