

GAUTENG DEPARTMENT OF EDUCATION
SENIOR CERTIFICATE EXAMINATION

HOTELKEEPING AND CATERING SG

TIME: 3 hours

MARKS: 200

INSTRUCTIONS:

- The examination paper consists of THREE sections.
 - All the questions from Sections A, B and C are COMPULSORY.
 - Read the instructions to each question carefully.
 - Detach the answer sheet on page 16 of this examination paper and use it to answer **Section A**.
 - Answer all the other questions in the answer book.
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SECTION A
OBJECTIVE TYPE QUESTIONS

QUESTION 1

- All the questions in Section A must be answered on the answer sheet provided on page 16.
- Please **detach** the answer sheet before you begin to answer Section A.
- Write your **examination number** on the answer sheet in the spaces provided.
- When you have completed Section A, staple the answer sheet to the **inside of the front cover** of your answer book.

1.1 **Multiple-Choice Questions**

Choose the correct answer from the four possible answers (A – D) for Questions 1.1.1 – 1.1.12. Make a clear cross (X) over the correct letter next to the number of the question on the answer sheet provided.

EXAMPLE:

Russian tea is described as _____ .

- A. malty flavoured tea with lemon
- B. tea with a measure of vodka added
- C. strong, hot tea served with lemon
- D. iced tea with a slice of lemon

ANSWER:

A	B	C	D
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1.1.1 Hors d'oeuvres are served from a _____ .

- A. saladiere
 - B. salades
 - C. salamander
 - D. savoureux
- (1)

1.1.2 A _____ menu is regarded as a limited type and popular in a coffee shop.

- A. Table d' hôte
 - B. À la carte
 - C. Silver service
 - D. Guéridon service
- (1)

1.1.3 Poppadoms, young mango and a tray with sweet accompaniments are served with _____ .

- A. Irish stew
 - B. rump steak
 - C. loin chops
 - D. mutton curry
- (1)

1.1.4 Food must NOT be kept warm at a temperature below _____ .

- A. 60° C
 - B. 75° C
 - C. 65° C
 - D. 70° C
- (1)

1.1.5 The acronym SAT refers to _____ .

- A. South African Tourism Board
 - B. South African Tourism Authorities
 - C. South African Tourism Department
 - D. South African Tourism Association
- (1)

1.1.6 A / An _____ tour guide accompanies tourists in South Africa.

- A. international
 - B. national
 - C. provincial
 - D. regional
- (1)

1.1.7 Examples of buffet froid are _____ .

- A. chicken in aspic and crayfish mayonnaise
- B. noisettes and sweet breads
- C. Welsh rarebit and a savoury soufflé
- D. Poached fish and parsley sauce (2)

1.1.8 Equal quantities of egg yolk and cream are used to thicken and enrich _____.

- A. sauces, cream soups and white stews
- B. stock, cream soup and velouté sauces
- C. sauces, white stews and fish stock
- D. sauces, cream soups and vegetable stews (2)

1.1.9 A factor that is used as a basis for grading meat:

- A. The balance between muscle fibres and connective tissue
- B. The colour and coarseness of the meat
- C. The colour of the connective tissue and texture
- D. The amount and distribution of fat (2)

1.1.10 Vegetables au gratin consists of vegetables, _____ and bread crumbs.

- A. white sauce with mushrooms
- B. cheese sauce with parsley
- C. cheese sauce with capers
- D. white sauce with cheese (2)

1.1.11 An underdone piece of grilled steak refers to:

- A. Saignant stage with reddish pink meat
- B. Bien cuit stage with reddish pink meat
- C. Au bleu stage with red and bloody meat
- D. A point stage with red and bloody meat (3)

1.1.12 Which perishable foods should be stored below 7° C?

- A. Tinned green beans, fresh milk, meat and vinegar
- B. Fresh milk, meat, vegetables, eggs, bread and butter
- C. Fresh meat, eggs, tinned beans, bread and macaroni
- D. Frozen vegetables, bottled beetroot, eggs and sugar (3)

