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Department:
Basic Education

REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

2023

MARKS: 200

TIME: 3 hours

This question paper consists of 18 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 – Answer all the questions below each other in the ANSWER BOOK without leaving a line open, as shown below:

Correct:
1.1.1
1.1.2

Incorrect:
1.1.1

1.1.2
5. 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.

(1)

ANSWER:

1.1.11 B

1.1.1 A regularly updated document that outlines the resources and processes to achieve business goals:

- A Marketing plan
- B Operational plan
- C Business plan
- D Staffing plan

(1)

1.1.2 The ... department is responsible for recruiting staff in an establishment.

- A front office
- B marketing
- C finance
- D human resource

(1)

1.1.3 Sarcoplasm is described as ...

- A meat juices that are flavourful and clear.
- B a fat layer that covers the carcass.
- C muscular lining of the stomach of cows.
- D non-elastic tissue that binds muscle fibres.

(1)

1.1.4 A type of offal served as sliced cold meat:

- A Heart
- B Tongue
- C Kidney
- D Liver

(1)

1.1.5 Identify the dessert below.



- A Charlotte russe
 - B Charlotte royale
 - C Charlotte muscovite
 - D Charlotte swiss
- (1)

1.1.6 A fortified wine made by adding alcohol to wine:

- A Muscato
 - B Shiraz
 - C Sherry
 - D Merlot
- (1)

1.1.7 When ... is added, more gelatine is needed to ensure correct setting.

- A yoghurt
 - B cream
 - C lemon juice
 - D egg yolks
- (1)





1.1.8 The main nutrients in puff pastry are ...

- A proteins and fats.
 - B carbohydrates and fats.
 - C minerals and vitamins.
 - D fats and vitamins.
- (1)

1.1.9 An example of a dish prepared from paper-thin non-laminated pastry:

- A Turnovers
 - B Barquettes
 - C Palmiers
 - D Baklava
- (1)

1.1.10 Arrange the steps in the preparation of choux pastry in the correct order:

			
1 Add eggs one by one	2 Melt butter in boiling water	3 Pipe/Spoon mixture onto a baking sheet	4 Allow mixture to cool

- A 1, 2, 4, 3
B 2, 4, 1, 3
C 1, 2, 3, 4
D 2, 1, 4, 3

(1)

1.2 MATCHING ITEMS

Choose the preservation method from COLUMN B that matches the description 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 DESCRIPTIONS		COLUMN B PRESERVATION METHOD	
1.2.1	Food exposed to burning wood chips to add flavour	A	freezing
1.2.2	Salt is rubbed onto the surface of meat	B	refrigeration
1.2.3	Food kept below -18 °C to reduce bacterial growth	C	canning
1.2.4	Food cooked in a concentrated sugar syrup or brine solution and placed in airtight containers	D	drying
1.2.5	Food cooked in high concentrations of sugar and then dried	E	crystallising
		F	hot smoking
		G	curing

(5 x 1)

(5)

- 1.3 Choose the component or presentation technique used in the preparation of desserts from 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 COMPONENT/ PRESENTATION TECHNIQUE	
1.3.1	Flavoured custard poured over desserts to add moisture and flavour	A	base
1.3.2	A thin coating of apricot jam brushed over fruit to give an attractive appearance	B	filling
		C	ganache
1.3.3	Caramelised nuts sprinkled on top of desserts to enhance the presentation	D	topping
		E	sauce
1.3.4	Lemon curd spooned into a tart shell to add flavour	F	coulis
		G	glaze
1.3.5	A meringue shell that provides the structure and foundation of a dessert		

(5 x 1)

(5)

