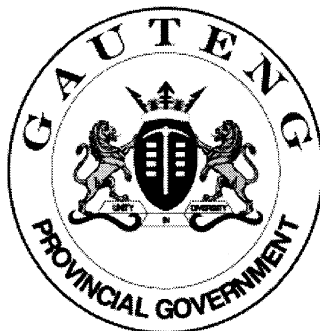


SENIOR CERTIFICATE EXAMINATION



FEBRUARY / MARCH

2007

**HOTELKEEPING
AND CATERING**

SG

723-2/0 E

HOTELKEEPING AND CATERING SG



723 2 0E

SG

15 pages

X05



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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 15 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
QUESTION 1**OBJECTIVE QUESTIONS**

- All the questions in Section A must be answered on the answer sheet provided on page 15.
- 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 – 1.1.13. 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	<input checked="" type="checkbox"/>	D
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1.1.1 A clear soup is called _____ .

- A. mire poix
- B. consommé
- C. mulligatawny
- D. bouillabaisse

(1)

1.1.2 The serving temperature of sparkling wine in the cool room is reached after _____ .

- A. only half an hour
- B. one and a half hours
- C. three and a half hours
- D. two and a half hours

(1)

1.1.3 A suitable method to cook cheaper, tougher meat cuts is _____ .

- A. steaming
- B. stir-frying
- C. stewing
- D. sweating

(1)

1.1.4 Meat with large quantities of fat inside the connective tissue is usually _____ .

- A. dry
- B. tough
- C. tender
- D. None of the above.

(1)

1.1.5 Goat carcasses are roller marked in orange according to the _____ .

- A. age of the animal
- B. fat content
- C. colour of the meat
- D. tenderness of the meat

(1)

1.1.6 According to the Hotel Owners' Act of _____, hotel guests should take note of the owner's responsibility in respect of their property.

- A. 1954
- B. 1955
- C. 1956
- D. 1957

(1)

1.1.7 Barquettes are _____ with a variety of fillings.

- A. deep scalloped pastry
- B. boat shaped pastry cases
- C. small puffy pastry cases
- D. large pastry cases

(2)

1.1.8 India is the country of origin of _____ .

- A. Taco, a tortilla filled with a thick sauce or mince meat
- B. Terrine, prepared in an earthenware dish served with chicken paté
- C. Tandoori, skinned chicken served with yoghurt and spices
- D. Tortilla, a pancake made of maize meal filled with chicken

(2)

- 1.1.9 In a full evacuation emergency situation, the members should first transport _____ .
- A. the management teams and all the staff
 - B. the children and adult guests
 - C. the elderly and sick guests
 - D. the children and elderly guests (2)
- 1.1.10 A red wine cultivar that produces rich, dark wine with a tart taste.
- A. Cabernet Franc
 - B. Weisser Riesling
 - C. Muscat d' Alexandrie
 - D. Cabernet Sauvignon (2)
- 1.1.11 When serving white wine, each glass should be _____ .
- A. two-thirds full
 - B. more than two-thirds full
 - C. less than two-thirds full
 - D. None of the above. (2)
- 1.1.12 Beurre manié is made by kneading together _____ .
- A. 100 grams of flour and 50 grams of fat
 - B. 100 grams of flour and 25 grams of fat
 - C. 100 grams of flour and 75 grams of fat
 - D. 100 grams of flour and 100 grams of fat (2)
- 1.1.13 To refresh offal _____ .
- A. cover with cold water and stew for a few minutes until tender
 - B. cook offal for two and a half hours until soft
 - C. remove from the heat and rinse until water in saucepan is cold
 - D. replace all the cold water with boiling water and cook until tender (2)
- 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 A Russian pancake and sour cream served with caviar and vodka (1)
- 1.2.2 A course in the menu in which vegetables, cooked in a marinade of olive oil and lemon juice, are served. (1)
- 1.2.3 A course served to counteract the richness of the previous foods that have been eaten (1)

