



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 10

**HOSPITALITY STUDIES
EXEMPLAR PAPER**

MARKS: 200

TIME: 3 hours

This question paper consists of 15 pages.

149 0 E

INSTRUCTIONS AND INFORMATION

1. Read ALL the questions carefully before answering them.
2. This question paper consists of FIVE sections.
3. ALL questions from SECTION A to E are COMPULSORY.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Write neatly and legibly.

SECTION A**QUESTION 1: MULTIPLE-CHOICE QUESTIONS**

Various possible options are provided as answers to the following questions. Choose the correct answer and write only the letter (A - D) next to the question number (1.1 - 1.14) in the answer book.

Example:

1.0 Frozen food must be kept at ...

- A 1 °C to 18 °C
- B 1 °C to 5 °C
- C -18 °C to -24 °C
- D 0 °C to -4 °C

Answer: 1.0 C

1.1 Accommodation establishments are graded according to the star grading system. The highest level in South Africa is a ...

- A one star.
- B six star.
- C five star.
- D four star.

(1)

1.2 Fast-food outlets prepare food which is mainly ...

- A for special events.
- B eaten off the premises.
- C served in hospitals.
- D eaten in restaurants.

(1)

1.3 A simple building block for protein is ...

- A oxygen.
- B iodine.
- C glucose.
- D amino acids.

(1)

1.4 A good source of vitamin C is ...

- A oranges.
- B milk.
- C meat.
- D bread.

(1)

- 1.5 A hard-boiled egg has to cook for approximately ... minutes.
- A 8 - 12
 - B 20
 - C 5
 - D 18
- (1)
- 1.6 In ... dishes, egg whites have to be beaten to the foam stage.
- A soft meringue
 - B soufflé
 - C cake
 - D binding agent
- (1)
- 1.7 Dry products, for example pasta, should be stored at approximately ...
- A 6 °C.
 - B -18 °C.
 - C 18 °C.
 - D 32 °C.
- (1)
- 1.8 One cup of liquid, for example water, is equal to ...
- A 60 ml
 - B 125 ml
 - C 325 ml
 - D 250 ml
- (1)
- 1.9 A continental breakfast includes ...
- A croissants, stewed fruit and cereals.
 - B croissants, eggs and mushrooms.
 - C croissants, fried tomatoes and baked beans.
 - D croissants, grilled bacon and sausages.
- (1)
- 1.10 The term 'blend' refers to ... ingredients.
- A whisking
 - B mixing
 - C beating
 - D pounding
- (1)
- 1.11 Polenta is a ... product.
- A wheat
 - B corn
 - C rye
 - D barley
- (1)

1.12 Feta is an example of ... cheese.

- A semi-soft
- B hard
- C soft
- D semi-hard

(1)

1.13 'Mise en place' refers to the preparation ...

- A before service or production.
- B of all vegetables before cooking begins.
- C of meat and fish before cooking begins.
- D of all the sweets and pastry dishes before service begins.

(1)

1.14 The rate charged to a customer who makes a last minute booking, is known as ... rate.

- A occupancy
- B rack
- C discounted
- D special

(1)

[14]

QUESTION 2

2.1 COFFEE AND TEA

Match the explanation in COLUMN B with a related beverage in COLUMN A. Write only the letter (A - H) next to the question number (2.1.1 - 2.1.7) in the answer book.

COLUMN A		COLUMN B	
	BEVERAGE		EXPLANATION
2.1.1	Black tea	A	strong, dark coffee usually without milk
2.1.2	Plunger coffee	B	topped with frothed milk
2.1.3	Espresso	C	made by adding espresso to hot milk
2.1.4	Cappuccino	D	served in a tall glass on ice
2.1.5	Café latte	E	made in a machine with filter bags
2.1.6	Iced coffee	F	also known as la caffetière
2.1.7	Filter coffee	G	also known as Ceylon tea
		H	topped with cream

(7)

2.2 CUSTOMER SERVICE

Match the description in COLUMN B with a related item in COLUMN A. Write only the letter (A - G) next to the question number (2.2.1 - 2.2.6) in the answer book.

COLUMN A		COLUMN B	
2.2.1	Sommelier	A	responsible for bread dishes
2.2.2	Buffet service	B	in charge of a group of five to six tables
2.2.3	Maître d'hôtel	C	the executive chef
2.2.4	Station waiter	D	in charge of staff team
2.2.5	Chef de cuisine	E	waitrons not responsible for orders/ meals
2.2.6	Boulangier	F	responsible for serving drinks
		G	responsible for desserts

(6)

2.3 WASTE DISPOSAL

Which of the following will be classified as organic waste that can be used to make compost:

- Bread crusts
- Cardboard
- Cold-drink cans
- Vegetable peels
- Paper
- Wilted carrots

