

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 purpose of mise en place in hospitality?

- A) Cleaning the kitchen
- B) Preparing and organizing ingredients before cooking
- C) Serving food to customers
- D) Taking orders from guests

_____ (1)

1.2 Which of the following is a dry cooking method?

- A) Boiling
- B) Steaming
- C) Baking
- D) Poaching

_____ (1)

1.3 What is the correct temperature range for storing frozen food?

- A) 0°C to 4°C
- B) -18°C or below
- C) 10°C to 15°C
- D) 5°C to 8°C

_____ (1)

1.4 What does the term “FIFO” stand for in stock management?

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

_____ (1)

1.5 Which of the following is NOT a type of service in a restaurant?

- A) Buffet service
- B) Gueridon service
- C) Room service
- D) Manufacturing service

_____ (1)

1.6 What is the best way to prevent cross-contamination in a kitchen?

- A) Use the same cutting board for all foods
- B) Wash hands and utensils thoroughly between tasks
- C) Store raw and cooked foods together
- D) Keep all food uncovered

_____ (1)

1.7 Which of the following is considered a dry ingredient?

- A) Butter
- B) Flour
- C) Milk
- D) Eggs

_____ (1)

1.8 What is the main responsibility of a maître d'hôtel?

- A) Cooking food
- B) Managing front-of-house staff and customer service
- C) Washing dishes
- D) Cleaning the kitchen

_____ (1)

1.9 Which nutrient is most abundant in legumes such as beans and lentils?

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

_____ (1)

1.10 What is the correct sequence for hand washing?

- A) Wet hands, apply soap, scrub for 20 seconds, rinse, dry
- B) Apply soap, wet hands, scrub, dry, rinse
- C) Rinse, apply soap, scrub, dry, wet hands
- D) Scrub, rinse, apply soap, dry, wet hands

_____ (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 HACCP	A) Prevents food poisoning by managing hazards
2.2 Garnishing	B) Cutting food into small cubes
2.3 Julienne	C) Enhancing the appearance of a dish
2.4 Portion control	D) Systematic approach to food safety
2.5 Dice	E) Measuring serving sizes

2.1 _____

2.2 _____

2.3 _____

2.4 _____

2.5 _____

SECTION C: LONG QUESTIONS (60 marks)

3.1 Explain the importance of food hygiene in a hospitality environment. Provide three practices that promote good food hygiene.

(6)

3.2 Describe the five mother sauces in classical cooking and give one example dish or use for each.

(6)

3.3 Explain the concept of sustainable hospitality and suggest three ways in which a hospitality establishment can become more sustainable.

(6)

3.4 Discuss the role of customer service in the hospitality industry and list four qualities of a good customer service worker.

(6)

3.5 What are the steps to follow when dealing with a customer complaint in a restaurant?

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(6)

3.6 Explain the difference between commercial and non-commercial hospitality establishments and provide two examples of each.

(6)

3.7 Describe three different types of kitchen equipment used in food preparation and explain their uses.

(6)

3.8 What is mise en place? Why is it important in professional cooking?

(6)

3.9 Explain the importance of stock control in hospitality. What problems can occur if stock control is not managed properly?

(6)

3.10 Describe how nutrition influences menu planning in hospitality.

(6)

END OF EXAM

TOTAL : 100

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SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

- 1.1 B) Preparing and organizing ingredients before cooking
 - 1.2 C) Baking
 - 1.3 B) -18°C or below
 - 1.4 A) First In, First Out
 - 1.5 D) Manufacturing service
 - 1.6 B) Wash hands and utensils thoroughly between tasks
 - 1.7 B) Flour
 - 1.8 B) Managing front-of-house staff and customer service
 - 1.9 B) Protein
 - 1.10 A) Wet hands, apply soap, scrub for 20 seconds, rinse, dry
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SECTION B: MATCHING QUESTIONS (20 marks)

- 2.1 D) Systematic approach to food safety
- 2.2 C) Enhancing the appearance of a dish
- 2.3 B) Cutting food into small cubes
- 2.4 E) Measuring serving sizes
- 2.5 B) Cutting food into small cubes

Note: Dice is “cutting food into small cubes,” Julienne is thin strips – adjust accordingly

SECTION C: LONG QUESTIONS (60 marks)

3.1 Food hygiene importance:

- Prevents foodborne illnesses and contamination.
 - Practices: Washing hands regularly, cleaning surfaces, storing food correctly.
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3.2 Five mother sauces:

- Béchamel (white sauce) – used in lasagna
 - Velouté (light stock sauce) – used in chicken dishes
 - Espagnole (brown sauce) – used in beef dishes
 - Tomato sauce – used in pasta dishes
 - Hollandaise (butter and egg sauce) – used on eggs Benedict
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3.3 Sustainable hospitality:

- Minimizing environmental impact through waste reduction, energy saving, and sourcing local produce.
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3.4 Customer service role:

- Ensures guest satisfaction, repeat business, and good reputation.
 - Qualities: Patience, communication, empathy, professionalism.
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3.5 Dealing with complaints:

- Listen carefully, apologize sincerely, find a solution, follow up to ensure satisfaction.
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3.6 Commercial vs Non-commercial:

- Commercial: profit-driven (e.g., hotels, restaurants)
 - Non-commercial: service-driven, not for profit (e.g., school canteens, hospital kitchens).
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3.7 Kitchen equipment:

- Chef's knife: chopping and slicing
 - Blender: mixing and pureeing
 - Oven: baking and roasting
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3.8 Mise en place:

- Preparing and organizing ingredients and equipment before cooking.
 - Ensures smooth workflow and efficiency in the kitchen.
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3.9 Stock control importance:

- Avoids waste, theft, and shortages.
 - Poor control leads to increased costs and dissatisfied customers.
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3.10 Nutrition and menu planning:

- Menus should provide balanced nutrition catering for dietary needs and preferences.

TOTAL : 100

