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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2021

MARKS: 200

TIME: 3 hours

This question paper consists of 17 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A: Short questions (all topics) (40)
SECTION B: Kitchen and restaurant operations;
Hygiene, safety and security (20)
SECTION C: Nutrition and menu planning;
Food commodities (80)
SECTION D: Sectors and careers;
Food and beverage service (60)
2. Answer ALL the questions in the ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

SECTION A**QUESTION 1: SHORT QUESTIONS****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 D.

EXAMPLE:

1.1.11 A good source of vitamin C is ...

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

ANSWER:

1.1.11 B (1)

1.1.1 When doing a SWOT-analysis for a small business, load shedding can be classified as a ...

- A strength.
- B weakness.
- C opportunity.
- D threat.

(1)

1.1.2 Small, sweet, round balls served at a cocktail function:

- A Rissoles
- B Truffels
- C Rumaki
- D Tuilles

(1)

1.1.3 The pastry used to make a beef Wellington:

- A Phyllo
- B Pâte sucrée
- C Puff
- D Pâte à foncer

(1)

1.1.4 Eggs are preserved by ...

- A curing.
- B salting.
- C pasteurisation.
- D sterilisation.

(1)

- 1.1.5 Symptoms of gastroenteritis:
- A Diarrhoea and vomiting
 - B Dry mouth and fever
 - C Chest pains and coughing
 - D Headache and high blood pressure
- (1)
- 1.1.6 After eating a meal at a restaurant, Zane's tongue and face, especially around the eyes, started to swell.
- Identify the food dish that most likely caused this reaction:
- A Green salad
 - B Lamb chops
 - C Roast chicken
 - D Shellfish soup
- (1)
- 1.1.7 The cut of lamb used to prepare a crown roast:
- A Shank
 - B Neck
 - C Shoulder
 - D Rib
- (1)
- 1.1.8 A characteristic of a banquet menu:
- A Menu designed for a smaller number of guests
 - B Can consist of five to eleven courses
 - C Served only in the evenings
 - D Menu is pre-selected by the host
- (1)
- 1.1.9 Piercing small holes in raw pastry to allow trapped air to escape:
- A Glazing
 - B Lining
 - C Docking
 - D Rolling
- (1)
- 1.1.10 The setting of a gelatine mixture is prevented by the addition of pawpaw, due to the presence of ... in the fruit.
- A ficin
 - B lycin
 - C papain
 - D bromelin
- (1)

1.2 **MATCHING ITEMS**

Choose the most suitable description in COLUMN B and the classification in COLUMN C that matches the name of the dessert in COLUMN A. Write only the letter (A–G) and the numeral (i–vii) next to the question numbers (1.2.1 to 1.2.53) in the ANSWER BOOK, e.g. 1.2.6 H, viii.

| COLUMN A DESSERT | COLUMN B DESCRIPTION | COLUMN C CLASSIFICATION |
|-----------------------------|--|------------------------------------|
| 1.2.1 Compote | A sweetened mixture of milk and eggs baked and topped with a layer of caramelised sugar | i fried desserts |
| 1.2.2 Crème brûlée | | ii fruit-based dessert |
| 1.2.3 Sago pudding | | iii starch-based dessert |
| 1.2.4 Fritters | B Malayan dessert dotted with butter and lightly browned in the oven. Also known as melkkos. | iv cream dessert |
| 1.2.5 Chiffon | | v baked custards |
| | C round meringue base filled with ice cream or whipped cream and fresh fruit | vi milk jellies |
| | | vii sponge-based hot dessert |
| | D a light, frothy mixture made with egg custard, gelatine and whipped cream | |
| | E fresh or cooked fruit dipped in a batter before cooking | |
| | F whipped egg whites folded into a thickened egg custard or fruit puree | |
| | G fresh or dried fruit cooked in a sugar syrup | |

(5 x 2)

(10)

1.3 ONE-WORD ITEMS

Give ONE word/term for EACH of the following descriptions. Write only the word/term next to the question numbers (1.3.1 to 1.3.10) in the ANSWER BOOK.

- | | | | |
|--------|---|----------|------|
| 1.3.1 | A non-alcoholic drink made of a mixture of beverages stirred together | | |
| 1.3.2 | The religious group that is not allowed to eat pork and drink caffeinated coffee | | |
| 1.3.3 | A rich, open, savoury custard tart with added ingredients such as cheese, spinach and ham | | |
| 1.3.4 | The process of leaving sugar beans in cold water overnight before cooking | | |
| 1.3.5 | The type of cost in a commercial kitchen that includes a Wi-Fi account | | |
| 1.3.6 | The Act that regulates the distribution and sales of alcoholic beverages to the public | | |
| 1.3.7 | A small, cream-coloured, tear-drop shaped nut used in Italian pesto sauces | | |
| 1.3.8 | Cooked rice rolled with raw fish and wrapped in seaweed sheets | | |
| 1.3.9 | A serving style where food is transferred from the service dish to the guest's plate from the left using a spoon and a fork | | |
| 1.3.10 | A bite-size savoury snack consisting of a toasted bread base and an attractive garnish | (10 x 1) | (10) |

1.4 SELECTION

1.4.1 Select TWO factors that build good guest relationships. Write the letters (A–D) next to the question number (1.4.1) in the ANSWER BOOK.

