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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 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. SECTION A: QUESTION 1: Do NOT leave a line between answers, e.g.
1.1.1
1.1.2
5. Write neatly and legibly.

SECTION A**QUESTION 1****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 In an event of a severe fire in a restaurant kitchen, the first step will be to ...

- A evacuate immediately and help guests to safety.
- B quietly smother the fire with a wet cloth.
- C open all doors and switch off all equipment.
- D apologise to the guests and ask them to remain seated. (1)

1.1.2 The initial baking temperature for choux pastry products:

- A 160–180 °C
- B 180–190 °C
- C 200–220 °C
- D 230–240 °C (1)






1.1.3 Brushing the top of the pastry before baking to give it a shiny, golden appearance:

- A Docking
- B Lining
- C Glazing
- D Sealing (1)

- 1.1.4 A lung infection that a food handler can easily contract from a co-worker is called ...
A gastroenteritis.
B typhoid fever.
C cholera.
D tuberculosis. (1)
- 1.1.5 Two positions in a hospitality establishment that are necessary to promote a business:
A Security manager and parking attendant
B Human resources manager and night auditor
C Marketing manager and telesales person
D Financial manager and debit clerk (1)
- 1.1.6 Stewing is the most suitable cooking method for the following meat cut:
A Sirloin
B Shin
C Rump
D Loin (1)
- 1.1.7 The method used when making sparkling wine by fermenting the wine in a tank:
A Charmat
B Carbonated
C Cap Classique
D Champagne (1)
- 1.1.8 The method used to make a meringue by adding sugar syrup to egg whites:
A Alaskan
B Swiss
C French
D Italian (1)
- 1.1.9 During ... service, food is prepared on a trolley in front of the guest:
A French
B gueridon
C plated
D silver (1)
- 1.1.10 The marketing-mix concept that includes the sale of meals in a restaurant and accommodation establishment:
A Price
B Product
C People
D Promotion (1)

1.2 **MATCHING ITEMS**

Choose the name of the choux pastry product in COLUMN B that matches the picture in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 H.

COLUMN A PICTURE	COLUMN B CHOUX PASTRY PRODUCTS
1.2.1 	A éclairs B churros C beignets D profiteroles E Paris-Brest F croquembouche G gateau St-Honore
1.2.2 	
1.2.3 	
1.2.4 	
1.2.5 	

(5 x 1)

(5)

- 1.3 Choose the cocktail terminology in COLUMN B that matches the description in COLUMN A. Write only the letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 H.

COLUMN A DESCRIPTION		COLUMN B COCKTAIL TERMINOLOGY	
1.3.1	Mixing ingredients with a swizzle stick and pouring it into a cocktail glass	A	built
		B	shaken
1.3.2	Layering of ingredients in the same glass the cocktail will be served in	C	frappé
		D	frosting
1.3.3	Combining ingredients and ice into a cocktail shaker and straining it into a glass	E	stirred
		F	blended
1.3.4	Using electrical equipment to purée fresh fruit and juice	G	dash
1.3.5	Coating the rim of a glass with sugar or salt and chilling it in the fridge		

(5 x 1)

(5)

1.4 ONE-WORD ITEMS

Give ONE word/term for EACH of the following descriptions. Write only the word/term next to the question numbers (1.4.1 to 1.4.10) in the ANSWER BOOK.

- 1.4.1 The equipment used for keeping a bottle of white wine chilled after pouring for guests at a table
- 1.4.2 A document that contains all the resources and processes that a person will need to achieve his/her business goals
- 1.4.3 The type of marketing tool used on the big screen in movie theatres to advertise a restaurant
- 1.4.4 The disease that is caused by the body's inability to produce insulin
- 1.4.5 The seal on the neck of a wine bottle guarantees that the contents match the label
- 1.4.6 The term that describes the edible organs and intestines of an animal
- 1.4.7 The type of beans used to make textured vegetable proteins
- 1.4.8 The person who is served last at the dinner table in a restaurant
- 1.4.9 The phase where gelatine powder is sprinkled on top of cold water
- 1.4.10 Covering a meat cut with thin slices of fat or bacon before cooking

(10 x 1) (10)

1.5 SELECTION

1.5.1 Select FIVE dishes that can be included in the diet of a pesco-vegetarian from the list below. Write only the letters (A–J) next to the question number (1.5.1) in the ANSWER BOOK.

