



education

Department:
Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

EXEMPLAR 2008

MARKS: 200

TIME: 3 hours

This question paper consists of 12 pages and a 1-page answer sheet.

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
2. Number the answers correctly according to the numbering system used in this question paper.
3. Write neatly and legibly.
4. Answer SECTION A on the attached ANSWER SHEET.
5. Answer SECTIONS B, C and D in the ANSWER BOOK provided.

SECTION A**QUESTION 1**

1.1 MULTIPLE-CHOICE QUESTIONS

Various possible options are provided as answers to the following questions. Choose the answer and make a cross (X) in the block next to the question number (1.1.1 – 1.1.13) on the attached ANSWER SHEET.

EXAMPLE:

1.1.21 A frozen dessert set in a round shaped mould is a ...

- A mousse.
- B bombe glacéé.
- C parfait.
- D vacherin.

ANSWER:

A	B	C	D
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1.1.1 A geographic factor that will influence target markets:

- A Location
- B Lifestyle
- C Preferences
- D Demographics

(1)

1.1.2 Kosher meals are prepared for ...

- A Muslims.
- B Jews.
- C Hindus.
- D Christians.

(1)

1.1.3 Sparkling wine/Grapetiser should be served at a temperature of ...

- A 18 °C.
- B 0 °C.
- C 6 – 8 °C.
- D 12 – 14 °C.

(1)

- 1.1.4 Egg whites beaten to the stiff-peak stage are used in ...
- A meringues.
 - B soufflés.
 - C mousse.
 - D crêpes. (1)
- 1.1.5 A type of diet that includes vegetables and eggs ONLY:
- A Pesco-vegetarians
 - B Ovo-vegetarians
 - C Lacto-vegetarians
 - D Ovo-lacto-vegetarians (1)
- 1.1.6 Meat that cannot be roller marked:
- A Beef
 - B Lamb
 - C Mutton
 - D Pork (1)
- 1.1.7 A pastry used to make bouchées is called ... pastry.
- A short crust
 - B puff
 - C phyllo
 - D choux (1)
- 1.1.8 A ... presents and offers advice on the beverage list in an upmarket restaurant.
- A table waiter
 - B cashier
 - C Sommelier
 - D Maitre d' hotel (1)
- 1.1.9 Chafing dishes are equipment that are heated by ...
- A electricity.
 - B flammable gel.
 - C gas.
 - D paraffin. (1)
- 1.1.10 The equipment used to keep food warm while serving is a ...
- A gueridon trolley.
 - B serving trolley.
 - C bain-marie.
 - D carving unit. (1)

- 1.1.11 A style in which food is transferred from a service dish to the guest plate from the left:
 A Silver service
 B French service
 C Plate service
 D Russian service (1)
- 1.1.12 Food that is easily contaminated by salmonella bacteria:
 A Apples and bananas
 B Cheese puffs and cheese straws
 C Egg custard and omelettes
 D Roasted potatoes and mashed potatoes (2)
- 1.1.13 A marketing plan describes ...
 A clients, business operations and staff requirements.
 B clients, competitors and expenses.
 C clients, stock control and profits.
 D clients, competitors and promotions. (2)

1.2 MATCHING ITEMS

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question number (1.2.1 – 1.2.5) on the attached ANSWER SHEET.

COLUMN A		COLUMN B	
1.2.1	Dauphine potatoes	A	a delicate oblong pastry made with choux paste and baked until crisp and hollow inside
1.2.2	Eclairs	B	paper thin pastry used to make spring rolls
1.2.3	Profiteroles	C	a pyramid held together with caramelised sugar
1.2.4	Beignets	D	a baked almond-topped choux pastry ring that is split and filled with praline-flavoured butter cream
1.2.5	Croquembouche	E	small choux pastry buns, round, filled with a sweet or savoury filling
		F	squares or strips of choux pastry that is deep fried
		G	made by mixing choux pastry with mashed potatoes
		H	delicate pastry with an almond filling

(5 x 1) (5)

1.3 MATCHING ITEMS

Choose a reason in COLUMN B to match a pastry failure in COLUMN A. Write only the letter (A – H) next to the question number (1.3.1 – 1.3.5) on the attached answer sheet.

COLUMN A		COLUMN B	
1.3.1	Fat oozes out during baking	A	over-handling
1.3.2	End product is hard	B	fat was too hot
1.3.3	Not flaky	C	oven too cold
1.3.4	Pastry rises uneven	D	insufficient baking
1.3.5	Shrunken	E	uneven distribution of fat
		F	oven not pre-heated
		G	over-stretching
		H	eggs not well beaten

(5 x 1)

(5)

1.4 WRITE DOWN THE MISSING WORD(S)

Complete the following sentences by filling in the missing word(s). Write only the word(s) next to the question number (1.4.1 – 1.4.6) on the attached ANSWER SHEET.