- A Management decides the level of service
 - B Meet the expectations of guests
 - C Respond on time without a waiting period
 - D Meet quality standards of food only
- (2)

1.4.2 Select THREE items included in a financial plan. Write only the letters (A–F) next to the question number (1.4.2) in the ANSWER BOOK.

- A Stock control
 - B Suppliers list
 - C Break-even analysis
 - D Service contracts
 - E Cash-flow analysis
 - F Income statement
- (3)

1.5 SEQUENCE

Rearrange the FIVE service steps below in the correct order. Write only the letters (A–E) next to the question number (1.5) in the ANSWER BOOK.

- A Serve bread rolls
 - B Take drinks orders
 - C Present the menu
 - D Remove unused covers
 - E Unfold the napkin
- (5)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

2.1 Study the cartoon below and answer the question that follows.



Evaluate the waiters' responses with regard to the professional ethics displayed above. (4)

2.2 Read the extract below and answer the questions that follow.

According to e-commerce trends, online shopping helped to increase sales growth in the hospitality industry in 2020.

2.2.1 State FOUR limitations of using computers in the hospitality industry. (4)

2.2.2 Explain how online shopping of ingredients saves an executive chef time. (4)

2.3 Read the statement below and answer the questions that follow.

HIV-infected food handlers at a hotel should be treated fairly and may not be restricted from work.

2.3.1 Evaluate the statement above. (4)

2.3.2 Name FOUR early warning signs of HIV. (4)

TOTAL SECTION B: 20

**SECTION C: NUTRITION AND MENU PLANNING;
FOOD COMMODITIES****QUESTION 3**

3.1 Study the products below and answer the questions that follow.

| | | |
|---|---|---|
|  |  |  |
| A TUNA IN BRINE | B POWDERED MILK | C GHERKINS |

3.1.1 Identify the preservation methods used in products **A–C**. (3)

3.1.2 Name TWO natural preservatives used in the preparation of product **C**. (2)

3.1.3 Explain TWO functions of the natural preservatives named in your answer to QUESTION 3.1.2. (2)

3.2 Study the picture below and answer the questions that follow.



LAMB ROAST

3.2.1 Motivate the benefits of basting the lamb roast. (2)

- 3.2.2 Suggest TWO types of starch fillings for the lamb roast. (2)
- 3.2.3 Give the quality characteristics of lamb with regards to:
- (a) Texture (2)
 - (b) Fat (2)
- 3.2.4 Justify why replacing lamb with ostrich is considered a healthier option. (2)
- 3.2.5

Incorrect preparation and cooking of game could result in dry, tasteless meat.
- Motivate the statement above. (4)

- 3.3 Study the picture below and answer the questions that follow.



BAKLAVA

- 3.3.1 Name TWO characteristics of the unbaked phyllo pastry used for the preparation of baklava. (2)
- 3.3.2 Discuss how phyllo pastry should be thawed. (2)
- 3.3.3 A baklava can be served as a dessert with crème Chantilly.
Describe crème Chantilly. (3)
- 3.3.4 Suggest ONE phyllo pastry dessert that can replace baklava on a menu. (1)

3.4 My first attempt at making choux pastry resulted in a pastry product without a cavity, said Susan.

3.4.1 Explain to Susan what could have caused the choux pastry product to have no cavity. (2)

3.4.2 Advise Susan on the correct procedure she has to follow when preparing choux pastry. List the steps in the correct order. (5)

3.5 Study the picture below and answer the question that follows.



3.5.1 Identify TWO techniques that were used to finish off and decorate the pie. Describe EACH technique.

Tabulate your answer as follows in your ANSWER BOOK.

| TWO TECHNIQUES | DESCRIBE EACH TECHNIQUE |
|----------------|-------------------------|
| (2) | (2) |

(4)
[40]

QUESTION 4

4.1 Study the scenario below and answer the questions that follow.

The following dishes are recommended by a chef for a vegetarian guest:

Chickpea Salad with Mixed Lettuce Leaves and Walnuts
Grilled Soya Cutlets with Mushroom Sauce
Steamed Baby Potatoes
Chargrilled Vegetables

4.1.1 Name TWO main nutrients in chickpeas. (2)

4.1.2 Evaluate the suitability of the dishes on the menu for a lacto-vegetarian guest with high cholesterol. (6)

4.1.3 Explain the health benefits of replacing meat with the grilled soya cutlets. (3)

4.2 Study the quotation form below and answer the questions that follow.

Name of Client: Miss Zulu

Age of client: 40 years

Occasion: 40th birthday Party

Theme: *Classic 80s*

Number of guests: 200

Date: 24 August 2021

Time: 18:00

Selling price of menu: R18 000

Food Cost: R4 000

Overhead Cost: R2 000

Staff salaries: R2 000

Payment method:

| | | | |
|------|-----|----------------|--------|
| CASH | EFT | CREDIT CARD | CHEQUE |
|------|-----|----------------|--------|

Deposit of R _____ on signature and balance of R _____ to be paid by 10 August 2021.

