

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: KITCHEN & RESTAURANT OPERATIONS (25 MARKS)

QUESTION 1

1.1 Define the term *mise en place* and explain why it is important in a professional kitchen. (4)

1.2 List FOUR standard operating procedures (SOPs) for maintaining hygiene in a food preparation area. (4)

1.

2.

3.

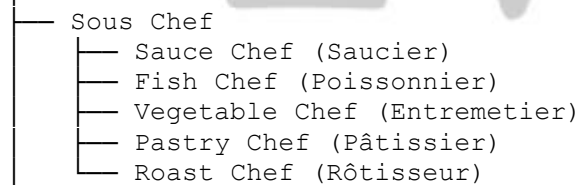
4.

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



Visual: Kitchen Brigade System (Brigade de Cuisine)

Head Chef (Chef de Cuisine)



1.3.1 Identify TWO benefits of using this brigade system in a commercial kitchen. (4)

1.3.2 Explain the role of the *entremetier* in the kitchen. (2)

1.3.3 Which chef would be responsible for preparing custard tartlets? (1)

1.4 State TWO responsibilities of the front-of-house staff before service begins. (4)

1. _____
2. _____

1.5 Mention THREE consequences of poor teamwork in kitchen operations. (6)

1. _____
2. _____
3. _____

◆ SECTION B: FOOD PRODUCTION & NUTRITION (25 MARKS)

QUESTION 2

2.1 Explain the term *food adulteration* and its impact on consumers. (3)

2.2 Identify FOUR cooking methods suitable for preserving the nutritional value of vegetables. (4)

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

2.3 List THREE symptoms of food poisoning. (3)

1. _____
2. _____
3. _____

2.4 State THREE important functions of proteins in the body. (3)

1. _____
2. _____
3. _____

2.5 Study the table below and answer the questions that follow:

Visual: Nutritional Breakdown of Two Meals

Nutrient (per portion)	Meal A (Grilled Chicken Salad)	Meal B (Burger & Fries)
Energy (kJ)	1,300	2,800
Protein (g)	28	15
Fat (g)	10	40
Sodium (mg)	550	1,100

2.5.1 Which meal would be more suitable for a health-conscious guest? Justify your answer. (4)

2.5.2 Give TWO reasons why excessive sodium intake should be avoided. (4)

1.

2.

2.6 Suggest FOUR healthy modifications to make a burger meal more nutritious. (4)

1.

2.

3.

4.

◆ SECTION C: ACCOMMODATION & FACILITIES MANAGEMENT (25 MARKS)

QUESTION 3

3.1 Define the term *turn-down service*. (2)

3.2 List FIVE items typically found on a housekeeping trolley. (5)

1.

2.

3.

4.

5.

3.3 Describe THREE reasons why proper linen control is essential in the housekeeping department. (6)

1. _____
2. _____
3. _____

3.4 Explain the difference between a *standard room* and a *suite*. (4)

3.5 Read the scenario and answer the questions:

A hotel guest complains about a stained bedsheet and a foul smell in the room. The guest is visibly upset and threatens to leave a bad review.

3.5.1 Suggest THREE steps the front office or housekeeping team should take in response. (6)

1. _____
2. _____
3. _____

3.5.2 Explain why customer complaints should be documented. (2)

◆ SECTION D: SUSTAINABILITY & SOCIAL RESPONSIBILITY (25 MARKS)

QUESTION 4

4.1 Define *corporate social responsibility (CSR)* in the context of the hospitality industry. (3)

4.2 Identify THREE environmental practices hotels can adopt to reduce their ecological footprint. (3)

1. _____
2. _____
3. _____

4.3 Discuss THREE advantages of sourcing food locally for a hospitality business. (6)

1. _____
2. _____
3. _____

4.4 Read the extract and answer the questions:

A lodge in Limpopo has introduced solar panels, a water recycling system, and only employs locals from the surrounding villages.

4.4.1 Identify TWO sustainable practices mentioned in the extract. (2)

1. _____
2. _____

4.4.2 How does employing local staff benefit the surrounding community? (4)

4.5 Suggest THREE ways in which guests can participate in eco-friendly hospitality. (3)

1. _____
2. _____
3. _____

4.6 Explain TWO disadvantages a business might face when implementing sustainable practices. (4)

1. _____
2. _____

 **END OF EXAM**

TOTAL: 100 MARKS

MEMO

◆ SECTION A: KITCHEN & RESTAURANT OPERATIONS (25 MARKS)

QUESTION 1

1.1 **Mise en place** definition and importance: (4)

- "Mise en place" means "everything in its place."
 - It refers to preparing and organizing ingredients, tools, and equipment before cooking begins.
 - It improves efficiency, reduces errors, and ensures smooth kitchen operations.
-

1.2 Four SOPs for hygiene in food prep: (4)

- Wash hands regularly.
 - Clean surfaces before and after use.
 - Store food at correct temperatures.
 - Wear clean uniforms and protective gear.
-

Visual-Based Questions:

1.3.1 Two benefits of the brigade system: (4)

- Promotes specialization and efficiency.
- Clear hierarchy improves communication and responsibility.

