

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 primary purpose of a 'cover' in a restaurant?

- A) To cover food while cooking
- B) A set of tableware for one person
- C) A menu section
- D) A reservation system

_____ (1)

1.2 Which utensil is used to measure small quantities of ingredients precisely?

- A) Measuring jug
- B) Kitchen scale
- C) Measuring spoons
- D) Ladle

_____ (1)

1.3 What does HACCP stand for in food safety?

- A) Hazard Analysis and Critical Control Points
- B) Healthy and Clean Cooking Procedures
- C) Handling and Cooking Properly
- D) Hazard Avoidance and Control Plan

_____ (1)

1.4 What is the ideal internal temperature for safely cooked chicken?

- A) 63°C
- B) 74°C
- C) 82°C
- D) 90°C

_____ (1)

1.5 Which of the following is a fruit used to add acidity to dishes?

- A) Banana
- B) Lemon
- C) Peach
- D) Melon

_____ (1)

1.6 What is a 'staff rota'?

- A) A list of staff names
- B) A schedule showing work shifts
- C) A list of menu items
- D) A cleaning checklist

_____ (1)

1.7 What should be done if a customer has a food allergy?

- A) Suggest the spiciest dish
- B) Ignore the allergy
- C) Inform the kitchen and suggest safe options
- D) Tell the customer to be careful themselves

_____ (1)

1.8 What is the term for cooking food quickly in a small amount of fat?

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

_____ (1)

1.9 Which beverage is typically served hot in a tea ceremony?

- A) Green tea
- B) Coffee
- C) Orange juice
- D) Soda

_____ (1)

1.10 What is the main advantage of using locally sourced ingredients?

- A) They are more expensive
- B) They reduce food miles and support local economy
- C) They spoil faster
- D) They are imported from abroad

_____ (1)

SECTION B: TRUE or FALSE (10 marks)

Write TRUE or FALSE next to each statement.

2.1 Cross-contamination can occur when raw and cooked foods are handled improperly. _____

2.2 A buffet service requires waiters to serve each guest individually. _____

2.3 It is safe to use the same cutting board for raw meat and vegetables without washing it first. _____

2.4 Customers should always be greeted within two minutes of arriving at the restaurant. _____

2.5 Freezing food kills all bacteria present. _____

SECTION C: SHORT ANSWER QUESTIONS (30 marks)

3.1 Name three key responsibilities of a waiter.

(3)

3.2 Explain why it is important to maintain a clean dining area.

(4)

3.3 List four types of customer complaints a hospitality worker might encounter.

(4)

3.4 Describe three advantages of using energy-efficient appliances in a kitchen.

(6)

3.5 What steps should be taken when setting up a table for a formal dinner?

(5)

SECTION D: VISUAL QUESTION (20 marks)

Look at the image below and answer the questions:



4.1 Identify four items on the table setting.

(4)

4.2 Explain why table presentation is important in hospitality.

(5)

4.3 What safety precautions should a waiter observe when serving at a table like this?

(5)

4.4 Suggest one way to improve the atmosphere of the dining area.

(2)

4.5 Describe how the waiter should interact with customers upon seating them.

(4)

END OF EXAM

TOTAL : 100

MEMO

SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)

- 1.1 B) A set of tableware for one person
 - 1.2 C) Measuring spoons
 - 1.3 A) Hazard Analysis and Critical Control Points
 - 1.4 B) 74°C
 - 1.5 B) Lemon
 - 1.6 B) A schedule showing work shifts
 - 1.7 C) Inform the kitchen and suggest safe options
 - 1.8 C) Sautéing
 - 1.9 A) Green tea
 - 1.10 B) They reduce food miles and support local economy
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SECTION B: TRUE or FALSE (10 marks)

- 2.1 TRUE
 - 2.2 FALSE (Buffet service is self-service)
 - 2.3 FALSE
 - 2.4 TRUE
 - 2.5 FALSE (Freezing slows bacteria but does not kill all)
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SECTION C: SHORT ANSWER QUESTIONS (30 marks)

3.1 Three key responsibilities of a waiter:

- Taking customer orders accurately
- Serving food and drinks
- Ensuring customer satisfaction and addressing queries

3.2 Importance of a clean dining area:

- Prevents contamination and illness
- Creates a pleasant dining experience
- Encourages customers to return
- Reflects professionalism and good hygiene

3.3 Four types of customer complaints:

- Food quality (taste, temperature)
- Slow service
- Incorrect orders

- Poor hygiene or cleanliness

3.4 Advantages of energy-efficient appliances:

- Saves electricity and reduces costs
- Reduces environmental impact
- Often faster and more reliable
- Can improve kitchen safety (less heat emission)

3.5 Steps to set a formal dinner table:

- Place tablecloth and napkins neatly
- Arrange plates in the center
- Place forks on the left, knives and spoons on the right
- Position glasses above knives
- Add any centerpiece or candles carefully

SECTION D: VISUAL QUESTION (20 marks)

4.1 Four items on the table:

- White tablecloth
- Wine glasses
- Plates
- Cutlery (forks, knives, spoons)

4.2 Importance of table presentation:

- Enhances the dining experience visually
- Shows professionalism and attention to detail
- Creates an inviting and comfortable atmosphere

4.3 Safety precautions for waiters:

- Carry plates steadily to avoid spills
- Watch for hot dishes or liquids
- Avoid blocking walkways
- Use proper posture to prevent injury

4.4 Way to improve atmosphere:

- Add soft background music
- Adjust lighting to be warmer or dimmer
- Use fresh flowers or decorations

4.5 How waiter should interact on seating:

- Greet warmly and politely
- Offer menus and explain specials
- Answer any initial questions
- Make customers feel welcome and comfortable

TOTAL : 100