1.4 ONE-WORD ITEMS

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

- 1.4.1 A savoury jelly made of concentrated stock and gelatine
- 1.4.2 Crisp, paper-thin biscuits shaped as soon as they are removed from the oven
- 1.4.3 A vegetarian that does not use or consume any animal products
- 1.4.4 A finger food that consists of flaky pastry wrapped around a roll of minced meat
- 1.4.5 The process of pre-baking a pastry shell where a cartouche is used
- 1.4.6 An alcoholic drink made of a variety of beverages and garnished appropriately
- 1.4.7 The liver of this type of poultry is used to prepare a pâté known as foie gras
- 1.4.8 An ingredient that is used for dusting beignets after deep-frying
- 1.4.9 A severe allergic reaction to specific foods that may be life threatening
- 1.4.10 A decoration made by rapidly flicking caramelised sugar over a wooden spoon to create, long hairy threads

(10)

1.5 SELECTION

1.5.1 Select THREE types of information from the list below that will be found on the front label of a wine bottle. Write only the letters (A–F) next to the question number (1.5.1) in the ANSWER BOOK.

- A Producer
 - B Barcode
 - C Cultivar
 - D Harvest year
 - E Health warning
 - F Serving temperature
- (3)

1.5.2 Select TWO items from the list below used for the serving of white wine in a restaurant. Write only the letters (A–D) next to the question number (1.5.2) in the ANSWER BOOK.

- A Ice bucket
 - B Decanter
 - C Wine cradle
 - D Wine stand
- (2)

1.5.3 Select FIVE characteristics from the list below of an effective visual marketing tool from the list below. Write only the letters (A–J) next to the question number (1.5.3) in the ANSWER BOOK.

- A Neatly written
 - B Audible and clear
 - C Eye catching
 - D Big lettering
 - E Small advert on a clean page
 - F Evoke emotions within the listener
 - G Loud sound and music
 - H Interesting pictures
 - I Personal contact details
 - J Broadcast at specific times
- (5)

TOTAL SECTION A: 40

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

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

A group of travellers were admitted to a local hospital after displaying signs of jaundice. They were later diagnosed with hepatitis A.

- 2.1.1 Name the organ affected by this disease. (1)
- 2.1.2 Explain how the travellers could have contracted the disease. (2)
- 2.1.3 Suggest THREE measures that must be followed to prevent this disease from spreading. (3)
- 2.1.4 Differentiate between the *symptoms of cholera* and the *symptoms of hepatitis A*.

Tabulate your answer as follows:

CHOLERA	HEPATITIS A

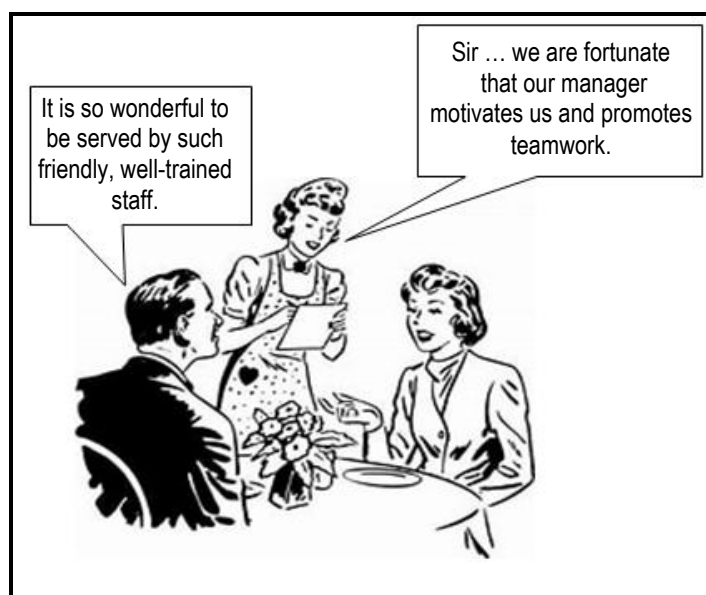
(2 x 2) (4)

2.2 Study the scenario below and answer the question that follows.

An employee working on the breakfast buffet in a busy restaurant has stage 3 HIV/Aids. The executive chef has recommended that this employee should rather take sick leave.