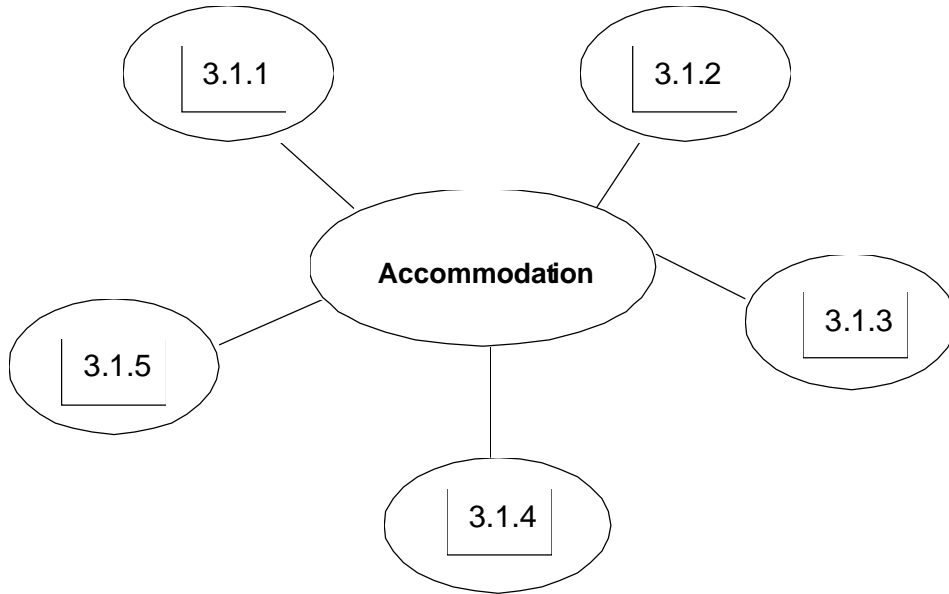
(3)
[16]

TOTAL SECTION A: 30

SECTION B: HOSPITALITY CONCEPTS

QUESTION 3

3.1 Complete the following spider diagram by filling in the types of accommodation services that are available. Redraw the diagram in your answer book.



(5)

3.2 Identify businesses that operate in the tourism sector in your local area under the following headings:

3.2.1 Accommodation

3.2.2 Food service

3.2.3 Transport

3.2.4 Travel organisers

(4)
[9]

QUESTION 4

- 4.1 Differentiate between *industrial caterers* and *outdoor caterers*. (6)
- 4.2 Study the extract below and answer the questions that follow:

Thousands of locals and tourists from all over the world converge on Durban and Pietermaritzburg during the Comrades Marathon.

- 4.2.1 Do you think that tourists coming to South Africa will benefit the economy? (1)
- 4.2.2 Substantiate your answer to QUESTION 4.2.1. (4)
- [11]**

TOTAL SECTION B: 20

SECTION C: HEALTH AND SAFETY**QUESTION 5**

- 5.1 Food poisoning can be a common problem in some establishments. List FIVE ways of preventing food poisoning in the kitchen. (5)
- 5.2 What is understood by the abbreviation FIFO? (1)
- 5.3 To sustain the human population and ensure the well-being of our future generation, great care should be taken of our planet, Earth. The hospitality industry can contribute by applying environmentally friendly practices.
- Suggest FIVE environmentally friendly practices that can be applied by the hospitality industry. (5)

5.4 Copy and complete the following table in the answer book.

CLASS	TWO EXAMPLES
5.4.1 rodents	rats and mice
5.4.2	
5.4.3	
5.4.4	

(9)

5.5 You have been asked to train new chefs on safety practices in the kitchen. Outline FIVE important safety measures that you would emphasise during this training session.

(5)

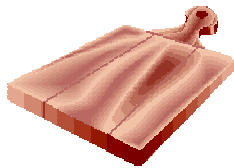
TOTAL SECTION C: 25

SECTION D: FOOD PRODUCTION

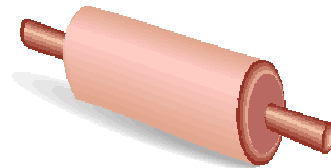
QUESTION 6

Identify the following equipment and explain the use of each piece of equipment. Redraw the table and complete it in your answer book.

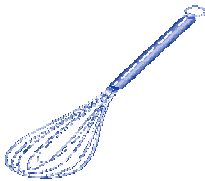
6.1



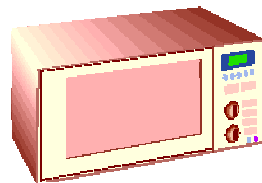
6.2



6.3



6.4



6.5



EQUIPMENT	USES
6.1	
6.2	
6.3	
6.4	
6.5	

(5 x 2) [10]

QUESTION 7

7.1 Study the selection of food for 'The Big Eat Hotel' below and draw up a traditional English breakfast menu, following the rules for menu writing.

savoury mince; toast; coffee/tea; smoorsnoek; mushrooms; fried eggs (6)

7.2 Study the recipe below and answer the questions that follow:

CANNELLONI WITH SAVOURY MINCE**INGREDIENTS:**

1 tbs oil
1 small onion, chopped
500 g mince
1½ cup milk
4 bay leaves
12 cannelloni tubes
1 tsp salt
½ tsp pepper
2 cups medium white sauce
80 g cheddar cheese, grated

METHOD:

1. Saute onions and mince and flavour to taste.
2. Boil the cannelloni for about 15 minutes until al dente. Drain and rinse under cold water.
3. Pipe savoury mince into the cannelloni tubes. Arrange in a flat dish.
4. Prepare a medium white sauce and add cheese. Pour over the cannelloni. Sprinkle over a little extra cheese and bake for about 25 minutes.