- 1.2 Give ONE word / term for each of the following statements. Write the correct term next to the question number on the answer sheet.
- 1.2.1 Duchesse mixture piped into nest shapes and filled with tomato concasée (1)
- 1.2.2 Name of the country which is the original home of port (1)
- 1.2.3 An ingredient that is always used to garnish vermouth (1)
- 1.2.4 To bake a pastry without a filling (1)
- 1.2.5 Paper thin pastry that is used to make baklava (1)
- 1.2.6 A traditional French pastry used for making Paris Brest (1)
- 1.2.7 The type of catering establishment that transport food to the clients premises and serves it (1)
- 1.3 From the list below identify the statements for each of the following. Write only the correct letters next to the relevant question number on your answer sheet.
- 1.3.1 TWO examples of traditional soups:
- A. Subrics from Greece
 - B. Mulligatawny from India
 - C. Bacalhau from Portugal
 - D. Sukiyaki from Japan
 - E. Olla podrida from Spain
- (2)
- 1.3.2 THREE statements related to self-service caterers:
- A. Provide food to large companies on contract
 - B. Food and drinks are offered at a high tempo
 - C. Balanced meals are offered to clients
 - D. Customers do not have to wait too long
 - E. Price much higher than other establishment
 - F. Highly specialized service
- (3)
- 1.3.3 FOUR uses of gelatine:
- A. Foaming agent
 - B. Clarifying agent
 - C. Binding agent
 - D. Stabilising agent
 - E. Sweetening agent
 - F. Setting agent
 - G. Flavouring agent
- (4)

1.3.4 FOUR statements related to Gueridon Service Style

- A. Food is brought to guests in flat plates
- B. Used in exclusive restaurants
- C. Food is dished directly on a plate and then brought to guests
- D. Always done in the presence of guests
- E. Food is brought to guests in a dish with a lid
- F. Requires skilled, specialized service
- G. Supply food to big groups
- H. Dishes are normally expensive

(4)

1.4 Match the **salad** in **Column B** with related **ingredients** in **Column A**. Write only the correct letter (A – G) next to the number of the question on your answer sheet.

	COLUMN A INGREDIENTS		COLUMN B SALADS
1.4.1	Orange and grapefruit segments served on a bed of lettuce	A.	Niçoise salad
1.4.2	Lettuce, cucumber, tomatoes served with croûtons	B.	Japanese salad
1.4.3	Celery, apple, walnuts and lettuce	C.	Florida salad
1.4.4	Potatoes, tomatoes, green beans and black olives	D.	French salad
		E.	Greek salad
		F.	Waldorf salad
		G.	Green salad

(4)

1.5 Match the **staff member** in **Column B** with a related **duty** in **Column A**. Write only the correct letter (A – G) next to the number of the question on your answer sheet.

	COLUMN A DUTIES		COLUMN B STAFF MEMBER
1.5.1	Responsible for promotions and special events	A.	Room divisional manager
1.5.2	Front office and housekeeping department	B.	Assistant manager
1.5.3	Authority and executive powers of a hotel	C.	Personnel manager
1.5.4	Responsible for salaries, training and leave of staff	D.	Marketing manager
		E.	General manager
		F.	Financial manager
		G.	Accommodation manager

(4)

- 1.6 Match the **type of catering** in **Column B** with a related **characteristic** in **Column A**. Write only the correct letter (A – F) next to the number of the question on your answer sheet.

	COLUMN A CHARACTERISTICS	COLUMN B TYPES OF CATERING	
1.6.1	Provide a service to people	A.	Popular catering
1.6.2	Food is prepared on a contract basis on the company's premises.	B.	Club caterers
		C.	Welfare caterers
		D.	Self-service catering
		E.	Outside caterers
		F.	Industrial caterers

(2)

TOTAL FOR SECTION A: [50]

**SECTION B
CULINARY STUDIES**

QUESTION 2

- 2.1 Complete the table below with reference to each of the following.