Justify the action of the executive chef by describing certain symptoms of the employee that may have a negative impact on the guests. (3)

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



Explain why it is important for a manager to promote team work. (4)

2.4 Study the scenario below and answer the question that follows.

Computers have changed the operational procedures in the hospitality industry. Both guests and hospitality establishments benefit positively from improved communication and food service to guests.

Discuss THREE benefits of using computers in hospitality establishments with regards to the ordering of food and service to guests.

(3)

TOTAL SECTION B: 20

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

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

A school is hosting a function to thank all businesses in the area for their support and sponsorships throughout the year. The organising committee decided to have a cocktail function and not a finger lunch.

3.1.1 Suggest the most suitable time to host this function. (1)

3.1.2 State FOUR advantages of hosting a cocktail function. (4)

3.1.3 Distinguish between a *finger lunch* and a *cocktail function*. (2 x 2) (4)

3.2 Study the list of dishes below and answer the questions that follow.

LIST OF DISHES

Fried Calamari with Tartar Sauce
Bread and Butter Pudding
Beef Cordon Bleu
Garden Green Salad
Carrot Salad

3.2.1 Identify TWO dishes that can cause an allergic reaction to a guest. (2)

3.2.2 Give THREE reasons why some of the dishes are not suitable for a guest suffering from high cholesterol. (3)

3.3 Study the information below and answer the questions that follow.

The total food cost for guests attending a 21st birthday party at the Sanrosh Restaurant is R3 100.
The food cost percentage is 30%.

3.3.1 Calculate the selling price. Show ALL calculations and formulae. (3)

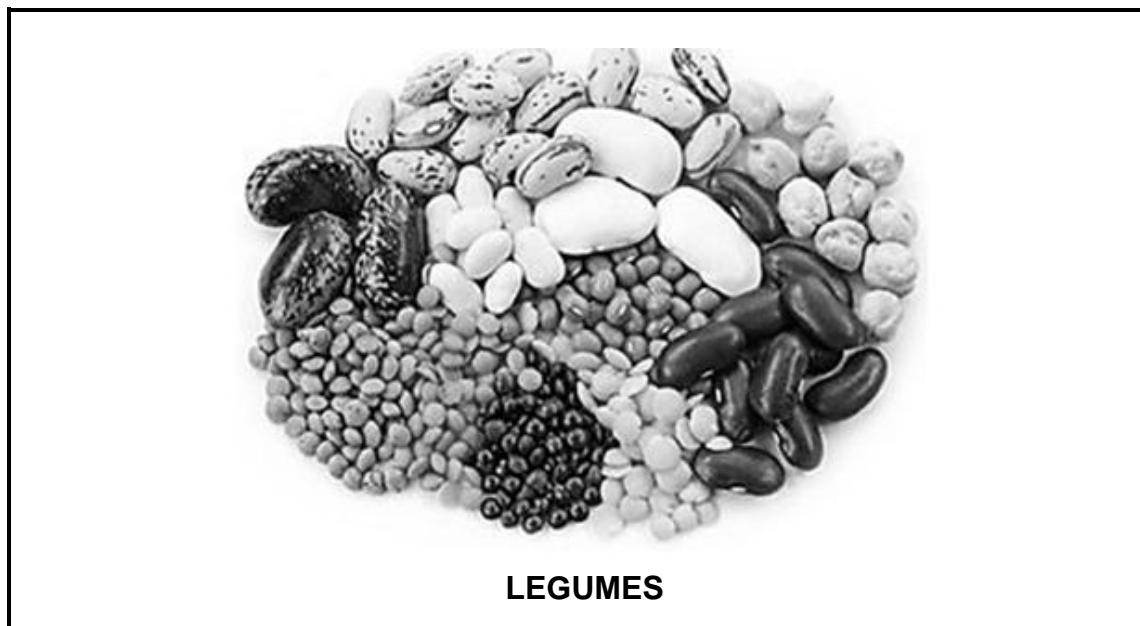
3.3.2 Calculate the gross profit. Show ALL calculations and formulae. (3)

3.3.3 Name the type of cost for EACH of the following expenses:

(a) Payment of salaries (1)

(b) Stationery (1)

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



- 3.4.1 Identify TWO different types of legumes in the picture above. (2)
- 3.4.2 Explain how uncooked legumes should be stored. (1)
- 3.4.3 Predict the result of adding salt to legumes at the start of the cooking process. (1)
- 3.4.4 Motivate the value of including legumes in a vegetarian diet. (4)

3.5 Study the statement below and answer the questions that follow.

Choux pastry dishes can add variety to a menu.