- 1.2.4 Small, well-garnished dishes that are prepared in the kitchen and served (1)
- 1.2.5 An act stating that all caterers, restaurants and owners of food establishments are contravening (disobeying) the act if they sell food that will affect one's health. (1)
- 1.2.6 A service style in which the table is permanent and has provision for hot *bain-maries* and cooling facilities. (1)
- 1.2.7 A modern serving style in which a fork and spoon is used to serve (1)
- 1.2.8 A statement that reflects the amount a guest has to pay after a meal (1)
- 1.2.9 Table napkins that are folded in the *maitre d'* way and used for formal dinners (1)
- 1.2.10 The manager who is responsible for complaints, emergencies and special events (1)
- 1.3 From the list below, identify the correct statements for each of the following. Write only the letters of your choice next to each number on your answer sheet.
- 1.3.1 THREE factors that will influence the flavour of vegetables.
- A. Physical condition of the vegetables
 - B. The colour and brightness of vegetables
 - C. Bruises on the vegetables
 - D. Effect of heat on the vegetables
 - E. Vegetables have their own distinctive colour
 - F. Effect of the type of stove used for cooking the vegetables
 - G. The shape of the young vegetables (3)
- 1.3.2 THREE characteristics of a good quality bread.
- A. Should have a hollow sound when knocked with the knuckles
 - B. Well rounded crust with cracks
 - C. The crumbs are soft, fine and the texture is even
 - D. The bread has a nutty flavour
 - E. Dark brown, shiny and soft crust
 - F. Must feel heavy for its size
 - G. Texture is even with large tunnels (3)

1.3.3 FOUR factors that will result in the loss of nutrients when cooking vegetables.

- A. Use of low temperature
- B. Addition of bicarbonate of soda
- C. Short cooking periods
- D. Prolonged cooking periods
- E. Exposure to air
- F. Cooking in too much water
- G. Cooking in too little water

(4)
(10)

1.4 Match the **dessert** in **Column B** with the **description** in **Column A**. Write the correct letter (A – F) next to the number of the question on your answer sheet.

COLUMN A DESCRIPTION	COLUMN B DESSERT
1.4.1 A light, frothy mixture with cream and egg white	A. Bavarois
1.4.2 A round meringue base filled with ice cream or whipped cream	B. Vachirin
1.4.3 A frozen dessert in a round dome-shaped mould	C. Mousse
1.4.4 A mould lined with biscuits and vanilla bavarois	D. Charlotte russe
	E. Bombe
	F. Parfait

(4)

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

COLUMN A CHARACTERISTICS	COLUMN B CATERING TYPES
1.5.1 Light meals provided to members.	A. Popular catering
1.5.2 Food is transported to the client's premises.	B. Club caterers
1.5.3 Service is usually limited but the price is relatively cheap.	C. Welfare caterers
	D. Self-service caterers
	E. Outside caterers
	F. Institutional caterers

(3)

- 1.6 Match the **manager** in **Column B** with the **duty** in **Column A**. Write the correct letter (A – F) next to the number of the question on your answer sheet.

COLUMN A DUTIES	COLUMN B MANAGERS
1.6.1 Organises promotions and special events	A. Personnel
1.6.2 Handles general problems that staff experience	B. Marketing
1.6.3 Responsible for guests' personal properties	C. Security
	D. Financial
	E. Maintenance
	F. General

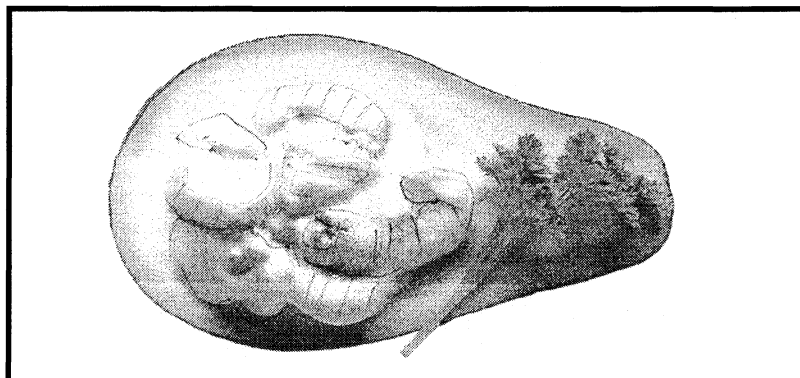
(3)
(10)

TOTAL FOR SECTION A: [50]