Menus are divided into TWO classes.

- 2.1.1 Name the TWO types of menus. (2)

- 2.1.2 Differentiate between the TWO menus with regard to the following criteria:
- (a) Dishes (2)
- (b) Preparation time (2)

	2.1.1 MENU TYPES	2.1.2 (a) DISHES	2.1.2 (b) PREPARATION TIME
A	(1)	(1)	(1)
B	(1)	(1)	(1)

- 2.2 Explain TWO characteristics to consider when purchasing live oysters. (4)
- 2.3 Explain why a thin layer of aspic is brushed on *canapés* during the preparation stage. (2)
- 2.4 List TWO accompaniments that are served with snails. (2)

2.5 Provide reasons for the following:

2.5.1 Red wines that are at least seven-years old should be served in a wine basket. (2)

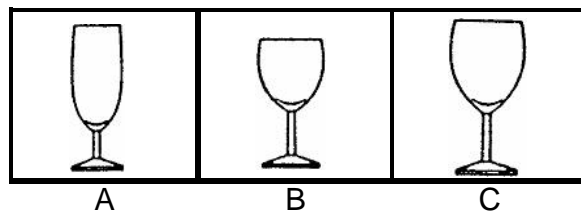
2.5.2 The cork of red wine should be removed soon after the guest has approved it. (2)

2.6 Explain how you will handle the glass to pour the following at a table.

2.6.1 wine

2.6.2 beer (2)

2.7 Study the glasses below and answer the questions that follow:



2.7.1 Identify the type of wine served in glasses **A**, **B** and **C**. (3)

2.7.2 State the main class of wine mentioned in Question 2.7.1. (1)

2.7.3 State the level to which wine must be poured in glasses **B** and **C**. (2)

2.8 Name the cultivar that is used to make two-thirds (2/3) of all sparkling wines. (1)

2.9 Explain the term **Apéritifs**. (1)

2.10 The unique characteristics of sherry come from **flor**. Explain the term **Flor**. (2)

[30]

QUESTION 3

3.1 Study the Charlotte russe recipe below and answer the questions that follow.

Charlotte russe	
10 g gelatine	250 ml milk
50 g caster sugar	2 eggs (separated)
125 ml cream (whipped)	Finger biscuits

Method:

1. Hydrate the gelatine.
2. Beat the egg yolks and caster sugar till the **ribbon stage**.
3. **Scald** the milk and add the sugar mixture. Pour in the double boiler and heat till the mixture forms a layer at the back of a metal spoon. Do not boil.
4. Remove from the heat and add the melted gelatine.
5. Cool, fold in the whipped cream and lastly the beaten egg whites.
6. Put a layer of finger biscuits in the mould.
7. Pour the bavarois mixture in the mould, just before the setting stage is reached.
8. Set in the fridge.
9. Unmould on a prepared plate.
10. Decorate with whipped cream and glazed fruit.