- 3.5.1 Name THREE baked, sweet choux pastry products. (3)
- 3.5.2 Recommend THREE suitable sweet fillings. (3)
- 3.5.3 Give FOUR possible reasons for collapsed choux pastry products. (4)
- [40]**

QUESTION 4

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

Orange Gold farm is having a local cook-off. Mary, one of the chefs, prepares a variety of orange jellies including a vegetarian option for her dessert.

- 4.1.1 Name a type of gelatin suitable for vegetarians. (1)
- 4.1.2 Discuss the hydration of powdered gelatin used for the orange jellies. (2)
- 4.1.3 Describe the process of unmoulding the orange jellies. (3)
- 4.1.4 Motivate why orange segments must only be added when the gelatine is partially set. (2)

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



- 4.2.1 Identify the type of pastry used in the preparation of the milk tart. (1)
- 4.2.2 Give THREE quality characteristics of the pastry identified in QUESTION 4.2.1. (3)
- 4.2.3 Explain the benefits of cutting the butter into the flour during the preparation of the pastry. (2)
- 4.2.4 Crème patisserie is used as a filling for the milk tart. Name THREE ingredients used for the filling. (3)
- 4.2.5 Predict whether the crème patisserie will curdle if it is boiled. (2)
- 4.2.6 Identify the technique used to cover the top of the milk tart with a thin layer of ground cinnamon. (1)

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



- 4.3.1 Identify the preparation technique used for the fillet. (1)
- 4.3.2 Explain the benefits of the technique identified in QUESTION 4.3.1 (2)
- 4.3.3 Discuss the process of grilling the fillet in an oven. (4)
- 4.3.4 A well-done fillet steak was prepared. Describe the effect of heat during the cooking process of the fillet. (3)
- 4.3.5 Name the benefits of ripening meat. (2)

4.4 Name the type of offal used to prepare skilpadjies. (1)

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

Hospitality Studies learners decided to make homemade tomato sauce with the tomatoes they obtained from the school vegetable garden.

- 4.5.1 Explain how the bottling process preserves the tomato sauce. (3)
- 4.5.2 Evaluate the use of a wooden spoon instead of a metal spoon when preparing the tomato sauce. (2)
- 4.5.3 Suggest TWO other ways that can be used to preserve fresh tomatoes. (2)

[40]

TOTAL SECTION C: 80

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

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



The Durban July is an annual event in KwaZulu-Natal that draws people from across the country for horseracing, fashion, food and entertainment. The marketing of this event starts months in advance using various marketing strategies.

Cost per VIP ticket: R1 500 per person (breakfast, lunch, dinner and snacks)

5.1.1 Justify the use of electronic media to advertise and market the Durban July. (3)

5.1.2 Name THREE criteria that the electronic marketing tool for the Durban July must adhere to. (3)

5.1.3 Design a social media advert for the Durban July by using THREE aspects of the marketing mix in the extract. (4)

5.2 Substantiate how the lifting of Covid-19 restrictions will contribute to the GDP of the South African economy. (4)

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

Sibongile recently completed a three-year diploma at a chef school. She moved back to her home town where she has free access to fresh fruit and vegetable produce. Sibongile's family members are willing to assist her in opening a business.

