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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**SENIOR CERTIFICATE/
NATIONAL SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2020

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 The technique of pouring warm brandy over crêpes Suzette and setting it alight is called ...

- A frappé.
- B fromage.
- C flambé.
- D fumet.

(1)

1.1.2 The method used in the production of sparkling wine where the second fermentation takes place in a tank:

- A Charmat
- B Carbonation
- C Champagne
- D Cap Classique

(1)

1.1.3 Fresh or dried fruit gently cooked in a flavoured sugar syrup:

- A Charlotte
- B Compote
- C Chiffon
- D Condé

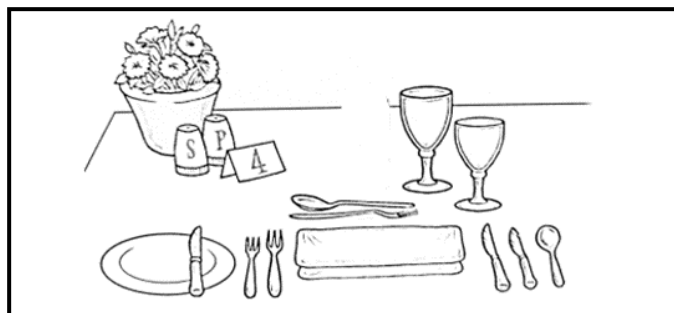
(1)

1.1.4 The technique used to prepare glazed cherries and sugared orange peel:

- A Freeze drying
- B Oven drying
- C Crystallising
- D Caramelising

(1)

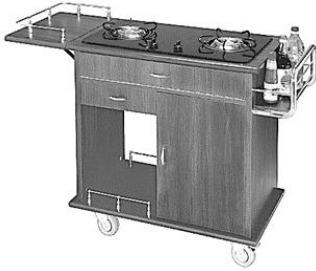
- 1.1.5 A guest's first impression of an establishment is formed after the ...
 A ordering of food.
 B first contact with the staff.
 C presentation of the menu.
 D tasting of the food. (1)
- 1.1.6 Ingredients used in the preparation of choux pastry products:
 A Butter, water, flour and baking powder
 B Butter, lemon juice, flour and eggs
 C Margarine, water, sugar and flour
 D Margarine, water, flour and eggs (1)
- 1.1.7 The costs calculated when compiling a quotation:
 A Food, labour, overhead costs and hiring
 B Food, labour, overhead costs and profit
 C Selling price, profit and loss
 D Selling price and municipal rates (1)
- 1.1.8 A thin slice of meat (3–5 mm thick) cut from the thick bolo is known as a ... steak.
 A minute
 B club
 C sirloin
 D rump (1)
- 1.1.9 The number of courses in the cover below:



- A 3
 B 5
 C 4
 D 6 (1)
- 1.1.10 The number of products that must be sold before the fixed costs are covered:
 A Consumer price index
 B Cash flow analysis
 C Profit and loss
 D Break-even analysis (1)

1.2 **MATCHING ITEMS**

Choose the most suitable illustration in COLUMN B and the description in COLUMN C that matches the name of the equipment in COLUMN A. Write only the letter (A–E) and the numeral (i–v) next to the question numbers (1.2.1 to 1.2.3) in the ANSWER BOOK, e.g. 1.2.4 F, vi.

COLUMN A EQUIPMENT	COLUMN B ILLUSTRATION	COLUMN C DESCRIPTION
1.2.1 Gueridon trolley	A 	(i) keeps plates, serving dishes and food warm
1.2.2 Carving unit	B 	(ii) portioning of roasted meat cuts
1.2.3 Bain-marie	C 	(iii) used for preparation of food in the dining area of a restaurant
	D 	(iv) keeps food warm by using a flammable gel
	E 	(v) hot-water bath used to keep food warm

(3 x 2)

(6)

- 1.3 Choose a description from COLUMN B that matches the pastry dish in COLUMN A. Write only the letter (A–F) next to the question numbers (1.3.1 to 1.3.4) in the ANSWER BOOK, e.g. 1.3.5 G.