- 1.4.1 A person who owns his/her own business or enterprise is referred to as an
- 1.4.2 A staff member who has excellent interpersonal skills and who is well groomed displays a ... attitude.
- 1.4.3 A system where sales are recorded and logged onto a computer is called a
- 1.4.4 A detailed price list that is given to a client for a wedding reception is called a
- 1.4.5 The form that is completed when a staff member requires stock from the store room is called a
- 1.4.6 Diarrhoea, fever, vomiting and dehydration results when a person has

(6)

1.5 ONE-WORD ITEMS

Give ONE word/term for each of the following descriptions. Write only the term next to the question number (1.5.1 – 1.5.9) on the attached answer sheet.

- 1.5.1 A place setting for one person at the table
- 1.5.2 The procedure that is followed after the main course is cleared and before the dessert is served in a restaurant
- 1.5.3 A tray that is used to carry glasses or drinks to the guest by a waiter
- 1.5.4 Advertising a product by telephoning potential customers
- 1.5.5 A rope, string or handkerchief tied very tightly around a limb during first aid
- 1.5.6 To support and keep the limb straight when applying first aid
- 1.5.7 A Japanese speciality which uses boiled rice flavoured with sweetened rice vinegar and seaweed
- 1.5.8 Baking a crust for a pie to maintain the shape before it is filled with a desired filling
- 1.5.9 Another term for a *perpetual inventory chart* (9)

TOTAL SECTION A: 40

SECTION B: HOSPITALITY CONCEPTS AND HEALTH AND SAFETY**QUESTION 2**

2.1 Read the case study below and answer the questions that follow.

Linda's parents decided to start a small development business from home selling vetkoek. They did not make much profit when they started, so they decided to review their plans. Linda's parents designed a business plan to ensure the success of the home industry. The plan included the cost of ingredients, the labour costs and the profit that will be generated.

- 2.1.1 Design an advertisement to promote their business. (6)
- 2.1.2 Evaluate the business plan compiled by Linda's parents. Motivate your answer. (6)
- 2.2 Name SIX aspects that a waiter should consider, with regard to professional conduct when dealing with guests. (6)
- 2.3 A guest at the hotel accidentally slips and fractures her leg. Outline FOUR procedures that you should follow before the arrival of the ambulance. (4)
- 2.4 A chef has cut his hand in the kitchen. Explain the treatment that you will render in such a situation. (3)
- 2.5 Read the case study below and answer the questions that follow.

Janet was an employee at the Eat on the Run restaurant. She was a well-built individual, very active and full of fun. She fell ill, and decided to go to the local clinic to find out if there was anything wrong. The attending sister did a blood test with her permission and found out that she was HIV positive. Janet was shocked as she did not know how she had contracted the disease. The sister referred her to a support group.

- 2.5.1 What does the abbreviation *HIV* stand for? (2)
- 2.5.2 Determine THREE symptoms that Janet could have experienced prior to her discovering her status. (3)
- 2.5.3 State FOUR ways in which Janet may have contracted the disease. (4)
- 2.5.4 Explain the importance of a support group for people suffering from HIV. (3)
- 2.5.5 List THREE precautionary measures that Janet should take to prevent the spread of the virus in her work environment. (3)

TOTAL SECTION B: 40

SECTION C: FOOD PRODUCTION

QUESTION 3

- 3.1 List FOUR steps that should be followed when purchasing on the internet. (4)
- 3.2 Stock control using the bin card system includes important information. List the information that should appear on the bin card. (4)
- 3.3 Explain the following terms:
 - 3.3.1 Non-consumable goods
 - 3.3.2 Surplus
 - 3.3.3 Assets (3)
- 3.4 The following information regarding a dinner function for 100 guests is available (menu set at a fixed price):
 - Total selling price of the menu R9 000
 - Food cost of the menu is R3 500
 - Overheads R1 600
 - 3.4.1 Calculate the cost of the menu per person. (2)
 - 3.4.2 Calculate the net profit. (3)
- 3.5 Compile a menu for a three-course dinner using local South African commodities, with soup as a starter and morogo and moulded putu pap as accompaniments to the main course. Neatly write down the menu in the correct format. (9)
- 3.6 Recommend a suitable food or type of food for a person who is suffering from each of the diseases listed in the table below. Give a reason for your answer.

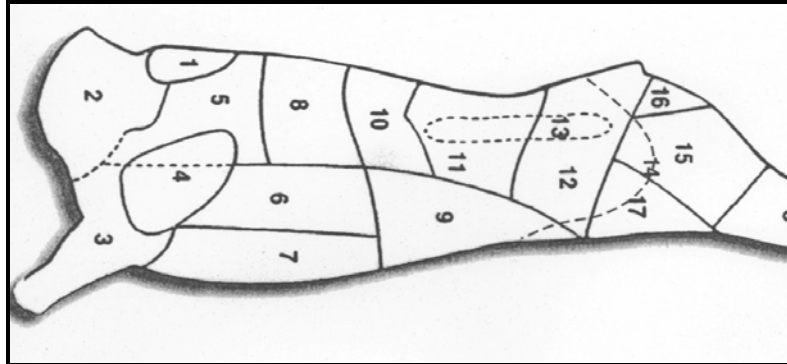
Copy and complete the table in your ANSWER BOOK.