5.3.1 Suggest FOUR opportunities for sustainable self-employment in food preparation that will be suitable for Sibongile to start her own business. (4)

5.3.2 Name FOUR types of information that Sibongile should include in the financial plan of her business funding application. (4)

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



5.4.1 Name TWO responsibilities of the bellboy in the picture other than taking luggage to the guest rooms. (2)

5.4.2 Name TWO ancillary positions that support the functions of the bellboy. (2)

5.5 Compare laundry as a revenue-generating and non-revenue-generating area according to the services offered.

Tabulate as follows:

REVENUE-GENERATING AREA	NON-REVENUE-GENERATING AREA
(2)	(2)

(4)
[30]

QUESTION 6

6.1 6.1.1 Name THREE main categories of wine. (3)

6.1.2 State FOUR general rules for mixing mocktails. (4)

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

An on-consumption liquor license allows the liquor to be consumed where it is bought, and not taken off the premises.

6.2.1 Discuss THREE general requirements of an on-consumption liquor licence. (3)

6.2.2 Give any TWO reasons why a person may be disqualified from being granted a liquor licence. (2)

6.3 Study the statement below and answer the questions that follow.

More South African restaurants are offering their customers an exquisite dining experience by using modern equipment, advanced food preparation and serving techniques.

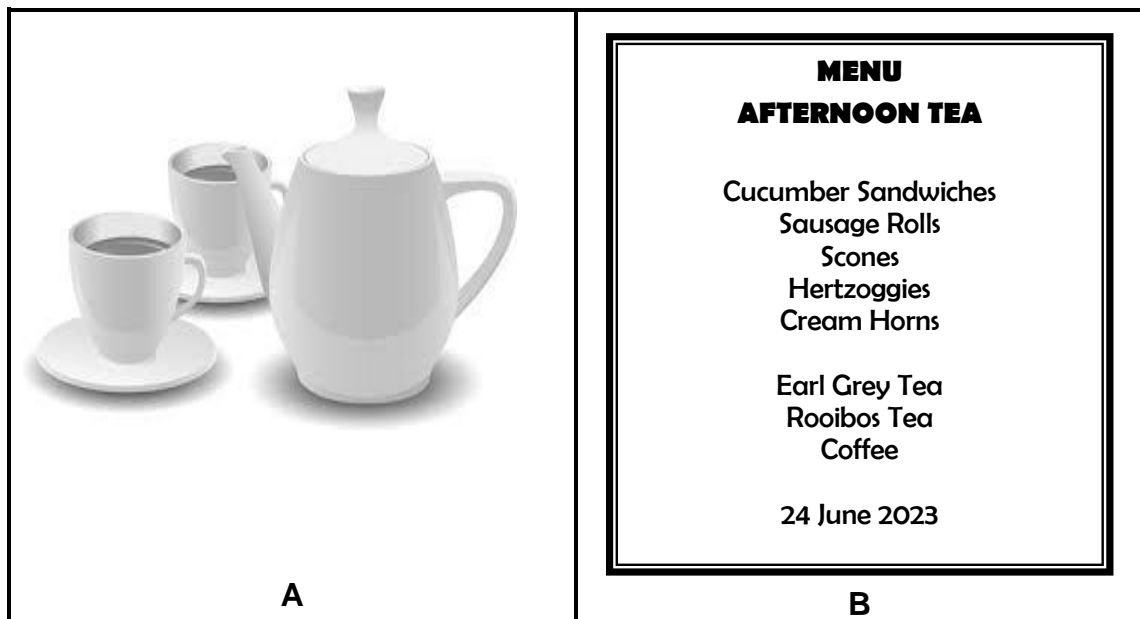
6.3.1 Name TWO types of large, specialised serving equipment. (2)

6.3.2 Describe the following service techniques:

(a) Flambé (1)

(b) Crumbing down (4)

6.4 Study the pictures below and answer the questions that follow.



6.4.1 Explain how the waiter will take care of the crockery in picture **A**. (2)

6.4.2 Describe the correct procedures to follow when serving tea in a restaurant. (3)

6.4.3 Justify the effectiveness of the menu card in **B** as a table decoration. (3)

6.5 Explain how the waiter should handle electricity cuts without interrupting the guests' dining experience. (3)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200