COLUMN A PASTRY DISHES	COLUMN B DESCRIPTIONS
1.3.1 Sundried tomato palmier	A flaky pastry wrapped around a roll of mincemeat
1.3.2 Pear tarte Tatin	B open tart filled with savoury custard and other ingredients
1.3.3 Spinach and feta quiche	C boat-shaped short crust pastry shell with a sweet filling
1.3.4 Honey and almond barquette	D spicy vegetable triangle-shaped pie
	E upside down puff pastry product with a sweet filling
	F flaky puff pastry shaped like pigs' ears, with a savoury filling

(4 x 1)

(4)

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 A small finger-shaped choux pastry product filled with cream and glazed with chocolate
- 1.4.2 Crescent-shaped puff pastry shapes used as a garnish
- 1.4.3 A sweet preserve made from sugar, eggs, butter and fruit juice used as a spread or filling for pastries
- 1.4.4 An offal product that is cured, thinly sliced and served cold with a raisin sauce
- 1.4.5 A thick, sweet, sticky, naturally flavoured liquid used in a mocktail
- 1.4.6 Non-laminated dough that is made from water and flour only and rolled out paper thin
- 1.4.7 A person who is on a vegetarian diet but occasionally eats meat in small quantities
- 1.4.8 A savoury starch accompaniment traditionally served with roast beef
- 1.4.9 Spooning melted fat, meat juices or other liquids over meat during the cooking process
- 1.4.10 The type of wine to which alcohol is added to stop the fermentation process (10 x 1) (10)

1.5 SELECTION

- 1.5.1 Select FOUR procedures to follow when sterilising a glass jar used for bottling preserves. Write only the letters (A–H) next to the question number (1.5.1) in the ANSWER BOOK.

- A Wash the glass jar in hot soapy water and rinse well.
B Boil the glass jar for about 10 minutes.
C Wipe the jar with a dry dishcloth.
D Dry the jar upside down in a warm oven.
E Sterilise the lids in boiling water for 5 minutes.
F Leave the jar to dry in the sun.
G Air dry the jar on a dish rack.
H Wipe the lids with a wet cloth.

(4)

1.5.2 Select FOUR white wine cultivars. Write only the letters (A–H) next to the question number (1.5.2) in the ANSWER BOOK.

- A Pinot Noir
 - B Colombar
 - C Shiraz
 - D Chenin Blanc
 - E Chardonnay
 - F Merlot
 - G Cabernet Sauvignon
 - H Sauvignon Blanc
- (4)

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

- A The flesh is a greyish light red.
 - B The flesh is a bright red colour.
 - C The rib bones are speckled.
 - D The bones are white and porous.
- (2)

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.

Matthew works as a commis chef at the Lord Nelson Hotel. The hotel hosted a group of elderly guests from a nearby retirement village. During his shift, Matthew developed diarrhoea and was diagnosed with gastroenteritis. He continued working because the kitchen was short-staffed. It was later reported that the elderly guests were very ill and had the same symptoms.

2.1.1 Name TWO symptoms, other than diarrhoea, that Matthew could have developed. (2)

2.1.2 Briefly explain how Matthew's disease placed the elderly guests at risk. (2)

2.1.3 Recommend TWO preventative measures that Matthew should have taken to prevent the disease from spreading. (2)

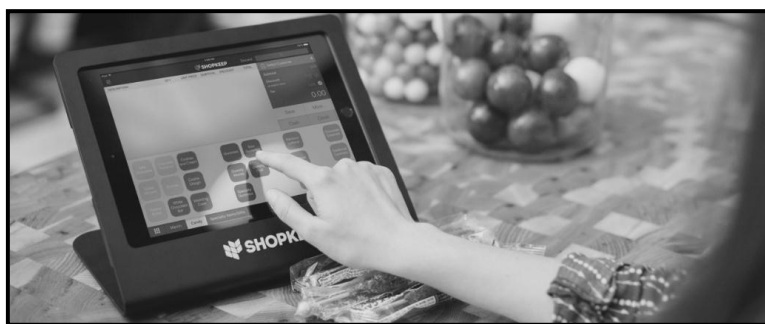
2.1.4 Discuss the negative impact that Matthew's behaviour will have on the profitability of the establishment when guests became ill after attending the function. (3)

2.2 Discuss cholera under the following headings:

2.2.1 Causes (2)

2.2.2 The impact that absenteeism has on a hospitality establishment (2)

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



2.3.1 Identify the computer system used by the waiter in a restaurant. (1)

2.3.2 Discuss THREE advantages of a computer system in linking the waiter and the food preparation area. (3)

2.4 Hospitality establishments offer different levels of service.

Motivate the statement. (3)