SECTION B CULINARY STUDIES

QUESTION 2

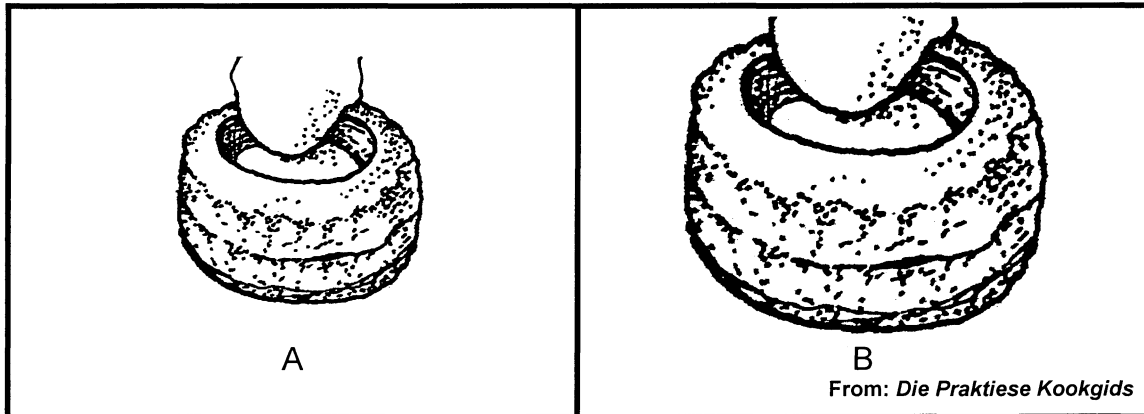
- 2.1 Explain the term **hors d'oeuvres** according to the classic French menu. (2)
- 2.2 Explain the term **canapés**. (2)
- 2.3 Explain how the difference in prices is determined in the following menus:
- 2.3.1 À la carte (1)
- 2.3.2 Table d' hôte (1)
- 2.4 Study the sketch below and answer the question that follows.



Identify the above hors d'oeuvre and list the ingredients used.

(3)

2.5 Study the sketches below:



Differentiate between hors d'oeuvres **A** and **B** with regard to the aspects listed below.

Redraw the table below in your answer book and answer Questions 2.5.1 to 2.5.3 in the table.

HORS D'OEUVRES	A	B
2.5.1 Name	(1)	(1)
2.5.2 Size	(1)	(1)
2.5.3 Pastry type	(1)	(1)

(6)

2.6 State the use of the Grenache cultivar in the following countries:

2.6.1 South Africa

(1)

2.6.2 Portugal

(1)

2.7 List the THREE basic components of liqueurs.

(3)

2.8 Explain how the distinct colour is achieved in the following:

2.8.1 Red wine

(2)

2.8.2 Rosé wine

(2)

2.9 List TWO functions of sugar in the making of beer.

(2)

2.10 List TWO characteristics of Lager beer.

(2)

2.11 List TWO procedures that a sommelier follows when guests want to smoke a cigar.

(2)

[30]

QUESTION 3

- 3.1 Differentiate between types of ice cream used as ingredients in
- 3.1.1 Coupe Jacques. (2)
 - 3.1.2 Bombe glacée. (2)
- 3.2 List the ingredients used to line the moulds of the following desserts.
- 3.2.1 Charlotte russe (1)
 - 3.2.2 Charlotte royale (1)
 - 3.2.3 Charlotte muscovite (1)
- 3.3 Explain how the following factors influence the setting of a gelatine dessert.
- 3.3.1 Too much sugar (2)
 - 3.3.2 Raw pineapple (2)
 - 3.3.3 Too much salt (1)
- 3.4 Explain why you should not freeze a gelatine mixture. (2)
- 3.5 Discuss the **kneading stage** in bread making with regard to the following:
- 3.5.1 Reasons for kneading (2)
 - 3.5.2 Factors that determine the kneading time (2)
 - 3.5.3 How to determine if the dough was kneaded enough (2)
- 3.6 Compare the preparation of bread and pastry dough with regard to the following aspects:
- 3.6.1 Temperature
 - 3.6.2 Motivation (Reason)

Redraw the table and complete.