Signature: _____

4.2.1 Calculate the gross profit of the function. Show ALL formulas and calculations. (3)

4.2.2 Calculate the net profit of the function. Show ALL formulas and calculations. (3)

4.2.3 Identify the information that is NOT required on a quotation form. (3)

4.3 Cocktail functions are semi-formal to formal get-togethers where light hors d'oeuvres and a variety of drinks and cocktails are served.

Advise the chefs on the following rules for the function:

4.3.1 Preparing of the hors d'oeuvres (4)

4.3.2 Presenting of the hors d'oeuvres (4)

4.4 Study the menu below and answer the question that follows.

| ROSH'S COCKTAIL MENU | |
|--|-----------|
| Mini Red Onion Tart Tatins Soy-glazed Beef Skewers Pork Sausages with Mustard Dip Cheese Puffs Mini Wraps with Bacon and Spinach Toasted Coconut Marshmallows | |
| 20 November 2021 | R200 p.p. |

Justify why the menu is unsuitable for a Hindu guest. (5)

4.5 Read the statement below and answer the questions that follow.

Gelatine was used in the preparation of the marshmallows.

4.5.1 Recommend a suitable gelatine replacement for a vegan guest. (1)


4.5.2 Motivate why large quantities of sugar in the marshmallow mixture will require more gelatine. (2)

4.6 Describe FOUR techniques to follow when unmoulding a gelatine dish. (4)
[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICE****QUESTION 5**

5.1 Study the pamphlet below and answer the questions that follow.



MEERKAT RANCH
The Ultimate Luxury Bush Getaway

- ★ Deluxe Self-catering private lodges
- ★ Craft coffee at the coffee shop
- ★ Unforgettable views
- ★ Game drives with experienced rangers

Enjoy the getaway of a lifetime. Experience lavish living at its best.
Connect with nature on free game drives and enjoy the comfort of your
exquisite accommodation.

Meerkat Ranch is 2 hours' drive from the east coast of East London.
Daily flights into East London are available for wildlife enthusiasts.
Take advantage of this deluxe bush experience.

BOOK NOW FOR LOW PRICES !!!

- 5.1.1 Explain how Meerkat Ranch will contribute to the economy of the Eastern Cape. (4)
- 5.1.2 Meerkat Ranch is a bush getaway. Determine TWO non-revenue generating areas that are important for this establishment. Motivate EACH answer. (4)
- 5.1.3 Audio-visual marketing tools are an effective way of marketing Meerkat Ranch. Justify this statement. (2)

5.1.4 Identify how the following marketing mix concepts were incorporated in the pamphlet:

- (a) Product (2)
- (b) Place (2)
- (c) Promotion (2)
- (d) People (2)

5.1.5 Selling of craft coffee at Meerkat Ranch Coffee Shop could be a successful entrepreneurial opportunity if certain requirements are met.



- (a) Define an *entrepreneur*. (2)
- (b) Recommend the requirements that are essential for the successful running of the coffee shop other than staff. (4)
- (c) Discuss the personnel or staffing plan that should be compiled before opening a coffee shop that sells craft coffee. (2)

5.2 Explain the procedure that a restaurant should follow in the event of a serious fire. (4)

[30]

QUESTION 6

6.1 Study the scenario below and answer the questions that follow.

MARTT Hotel & Restaurant is fully booked for a formal dinner on 20 November 2021. The dishes on the menu include caviar, prawns, oysters, tournedos, crown roast and a venison potjie.

The following beverages will be served at the dinner:

**A****B**

6.1.1 Differentiate between the wines that will be served at the dinner using the criteria below.

Tabulate your answer as follows in the ANSWER BOOK:

| | A | B |
|--|----------|----------|
| Wine classification | (1) | (1) |
| Degree of sweetness | (1) | (1) |
| Alcohol content | (1) | (1) |
| Identify TWO dishes on the menu that best match the wine | (2) | (2) |

(10)

6.1.2 Discuss the opening of the bottle in picture **B** in the correct order.

(5)

6.2 Study the scenario below and answer the questions that follow.

Restaurant opening mise-en-place refers to preparing equipment, cutlery, crockery, glasses and linen before the next meal is served

6.2.1 Explain the procedure of cleaning tableware for a formal four-course dinner. (2)

6.2.2 List the aspects to consider when visually designing menu's. (3)

6.2.3 Discuss the requirements of table linen when setting tables. (3)

6.3 Describe the crumbing-down process. (3)

6.4 Outline FOUR general regulations that a restaurant with an on-consumption liquor license should adhere to when selling liquor. (4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200