TOTAL SECTION B: 20

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

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



CREAM HORNS

- 3.1.1 Briefly explain the function of the following ingredients in the preparation of the pastry: (1)
- (a) Lemon juice (1)
 - (b) Fat (3)
- 3.1.2 Discuss suitable storage for unfilled, baked cream horns. (2)
- 3.1.3 Give TWO examples of sweet fillings, other than whipped cream, that can be piped into the cream horns. (2)
- 3.1.4 The cream used in the filling is pasteurised. (2)
- State TWO advantages of pasteurisation as preservation method. (2)
- 3.2 Name the main product used in the preparation of a bombe. (1)
- 3.3 Individual gelatine-based lemon cheesecakes are served as a dessert.
- 3.3.1 Discuss the steps to follow when using gelatine sheets in the dish. (3)
- 3.3.2 Predict the outcome of the setting ability of the product if too much sugar is added to the cheesecake mixture. (1)

3.3.3 Recommend ONE way to rectify the cheesecake mixture if too much sugar was added. (1)

3.3.4 The cheesecakes stuck to the individual containers during unmoulding.

Suggest THREE techniques to follow when unmoulding the cheesecakes. (3)

3.4 Differentiate between *glazes* and *toppings* that can be used as decorations on desserts. Tabulate your answer as follows in the ANSWER BOOK:

GLAZES	TOPPINGS
(1)	(1)

3.5 3.5.1 Describe the preparation of a French meringue. (3)

3.5.2 State TWO quality characteristics of a perfectly baked French meringue. (2)

3.5.3 Predict the outcome when a greasy bowl is used during the preparation of a French meringue. (1)

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



CREAM PUFFS

3.6.1 Name the raising agent that causes a cavity in the cream puffs. (1)

3.6.2 List THREE quality characteristics of baked cream puffs. (3)

3.6.3 Give the temperatures at which choux pastry dough is baked. (2)

- 3.7 Study the information below and answer the questions that follow.

LEVILES 5-STAR PARADISE	
Date of function: 2 June 2020	Time: 18:00
Number of guests: 200	
Selling price of the menu: R100 000	
Food cost:	R30 000
Overhead cost:	R15 000
Labour cost:	R15 000

- 3.7.1 Calculate the gross profit. Show ALL the calculations and formulae. (4)
- 3.7.2 Calculate the menu cost per person. Show ALL the calculations and formulae. (3)
- [40]**

QUESTION 4

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

The Grade 12 Hospitality Studies learners are organising a cocktail function for a local cricket team. Fifteen players and six teachers will be entertained.

- 4.1.1 List THREE rules to follow when presenting snacks for cocktail functions. (3)
- 4.1.2 Determine the number of different snacks you will serve per person. Motivate your answer. (2)
- 4.1.3 Recommend THREE baked savoury snacks that can be served to a lacto vegetarian at the function. (3)

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

MENU A	MENU B
Formal Dinner	Formal Dinner
Mushroom Soup	Crayfish Cocktail
Roasted Chicken with Mushroom Sauce	Pork Loin with Apple Jelly
Steamed Basmati Rice	Potato Dauphine
Cauliflower with White Sauce	Pumpkin Fritters
Potato Salad	Broccoli Roulade
	Beetroot Salad
Chocolate Soufflé	Brandy Pudding
	Bavarian Cream
Coffee	Coffee
2 June 2020	2 June 2020

- 4.2.1 Evaluate the main course in Menu A with regard to the principles of menu planning. (4)
- 4.2.2 Select the most suitable menu for a Muslim guest. (5)
- Motivate why the other menu is NOT suitable.

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

Vegetarianism is becoming increasingly popular. Vegetarians rely on textured vegetable proteins, legumes, nuts and seeds to maintain good health.