DOUGH	3.6.1 TEMPERATURE		3.6.2 MOTIVATION	
Bread dough		(1)		(1)
Pastry		(1)		(1)

- (4)
- 3.7 List the TWO countries from which Moussaka originated. (2)
- 3.8 Explain the term **rollmops**. (3)
- 3.9 List ONE basic alcoholic drink used in sorbet. (1)

[30]

QUESTION 4

- 4.1 List FOUR factors that you should consider when purchasing meat cuts. (4)
- 4.2 Explain what will happen to meat if tomatoes are used as a tenderiser. (2)
- 4.3 Explain the term **barding**. (2)
- 4.4 The following questions are based on fillet steak.
- 4.4.1 Name the meat cut for Chateaubriand. (1)
- 4.4.2 Name a dish that is made with filet mignon. (1)
- 4.5 Explain why butter and oil are used to baste meat when roasting in the oven. (2)
- 4.6 Explain the effect of moist heat on the following:
- 4.6.1 Muscle fibres (2)
- 4.6.2 Connective tissue (1)
- 4.7 4.7.1 Explain why the **sweating method** is used to cook large pieces or whole vegetables. (3)
- 4.7.2 List THREE advantages of the **sweating** method. (3)
- 4.8 4.8.1 Explain why oil is not added quickly when making mayonnaise. (2)
- 4.8.2 "Mayonnaise has become too thick during preparation." Explain how you will correct this. (1)
- 4.9 Redraw the table below in your answer book and answer the following questions regarding sole fillets / chicken thighs.
- 4.9.1 List ONE velouté sauce for each one.
- 4.9.2 List the main ingredient added to each sauce.

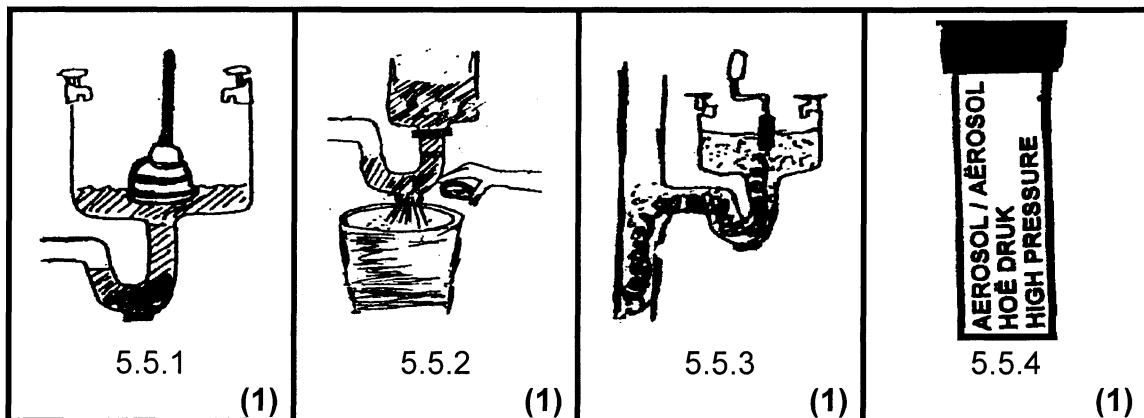
DISH	4.9.1 VELOUTÉ SAUCE	4.9.2 ADDITIONAL INGREDIENTS
Chicken thighs	(1)	(1)
Sole fillets	(1)	(1)

- 4.10 Liaison is a thickening agent used in sauces. (4)
- 4.10.1 State the ratio of egg yolk and cream used in a liaison. (1)
- 4.10.2 Explain what will happen when too much heat is applied. (1)