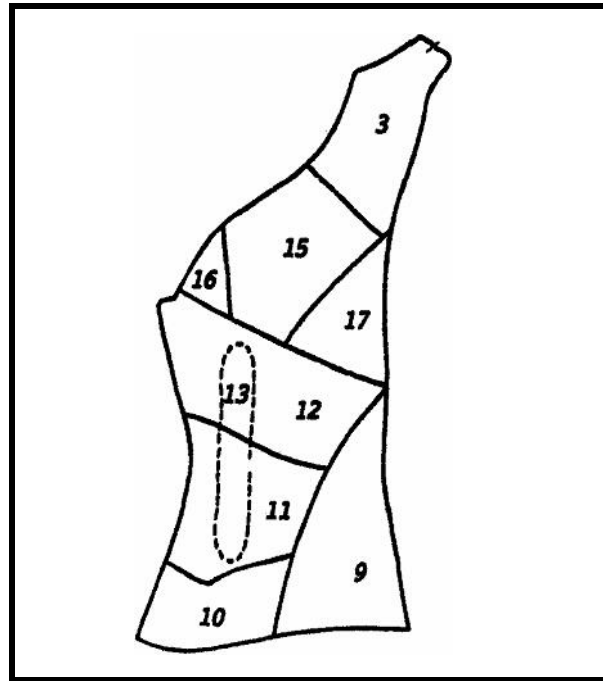
- 3.1.1 Explain the term **scald** in step 3. (1)
- 3.1.2 Explain why the following procedures are applied when making the above dessert:
- A. Eggs and sugar are beaten until the ribbon stage (step 2). (2)
- B. The custard mixture should not be boiled (step 3). (1)
- 3.1.3 Briefly explain how to unmould the Charlotte russe successfully. (3)
- 3.1.4 Differentiate between a Charlotte russe and a Charlotte muscovite. (4)
- 3.2 Explain the chemical process that takes place when baking powder comes into contact with moisture. (3)

- 3.3 Give a reason for the following rules when making pastry.
- 3.3.1 Measure ingredients accurately. (2)
 - 3.3.2 Mix the ingredients with a knife. (2)
 - 3.3.3 Handle the pastry as little as possible. (2)
- 3.4 List THREE functions of the following ingredients in bread (yeast cookery).
- 3.4.1 Salt (3)
 - 3.4.2 Sugar (3)
- 3.5 Define the following terms:
- 3.5.1 Goulash (2)
 - 3.5.2 Sushi (2)
- [30]**

QUESTION 4

- 4.1 Explain the term **al dente**. (2)
- 4.2 What factors would you take into consideration when storing potatoes? Give TWO reasons for your answer. (3)
- 4.3 Explain what happens to collagen when moist heat is applied. (1)
- 4.4 4.4.1 Explain what happens to meat during the ripening process. (2)
- 4.4.2 List TWO advantages of ripened meat. (2)

4.5 Study the sketch of the hindquarter below and answer the questions that follow.



Hind quarter

- 4.5.1 Identify the meat cut from where fillet is obtained. Write only the number in your answer book. (1)
- 4.5.2 Identify the meat cuts labelled **11** and **12**. (2)
- 4.5.3 Differentiate between the texture of the meat cuts labelled **11** and **12**. (2)
- 4.5.4 Name the fillet that is located in the meat cut labelled **12**. (1)
- 4.5.5 List THREE uses of the meat cut labelled **12**. (3)
- 4.6 Explain why strips of vegetables are inserted into meat. (2)
- 4.7 4.7.1 Explain the term **clouté onion**. (2)
- 4.7.2 Explain why butter is added on top of a bread sauce. (1)

4.8 Redraw the table below and answer the following questions.

4.8.1 List THREE types of Hot Sauces. (3)

4.8.2 Name a thickener used in each sauce. (3)

4.8.1 SAUCES	4.8.2 THICKENER
(1)	(1)
(1)	(1)
(1)	(1)

[30]

TOTAL FOR SECTION B: [90]

SECTION C
HOTEL ORGANISATION

QUESTION 5

5.1 Explain why night-auditing is done between 23:00 and 7:00. (2)

5.2 Explain the following tariffs used in hotels:

5.2.1 Continental plan (2)

5.2.2 *Demi pension* (3)