DISEASE	SUITABLE FOOD (ONE)	REASON
Heart diseases		
Diabetic		
HIV		

- 3.7 A cocktail party is being held for a group of conference delegates and you have been asked to assist with the event.
 - 3.7.1 Recommend FOUR suitable snacks to be served at a cocktail function. (4)
 - 3.7.2 Write down guidelines for the setting of a buffet venue and tables. (5)
- [40]**

QUESTION 4

- 4.1 Study the illustration of the beef carcass below and answer the questions that follow.



[Source: *Focus*, page 133]

- 4.1.1 Identify the cuts marked 1, 3, 4 and 8 in the sketch. (4)
- 4.1.2 Suggest suitable cooking methods for each of the above-mentioned meat cuts. (4)
- 4.1.3 Compare *larding* and *barding*. (4)
- 4.2 List FOUR types of protein foods that should be included in a vegetarian diet. (4)
- 4.3 Predict the results of choux pastry if the following INCORRECT procedures are applied:
- 4.3.1 Mixture was hot when eggs were added
- 4.3.2 Shortening and water over-boiled
- 4.3.3 Insufficient baking time
- 4.3.4 Temperature was not lowered towards the end of the baking process (4)
- 4.4 Explain the precautionary measures that you will apply to ensure that a pineapple mould is successful. (3)
- 4.5 Answer the following questions on pastry.
- 4.5.1 What type of pastry is most suitable for an apple strudel? (1)
- 4.5.2 Identify the THREE ingredients used in the pastry in QUESTION 4.5.1. (3)
- 4.5.3 State THREE important rules to bear in mind when making the pastry in QUESTION 4.5.1. (3)

- 4.6 Give reasons why the following guidelines should be followed when storing pastry:
- 4.6.1 Pastries with a high percentage of cream, should be stored in the refrigerator.
- 4.6.2 All pastry products must be stored and handled carefully.
- 4.6.3 Store pastry in an air-tight container. (3)
- 4.7 Study the recipe below and answer the questions that follow.
- EGG CUSTARD (CRÈME ANGLAISE)
- | | |
|--------|-----------------|
| 500 ml | milk |
| 2 | eggs |
| 250 ml | sugar |
| | a pinch of salt |
| 3 ml | vanilla essence |
- Explain step by step how you will prepare the above custard. (5)
- 4.8 Explain TWO procedures that you will follow when you prepare Bavarian cream. (2)
- [40]**
- TOTAL SECTION C: 80**

SECTION D: FOOD AND BEVERAGE SERVICE**QUESTION 5**

- 5.1 Jonas is responsible for receiving and controlling stock.
- 5.1.1 Name the TWO forms that Jonas must compare when receiving stock. (2)
- 5.1.2 Outline SIX steps that Jonas must follow when receiving stock. (6)
- 5.2 Roast beef is served to some guests while others are served with roast chicken.
- 5.2.1 Recommend a wine/substitute for each of the above dishes. (2)
- 5.2.2 Important information appears on the label of a wine bottle. List FIVE such types of information. (5)
- 5.3 Answer the following questions on liquor laws.
- 5.3.1 Which Act governs the sale of liquor in South Africa? (1)
- 5.3.2 Explain the main purpose of the Act in QUESTION 5.3.1. (2)
- 5.4 State FOUR guidelines that must be followed when clearing plates and glasses by a waiter in a restaurant. (4)
- 5.5 Ordering food in a restaurant.
- 5.5.1 The triplicate order system is used to take the orders at a restaurant. To whom must the copies of the order be distributed? (3)
- 5.5.2 List any FOUR types of information the waiter needs to record on the order form. (4)
- 5.6 At the end of the dinner, the waiter will perform closing mise-en-place. Explain the procedure that should be followed during this process. (5)
- 5.7 An African or ethnic theme is very popular. Explain how you would create this theme for a formal dinner. (6)

TOTAL SECTION D: 40**GRAND TOTAL: 200**

ANSWER SHEET – HOSPITALITY STUDIES GRADE 12

EXAMINATION NUMBER:

SECTION A: QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS
 Make a cross (X) over the letter of your choice.

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D

(15)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5)

1.3 MATCHING ITEMS

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5)

1.4 WRITE DOWN THE MISSING WORD(S).

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	
1.4.6	

(6)

1.5 ONE-WORD ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	
1.5.6	
1.5.7	
1.5.8	
1.5.9	

(9)

TOTAL SECTION A: 40