[30]**TOTAL FOR SECTION B: [60]**

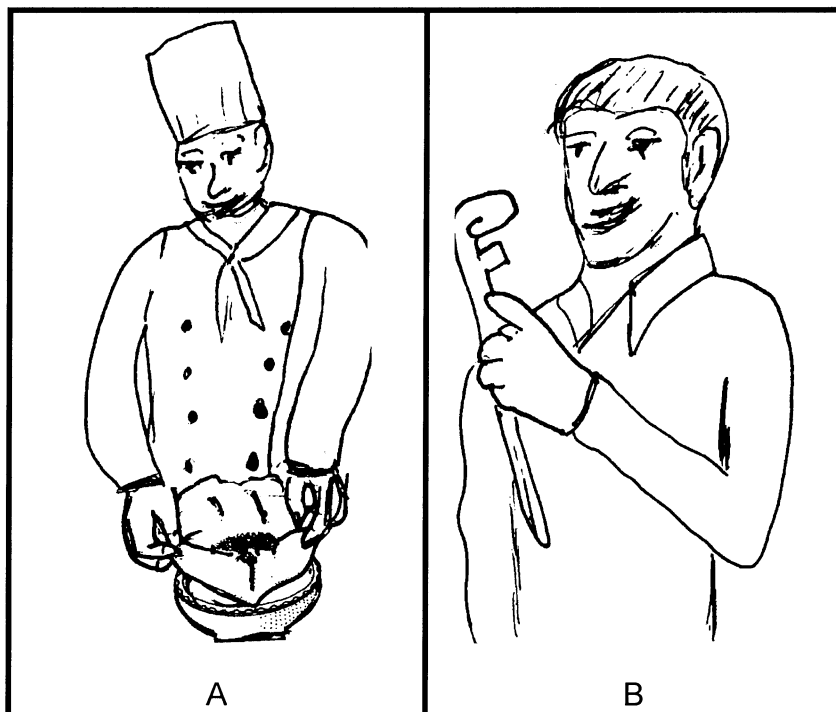
SECTION C
HOTEL ORGANISATION**QUESTION 5**

- 5.1 Differentiate between the All inclusive tariff and travel agents tariff. (3)
- 5.2 Explain how you would handle a situation where a credit card is refused. 2x3=(6)
- 5.3 Explain why many tourists prefer to use traveller's cheques instead of cash. (2)
- 5.4 Sometimes franchises have enormous responsibilities. Explain this statement. (6)
- 5.5 Study the diagrams below and answer the question that follows.



- Identify the FOUR methods used above to open a blocked drain. (4)
- 5.6 List any TWO fixed structures that should be checked in order to ensure that preventative maintenance is carried out. (2)
- 5.7 List TWO procedures that you will follow when a guest complains of food poisoning. (2)

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



Redraw the table below in your answer book and answer the questions.

5.8.1 Identify the occupations of the personnel presented in sketches **A** and **B**. (2)

5.8.2 Name the manager who is responsible for the personnel presented in Question 5.8.1. (2)

SKETCH	5.8.1 OCCUPATION	5.8.2 MANAGER OF DEPARTMENT
A	(1)	(1)
B	(1)	(1)

5.9 Explain why a guest must sign for keys on arrival at a hotel. (1)
[30]

QUESTION 6

- 6.1 State the number of rooms that a room servant is responsible for cleaning. (1)
- 6.2 "The housekeeping department strives to make the guest's stay in a hotel as pleasant as possible." Explain how this is achieved. (3)
- 6.3 "Employers should ensure the health, safety and welfare of all employees".
List THREE responsibilities of the employer. 2x3=(6)
- 6.4 List TWO persons to whom you are not allowed to sell liquor. (2)
- 6.5 Many guests purchase liquor directly from the bar. Name the method of payment that is accepted. (1)
- 6.6 Study the extract below and answer the questions that follow.
- A Hotel school has invited 216 guests to attend a formal dinner.
 - Learners at the school will act as wine stewards and waiters.
- 6.6.1 Name a suitable service style for the above function. (2)
- 6.6.2 Describe the service style identified in Question 6.6.1. (3)
- 6.6.3 State the appropriate number of courses that should be included in the menu. (1)
- 6.6.4 Calculate the following:
- A. The minimum number of waiters required to serve at the function. (2)
- B. The minimum number of wine stewards required to serve wine. (2)
- 6.7 Give the French name for the following personnel in the kitchen:
- 6.7.1 Soup chef (1)
- 6.7.2 Assistant chef (1)
- 6.8 Name TWO areas in which bar personnel should be skilled. (2)
- 6.9 Name THREE methods of treating burn wounds. (3)

[30]**TOTAL FOR SECTION C: [60]****TOTAL: 200**

ANSWER SHEET / ANTWOORDBLAD

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

L.W. **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	(2)
1.1.12	A	B	C	D	(2)
1.1.13	A	B	C	D	(2)
					(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)	
1.2.8	(1)	
1.2.9	(1)	
1.2.10	(1)	
		(10)

1.3		
1.3.1	(3)	
1.3.2	(3)	
1.3.3	(4)	
		(10)

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)	
		(3)

1.6		
1.6.1	(1)	
1.6.2	(1)	
1.6.3	(1)	
		(3)

[50]

TOTAL FOR SECTION A: [50]
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