- A Beef Wellington
 - B Milk tart
 - C Pickled fish
 - D Chicken à la King
 - E Sundried-tomato quiche
 - F Watermelon skewers
 - G Pumpkin fritters
 - H Steak and kidney pie
 - I Chicken Kiev
 - J Springbok biltong
- (5)

1.5.2 Select THREE types of compulsory information that a guest must provide when making a booking from the list below. Write only the letters (A–F) next to the question number (1.5.2) in the ANSWER BOOK.

- A Employer's address
 - B Guest's date of birth
 - C Guest's contact information
 - D Type of room required
 - E Method of payment
 - F Previous bookings
- (3)

1.5.3 Select TWO quality characteristics of the pastry used in baked bouchées from the list below. Write only the letters (A–D) next to the question number (1.5.3) in the ANSWER BOOK.

- A Flaky layers
 - B Rich and buttery
 - C Soft crumbs
 - D Brittle texture
- (2)

TOTAL SECTION A: 40

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

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

The majority of businesses use computerised stock sheets.

2.1.1 List THREE types of information that should be included on a computerised stock sheet. (3)

2.1.2 Discuss the benefits for a chef to use a computerised control system to request stock. (2)

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

Luvuyo was appointed as headwaiter at the MARTT Hotel. After six months he received written warnings for being late for work and arguing with guests when they complained about his standard of service.

2.2.1 Identify TWO ethical aspects that were neglected by Luvuyo at the MARTT Hotel. Motivate EACH aspect. (4)

2.2.2 Suggest how Luvuyo should exercise good customer care. (4)

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

An outbreak of cholera occurred when the people from a community obtained untreated water from boreholes, rivers and fountains. Even though education was provided in the community, a guesthouse owner continued serving food and providing untreated water to guests.

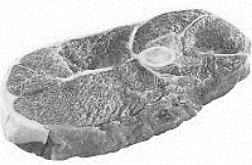



2.3.1 Recommend how the guesthouse owner can prevent the spread of the infection. (4)

2.3.2 Some people are more vulnerable to cholera and will become sick faster. Motivate the statement. (3)

TOTAL SECTION B: 20

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

- 3.1 During the 2019 Rugby World Cup people hosted many braais in the spirit of the South African tradition. A local butchery sold the following meat cuts:

			
LEG CHOP	CHUCK	GAMMON	RIB CUTLET

- 3.1.1 Identify TWO lamb cuts suitable for a braai. (2)
- 3.1.2 (a) Suggest the suitable process to soften the meat identified in QUESTION 3.1.1. (1)
- (b) Briefly explain the process suggested in QUESTION 3.1.2(a). (2)
- 3.1.3 Describe THREE characteristics of good quality pork. (3)
- 3.2 The chuck was stored in a freezer in a torn plastic bag for two months. Predict the possible appearance and texture of the meat when removed from the freezer. (2)
- 3.3 Distinguish between the portion sizes in grams of the *rib cutlet* and the *gammon*. Give ONE reason for the answer. (3)
- 3.4 3.4.1 Motivate why the following rules are applied when preparing puff pastry: (3)
- (a) Measure ingredients correctly. (1)
- (b) Do not over-mix the dough. (2)
- (c) Keep the ingredients and equipment ice cold. (2)
- 3.4.2 Discuss THREE reasons for using the technique of baking blind when preparing short crust pastry shells for milk tartlets. (3)
- 3.5 State THREE characteristics of successfully baked choux pastry products. (3)

3.6 Study the extract below and answer the questions that follow.

Susan is planning her annual Christmas family gathering and has been doing research on meringue-based desserts. Baked Alaska and Pavlova came up as the most popular festive desserts.