7.2.1 Does the order of the ingredients correlate with the order of the methods? (1)

7.2.2 Identify the cooking methods that are used in the above recipe and briefly explain each method. (6)

7.2.3 The correct measurement of ingredients is important when working in the kitchen.

Convert the ingredients used in the above-mentioned recipe to the metric system (SI). (5)

- 7.2.4 Explain the term *al dente* when cooking pasta. (2)
[20]

QUESTION 8

- 8.1 Stuffed eggs are served as hors d'oeuvres.
- 8.1.1 Name the cooking method used for the eggs. (1)
- 8.1.2 A dark ring appears when an egg is overcooked. Explain why. (2)
- 8.2 8.2.1 Explain why eggs should not be stored near strongly flavoured food. (1)
- 8.2.2 Fresh eggs are not available in a supermarket.
Give THREE alternatives for fresh eggs. (3)
[7]

QUESTION 9

- 9.1 There are many different ways to prevent oxidation of fresh fruit. Discuss THREE ways to prevent the discolouration of a banana when it is used in fruit salad. (3)
- 9.2 From the list below, select the THREE main ingredients of a Greek salad:
onion; mustard; feta cheese; mayonnaise; olives; whipped cream; lettuce (3)
- 9.3 Explain how you would prepare a vinaigrette dressing. (4)
- 9.4 Will you buy pasteurised or ultra-heat treated (UHT) milk for a coffee shop? Substantiate your answer. (2)
- 9.5 Discuss the cooking guidelines that must be followed to prepare a successful sauce with cheese. (3)
- 9.6 What will a muffin look like if the mixture was over-stirred during preparation? (2)
- 9.7 Give THREE possible reasons for a poorly risen scone. (3)
- 9.8 How do you prevent lumps from forming when refined starch is used to prepare a sauce? (4)
- 9.9 Explain the difference between *whole meal* and *wheat meal* and give an example of a bread that can be baked from EACH type of flour. (4)
[28]

TOTAL SECTION D: 65

SECTION E: FOOD AND BEVERAGE SERVICE**QUESTION 10**

- 10.1 Explain the differences between a *sit-down* and a *finger buffet*. (4)
- 10.2 Explain TWO functions of the station waitron. (2)
- 10.3 You have been appointed as a waitron at a local family restaurant. It is a busy restaurant and you have undergone training to deal with the guests effectively. Your first family of two adults and two children arrive for a dinner. The children are aged 3 and 6 and the father is in a wheelchair. Everything has gone smoothly with the meal and the customers are happy with the service.
- 10.3.1 List FIVE procedures you should follow when receiving guests in a restaurant. (5)
- 10.3.2 The children are becoming restless. What can be done to assist the parents to make their evening more pleasant? (4)
- 10.3.3 What will you consider when choosing a table for the father to be seated at? (2)
- 10.3.4 Name FIVE steps you would follow when you present the bill. (5)
- 10.3.5 The family is paying with a credit card. What is the correct procedure to be followed when processing the payment? (2)
- 10.3.6 Reflecting on your service performance, do you think you deserve a gratuity for this service? Why? (2)

10.4 Study the menu below and answer the questions that follow:

The menu below has been compiled for a conference of 40 guests.

MENU
Lasagne and Greek salad
?
Crème Caramel
?
Tea and Coffee
May '06

- 10.4.1 Make a list of cutlery and crockery that would be required for the above meal. (6)
- 10.4.2 Discuss, in detail, how you would set out the room using buffet planning principles to serve these guests under the following headings:
- (a) Arrangement of tables (1)
 - (b) Tablecloths (2)
 - (c) Placement of hot foods (1)
 - (d) Arrangement of dishes (2)
 - (e) Portion control (2)
 - (f) Serving equipment (2)
 - (g) Food safety and hygiene (2)
- 10.4.3 What must be done before locking up the restaurant after the last guests have left? (5)

[49]

QUESTION 11

- 11.1 Advise a new colleague on how he/she should answer the telephone in a professional manner. (2)
- 11.2 List the important information that should be recorded in the reservation book. (5)
- 11.3 Explain how you would confirm the guests' booking details. (4)
- [11]**

TOTAL SECTION E: 60

GRAND TOTAL: 200