5.2.3 All inclusive tariff (4)

5.3 List THREE places of interest in South Africa that will attract tourists with regard to:

5.3.1 Game reserves (3)

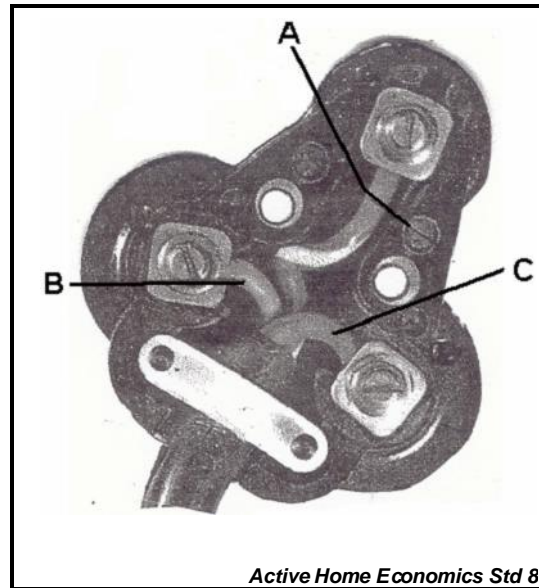
5.3.2 Mountains (3)

5.4 Redraw and complete the table below in your answer book.

ABBREVIATION	5.4.1 EXPLANATION	5.4.2 MAIN AIM
ASATA	(1)	(1)

(2)

5.5 Study the diagram below and answer the questions that follow.



- 5.5.1 Identify the wiring labelled **A**, **B** and **C**. (3)
- 5.5.2 State the wiring colours of **A**, **B** and **C**. (3)
- 5.6 The following questions are based on a lost item.
- 5.6.1 Name the person to whom the staff must report a guests' item that has been lost. (1)
- 5.6.2 List the procedure that the personnel in charge of losses should take when s/he fails to trace the owner. (1)
- 5.7 List THREE guidelines that must be followed when treating light burn wounds. (3)

[30]