Differentiate between *baked Alaska* and *Pavlova* regarding the aspects listed in the table below. Tabulate the answer in the ANSWER BOOK as follows:

	BAKED ALASKA	PAVLOVA
Ratio of egg whites : sugar	(1)	(1)
Components used to assemble each dessert:		
(a) Base	(a)	(a)
(b) Filling	(b)	(b)
(c) Topping	(c) (3)	(c) (3)

(8)

3.7 3.7.1 Describe the procedure to follow when melting chocolate. (2)

3.7.2 Suggest ONE type of chocolate used in the preparation of ganache. (1)

3.8 Study the picture of fruit below and answer the questions that follow.



3.8.1 Identify the preservation method used for the fruit. (1)

3.8.2 Explain the preservation method identified in QUESTION 3.8.1. (2)

3.8.3 State TWO advantages of using this preservation method. (2)

[40]

QUESTION 4

- 4.1 Study the list of dishes for a finger lunch below and answer the questions that follow.

Tofu and Baby Marrow Kebabs
Cocktail Steak and Kidney Pies
Chicken Samoosas
Smoked Trout and Cream Cheese Blini
Marinated Venison Skewers
Chocolate Brownies

- 4.1.1 Describe a *samoosa*. (2)
- 4.1.2 List THREE disadvantages of finger lunches. (3)
- 4.1.3 (a) Determine the food group that is NOT represented. (1)
- (b) Suggest TWO sweet snacks to represent the food group in your answer to QUESTION 4.1.3(a). (2)
- 4.1.4 Some of the dishes on the list are not suitable for a pollo vegetarian.
- Identify the dishes that are NOT suitable and indicate the ingredient in EACH dish that a pollo vegetarian will not consume.

Tabulate the answer as follows in the ANSWER BOOK:

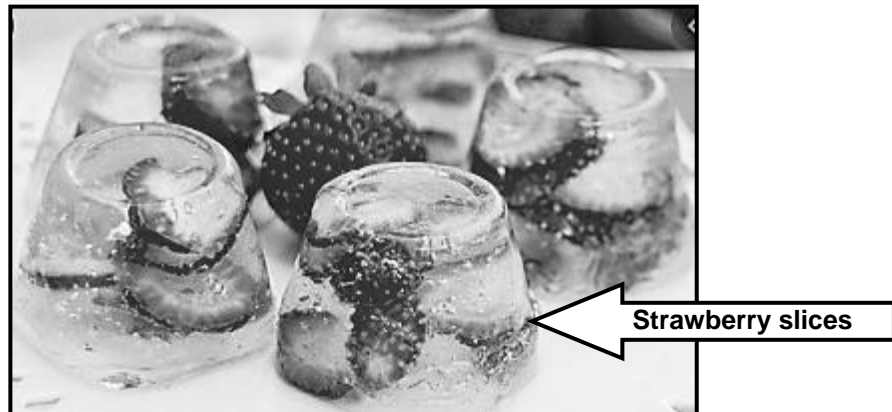
UNSUITABLE DISHES	INGREDIENT
(3)	(3)

- 4.2 Complete the costing of a menu for 100 guests. Use the information below. Show ALL formulas and calculations.