1.3.2 Role of **entremetier**: (2)

- Prepares vegetables, soups, starches, and egg dishes.

1.3.3 Chef responsible for custard tartlets: (1)

- **Pastry Chef (Pâtissier)**
-

1.4 Two front-of-house duties before service: (4)

- Setting up tables and checking cleanliness.
 - Reviewing reservations and seating plans.
-

1.5 Three consequences of poor teamwork: (6)

- Miscommunication leading to delays.
 - Increased stress and low staff morale.
 - Poor customer service and inconsistency.
-

◆ SECTION B: FOOD PRODUCTION & NUTRITION (25 MARKS)

QUESTION 2

2.1 Food adulteration and impact: (3)

- The act of adding inferior or harmful substances to food.
 - Can lead to health issues and loss of consumer trust.
-

2.2 Four healthy cooking methods: (4)

- Steaming
 - Grilling
 - Baking
 - Stir-frying
-

2.3 Three symptoms of food poisoning: (3)

- Nausea
 - Vomiting
 - Diarrhea
-

2.4 Three functions of protein: (3)

- Builds and repairs tissues.
 - Produces enzymes and hormones.
 - Provides energy when needed.
-

Visual-Based Questions:

2.5.1 Healthier meal: **Meal A** (4)

- Lower in fat and sodium
- Higher in protein

- Lower in kilojoules
- Contains more vegetables (assumed)

2.5.2 Two dangers of high sodium intake: (4)

- Increases risk of high blood pressure
 - Can lead to heart disease or kidney issues
-

2.6 Four healthy burger modifications: (4)

- Use whole wheat bun
 - Add lettuce, tomato, and onion
 - Replace fried patty with grilled lean meat
 - Serve with a side salad instead of fries
-

◆ SECTION C: ACCOMMODATION & FACILITIES MANAGEMENT (25 MARKS)

QUESTION 3

3.1 Turn-down service: (2)

- A hospitality service where staff prepare guest rooms for the night, e.g., closing curtains, dimming lights, placing chocolates on pillows.
-

3.2 Five items on a housekeeping trolley: (5)

- Clean linen
 - Towels
 - Toiletries
 - Cleaning agents
 - Vacuum cleaner or dustpan
-

3.3 Three reasons for linen control: (6)

- Prevents theft/loss
 - Reduces replacement costs
 - Ensures availability for daily operations
-

3.4 Standard room vs. suite: (4)

- Standard room: Basic amenities like bed, bathroom, and desk
 - Suite: Includes a lounge or living area and often more luxurious features
-

3.5 Scenario response:

3.5.1 Three steps for resolving complaint: (6)

- Apologize and reassure the guest
- Replace linen immediately and address smell
- Offer compensation (e.g., discount or room change)

3.5.2 Why document complaints: (2)

- Helps track recurring issues
 - Provides record for future staff training or audits
-

◆ SECTION D: SUSTAINABILITY & SOCIAL RESPONSIBILITY (25 MARKS)

QUESTION 4

4.1 CSR in hospitality: (3)

- The responsibility of hospitality businesses to act ethically and contribute to social and environmental well-being.
-

4.2 Three eco-practices in hotels: (3)

- Install low-flow water systems
 - Use energy-efficient lighting
 - Recycle waste
-

4.3 Three advantages of sourcing food locally: (6)

- Supports local economy
 - Fresher ingredients
 - Reduces carbon emissions from transport
-

4.4 Scenario answers:

4.4.1 Two sustainable practices: (2)

- Solar energy usage
- Water recycling

4.4.2 Local staff benefits: (4)

- Job creation
 - Skill development
 - Boosts local economy
 - Reduces staff turnover
-

4.5 Three guest contributions to eco-hospitality: (3)

- Reuse towels and linens
 - Recycle and dispose of waste properly
 - Support eco-friendly tours or transport
-

4.6 Two disadvantages of implementing sustainability: (4)

- High initial costs for equipment and training
 - Potential disruption during transition to new systems
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✓ End of Memo

TOTAL : 100