- 4.3.1 Give THREE reasons why people choose to become vegetarians. (3)
- 4.3.2 State THREE advantages of textured vegetable proteins in the diet of a vegetarian. (3)
- 4.3.3 Justify why legumes should be soaked before cooking. (2)

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



LAMB SADDLE

- 4.4.1 Name the meat cut from which the lamb saddle is obtained. (1)
- 4.4.2 Suggest ONE traditional sauce that can be served with the lamb saddle. (1)
- 4.4.3 Recommend ONE cooking method for lamb saddle. (1)
- 4.4.4 When preparing the lamb saddle it is important to retain as much of the meat juices as possible.
- (a) Give a reason for the above statement. (1)
- (b) Discuss THREE procedures to follow to retain meat juices during preparation and cooking. (3)
- 4.4.5 (a) Substitute the lamb saddle with TWO suitable feathered game products for a main course. (2)
- (b) Name TWO techniques that can be applied to the game meat named in your answer to QUESTION 4.4.5(a) to prevent the meat from becoming dry. (2)

4.5 Suggest FOUR factors to keep in mind when storing meat in a freezer. (4)

[40]

TOTAL SECTION C: 80

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

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

The Red Hat Association made a reservation for 50 people at the Happy Hour Hotel for their annual five-day conference. Delegates will sleep and enjoy their meals at the hotel.

- 5.1.1 Name TWO ancillary positions that the group will come into contact with at the hotel. (2)
- 5.1.2 Determine THREE revenue-generating areas at the hotel. (3)
- 5.1.3 Outline THREE roles of the following hotel staff:
- (a) Security (3)
- (b) Accountant (3)
- 5.1.4 Discuss the interrelationship between the *sales and marketing department* and the *finance department*. (4)

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

Unemployment as well as poverty is a reality in our country. Regular sporting events allow informal outdoor food and beverage opportunities for creative and innovative individuals. These may create job opportunities to reduce unemployment. You plan to have a food truck stand at such sporting events.

- 5.2.1 Identify the target market in the extract above. (1)
- 5.2.2 Suggest THREE different opportunities for self-employment in the beverage sector at such sporting events. (3)
- 5.2.3 Explain how a successful entrepreneur can contribute to the local economy of South Africa. (3)
- 5.2.4 Outline the information that should be included in a radio advertisement for your food truck. (4)
- 5.2.5 Predict TWO threats that the entrepreneurs above may encounter in selling their products. Motivate EACH threat.

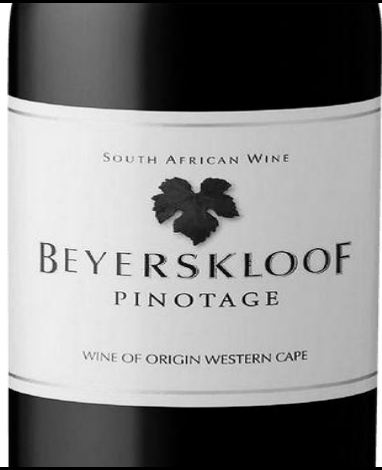
Tabulate your answer as follows in the ANSWER BOOK:

THREATS	MOTIVATION
(2)	(2)

(4)
[30]

QUESTION 6

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

DISHES Caviar and Oysters Beef Goulash Chocolate Swiss Roll Baked Camembert	
BLOCK A	BLOCK B

6.1.1 Identify the cultivar used to make the wine. (1)

6.1.2 Give a suitable serving temperature for the wine. (1)

6.1.3 Select a dish from BLOCK A that can be served with the wine in BLOCK B. (1)

6.1.4 State the procedure to follow when serving the wine in BLOCK B with regard to EACH of the following aspects:

(a) Approval of the wine (2)

(b) The side from which this wine should be poured (1)

(c) The level to fill the glass after approval by the host (1)

(d) Placement of the wine bottle after pouring the wine (1)

6.2 Discuss EACH of the following procedures:

6.2.1 Presenting the drinks menu (2)

6.2.2 Serving of bread (3)

6.3 During coffee service the waiter placed milk and sugar on the table. He then served boiling coffee from the left-hand side of the guests and moved in a clockwise direction ending with the host.

Evaluate the procedure followed by the waiter during coffee service. (4)

6.4 Name TWO disposable items used as decorations in non-alcoholic cocktail service. (2)

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



6.5.1 Identify the serving style in the picture. (1)

6.5.2 State THREE advantages of the serving style above. (3)

6.5.3 A guest complains to the waiter that her food is cold. Explain how the waiter should handle the situation. (4)

6.6 Outline THREE guidelines to follow when clearing the bar after service. (3)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200