Cost of food:	R15 000
Labour cost:	R4 400
Overhead costs:	R3 000

- 4.2.1 Calculate the total cost of the menu. (3)
- 4.2.2 Calculate the selling price if the profit is 50%. (4)
- 4.2.3 Give TWO examples of overhead costs. (2)

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



STRAWBERRY JELLY

- 4.3.1 Name TWO factors that will influence the gel formation of the dish. (2)
- 4.3.2 Describe how one can ensure that the strawberry slices are distributed evenly during setting. (2)
- 4.3.3 Briefly explain the storage of the strawberry jelly after preparation. (3)

4.4 Study the menu below and answer the questions that follow.

MENU DINNER
Cream of Mushroom Soup ***
Steamed Hake with Garlic Sauce ***
Hungarian Goulash Potato, Bacon and Garlic Bake Corn Soufflé Cauliflower Au Gratin ***
Chocolate Sponge Pudding ***
Coffee/Tea
20 June 2021
<i>Price: R200 per person</i>

Evaluate the choice of dishes on the menu by referring to THREE principles of menu planning. (3 x 2) (6)

- 4.5 Discuss the dietary guidelines that should be taken into consideration when planning and preparing a kosher menu. (4)
[40]

TOTAL SECTION C: 80

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

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

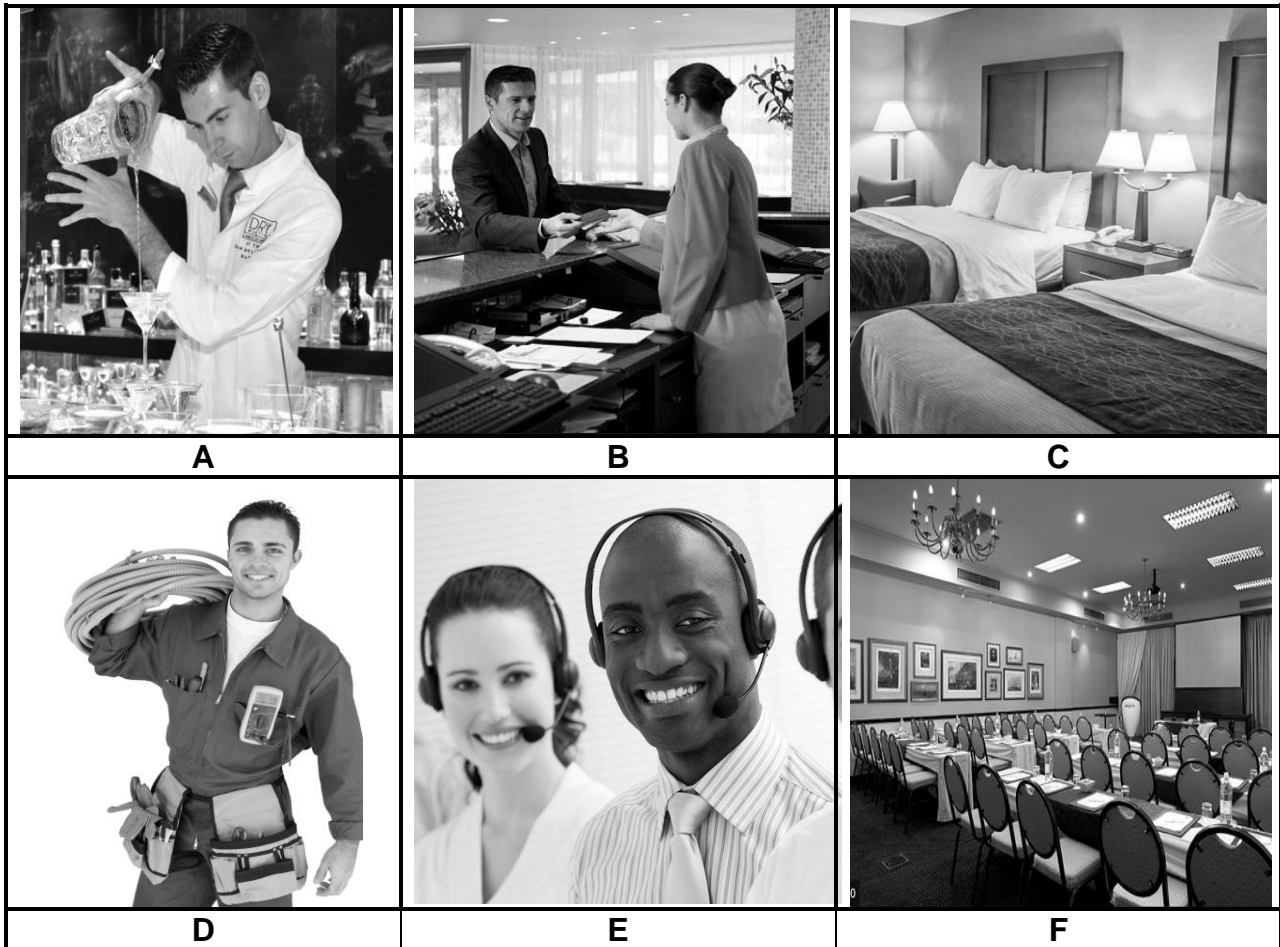
Joyce wants to start her own business selling sugar- and gluten-free homemade rusks to all her friends and family. After a few months, Joyce would like to expand the business and employ an accountant.