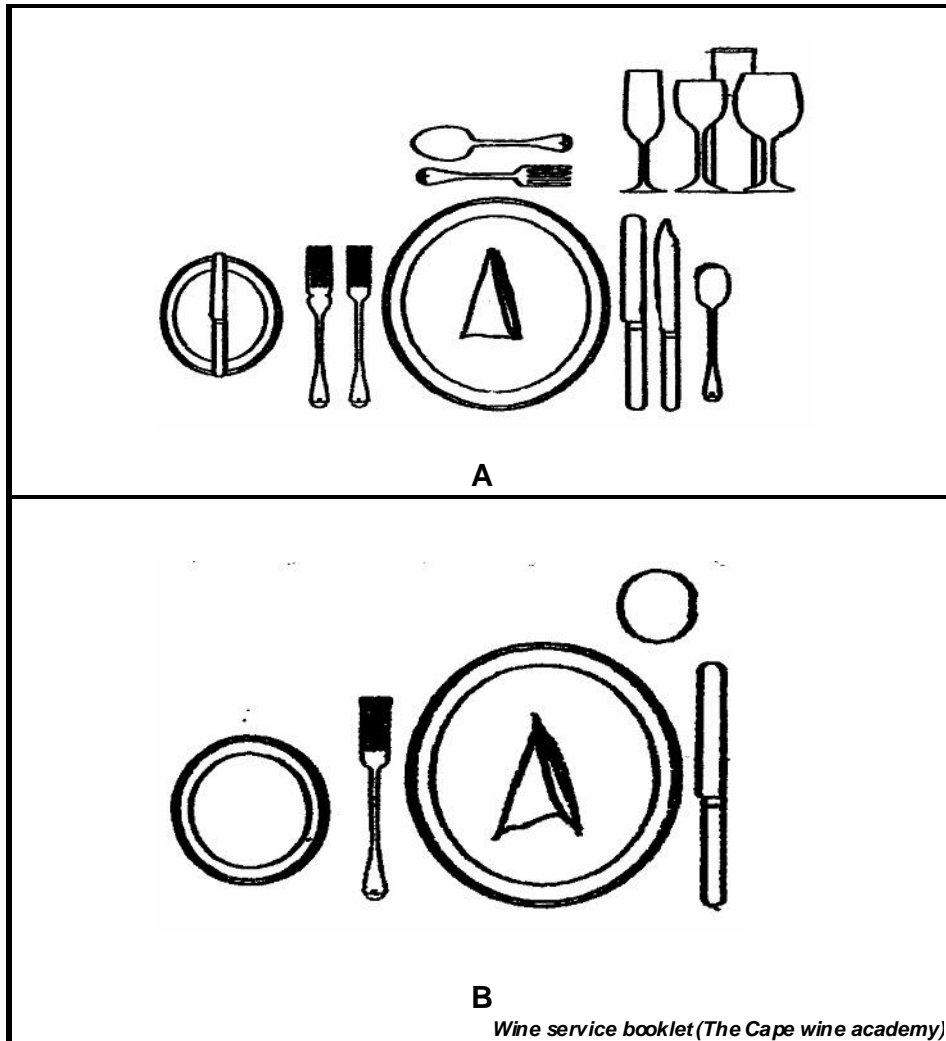
QUESTION 6

- 6.1 List the FOUR departments with whom the Head housekeeper co-ordinates on a daily basis. (4)
- 6.2 List FOUR duties of the house porter / valet. (4)
- 6.3 List the number of rooms available in the following hotels:
- 6.3.1 Large
- 6.3.2 Medium
- 6.3.3 Small (3)
- 6.4 Give the French name for each of the following:
- 6.4.1 Executive chef
- 6.4.2 Grill chef (2)
- 6.5 Explain the term **corking fee**. (3)
- 6.6 Study the following case study and answer the question below.

Highly skilled employees, fluent in English, were employed for several years. Recently only tourists from France booked in at the hotel. The personnel went on strike because French is now recognised as the only official language in the hotel. The day after the strike the manager announced that some staff members were dismissed and had to leave the premises immediately because they could only speak English and their mother tongue.

- Identify and explain THREE reasons of unfair dismissal of staff in the above case study. (6)
- 6.7 Explain the term **liquor**. (2)

6.8 Study the sketches below and answer the questions that follow.



Select table setting **A** or **B** which is appropriate for each of the following:

- 6.8.1 English style (1)
6.8.2 Buffet style (1)
- 6.9 6.9.1 Name a serving style that is most common in many restaurants. (1)
6.9.2 List THREE advantages of the style identified in Question 6.9.1. (3)
[30]

TOTAL FOR SECTION C: [60]

TOTAL: 200

ANSWER SHEET / ANTWOORDBLAD

NB Please **staple** this page to the inside of the front cover of your answer book on completion.

LW **Kram** asseblief hierdie bladsy voor in jou antwoordboek **vas** wanneer jy dit voltooi het.

Examination number:

Eksamennommer:

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1.1					
1.1.1	A	B	C	D	(1)
1.1.2	A	B	C	D	(1)
1.1.3	A	B	C	D	(1)
1.1.4	A	B	C	D	(1)
1.1.5	A	B	C	D	(1)
1.1.6	A	B	C	D	(1)
1.1.7	A	B	C	D	(2)
1.1.8	A	B	C	D	(2)
1.1.9	A	B	C	D	(2)
1.1.10	A	B	C	D	(2)
1.1.11	A	B	C	D	(3)
1.1.12	A	B	C	D	(3)
					(20)

1.2		
1.2.1		(1)
1.2.2		(1)
1.2.3		(1)
1.2.4		(1)
1.2.5		(1)
1.2.6		(1)
1.2.7		(1)
		(7)

1.3		
1.3.1		(2)
1.3.2		(3)
1.3.3		(4)
1.3.4		(4)
		(13)

1.4		
1.4.1		(1)
1.4.2		(1)
1.4.3		(1)
1.4.4		(1)
		(4)

1.5		
1.5.1		(1)
1.5.2		(1)
1.5.3		(1)
1.5.4		(1)
		(4)

1.6		
1.6.1		(1)
1.6.2		(1)
		(2)

[50]

TOTAL FOR SECTION A: [50]
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