- 5.1.1 List FOUR characteristics that Joyce will require to become an entrepreneur. (4)
- 5.1.2 Advise Joyce on the criteria to follow when using packaging as a marketing tool for the rusks. (2)
- 5.1.3 Name FOUR roles and responsibilities of an accountant. (4)
- 5.1.4 Give TWO examples of electronic media that Joyce could use to advertise her product. (2)
- 5.1.5 Evaluate the slogan below for Joyce's rusks as an effective marketing tool.

JOYCE'S best *RUUSKS*...

- (3)
- 5.2 Advise a restaurant manager on how to handle guest complaints. (5)
- 5.3 Discuss how staff members at a restaurant should deal with water cuts. (4)

5.4 Study the pictures (A–F) below that illustrate different areas in the hospitality industry and answer the question that follows.



Identify and name THREE non-revenue-generating areas. Redraw the table in the ANSWER BOOK and write only the THREE letters (A–F) in the first column and the names of the areas in the second column.

IDENTIFY THE NON-REVENUE-GENERATING AREAS (A–F)	NAMES OF THE AREAS

(6)
[30]

QUESTION 6

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

Simon has been appointed as the new food and beverage manager at a restaurant. He needs to compile a beverage and wine list for the restaurant.

Suggest FOUR main categories that Simon should include on this beverage and wine list. (4)

- 6.2 State TWO uses for a service cloth in a restaurant. (2)

- 6.3 Study the wine list below and answer the questions that follow.

WINE LIST	
Merlot	
Dry Sparkling Wine	
Port	
De-alcoholised Chenin Blanc	
	

- 6.3.1 Select a suitable wine from the wine list to accompany EACH dish below. Tabulate the answer as follows in the ANSWER BOOK:

DISHES	SUITABLE WINE
1. Angels on Horseback	
2. Crayfish Cocktail	
3. Beef Goulash	
4. Bread and Butter Pudding	

(4)

- 6.3.2 Describe *de-alcoholised wine*. (2)

- 6.4 Read the scenario below and answer the questions that follow.

During Covid-19, lockdown restrictions were placed on the sale and service of alcoholic beverages. Restaurants became innovative with the sale of mocktails and non-alcoholic beverages.

- 6.4.1 Define a *mocktail*. (2)

- 6.4.2 Explain how restaurants benefited from not being restricted by the general rules for on-consumption liquor licences when mocktails were sold. (3)

6.5 Discuss the closing mise-en-place in the serving area of EACH of the following:

6.5.1 Clearing the bar (4)

6.5.2 Condiments (3)

6.6 Study the pictures (**A** and **B**) below and answer the questions that follow.



6.6.1 Identify the equipment in **A** and **B**. (2)

6.6.2 Compare equipment **A** and **B**. Tabulate the answer as follows in the ANSWER BOOK:

EQUIPMENT A	EQUIPMENT B

(4)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200