Province of the
EASTERN CAPE
EDUCATION

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2021

HOSPITALITY STUDIES

MARKS: **200**

TIME: **3 hours**

This question paper consists of 19 pages.

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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 your ANSWER BOOK.

3. Number the answers correctly according to the numbering system used in this question paper.

4. Write neatly and legibly.

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SECTION A

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

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

EXAMPLE

1.1.11 A good source of protein is …

A oranges.
B pumpkin.
C meat.
D corn flour.

ANSWER: 1.1.11 C

1.1.1 A dessert that is deep-fried:

A Chocolate soufflé
B Churros
C Crêpes Suzette
D Crème Brûlée (1)

1.1.2 A wine that compliments blue cheese, camembert or brie:

A Sparkling wine
B Liqueur
C Rosé wine
D Port (1)

1.1.3 Prevent overheating in Crème Caramel by ...

A using a bain-marie.
B baking it at 220 °C.
C reducing the sugar content.
D using a double boiler. (1)

1.1.4 Smoked oysters on rye bread is served as a ...

A side dish with a main course.
B friandise at a formal dinner.
C snack at a cocktail party.
D hors d'oevres at a Jewish wedding. (1)

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1.1.5 The cutlery illustrated below is used when serving ...

A meat.
B baked pudding.
C cheese.
D fruit. (1)

1.1.6 Suitable table decorations for a meal with an South African ethnic theme:

A Protea flower, cast iron potjie, Shweshwe napkins or table cloth
B Sea shells, blue candles, fish bowl with goldfish
C Red roses, white napkins, silver flowerpots
D Crystal candelabra, mirror squares, tulips in glass vases (1)

1.1.7 For the prevention of gastro-enteritis and possible transmission the following must be done:

A Sanitise work surfaces of food handlers with gastroenteritis
B Food handlers with gastroenteritis should be put on sick leave
C All food handlers must be willing to be vaccinated against gastroenteritis
D Close the kitchen for 10 days when a food handler is diagnosed with gastroenteritis (1)

1.1.8 Lamb noisettes are cut from the:

A Rib and loin
B Neck and thick rib
C Breast and shoulder
D Leg and shank (1)

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1.1.9 Choose from the food items illustrated below a good source of protein for vegans:

A B C D (1)

1.1.10 The purchasing price of 2,5 kg cake flour is R30. Calculate the cost of the 250 g cake flour.

A R3,33
B R3,00
C R20,83
D R6,00 (1)

1.2 MATCHING ITEMS

Match the example of a food item in COLUMN B that best suits a method of preservation in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in your ANSWER BOOK.

COLUMN A METHOD OF PRESERVATION	COLUMN B EXAMPLE
1.2.1 Sun-drying	A Ketchup (Tomato sauce)
1.2.2 Smoking	B Biltong
1.2.3 Additives: salt	C Milk
1.2.4 Additives: sodium benzoate	D Strawberry jam
1.2.5 Pasteurisation	E Haddock
	F Canned peaches
	G Tomatoes

(5 x 1) (5)

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1.3 MATCHING ITEMS

Choose the food that is excluded from COLUMN B that matches the type of vegetarian in COLUMN A. Write only the correct letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in your ANSWER BOOK, for example 1.3.6 H.

COLUMN A TYPE OF VEGETARIAN		COLUMN B FOOD EXCLUDED	
1.3.1	Vegan	A	Poultry, dairy products, fish
1.3.2	Lacto-vegetarian	B	Red meat, poultry
1.3.3	Pesco-vegetarian	C	Leaf, tuber or root vegetables
1.3.4	Pollo-vegetarian	D	Meat, poultry, egg, fish
1.3.5	Fruitarian	E	Fruit, nuts, honey
		F	Red meat, fish or seafood
		G	Meat, poultry, egg, fish

(5 x 1) (5)

1.4 ONE-WORD ITEMS

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

1.4.1 A paper-thin pastry used to prepare Greek Baklava

1.4.2 A sweet choux pastry dish where the choux paste is piped in a circle and baked

1.4.3 Natural still wines made from red grapes where the skin is removed after 6 to 24 hours or when the winemaker is happy with the colour

1.4.4 The support areas behind the scenes in a hotel that customers will not see

1.4.5 A trained and knowledgeable wine professional, normally working in fine restaurants, who specialises in all aspects of wine

1.4.6 A glaze, icing, sauce or filling for pastries, made from chocolate and cream

1.4.7 A thick sauce that contains fruits, vinegar, sugar and spices and is used as a condiment with curry dishes

1.4.8 Covering meat with thin slices of bacon or fat

1.4.9 The proteolytic enzyme in fresh figs that prevents setting

1.4.10 Coarsely chopped onions, carrots and celery used for flavouring

(10 x 1) (10)

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1.5 SELECTION

1.5.1 Select FIVE principles that must be considered when planning the items of a menu. Write only the letters (A–G) next to the question number (1.5.1) in the ANSWER BOOK.

A Be sensitive to religion and ethical issues

B The profit margin of the institution

C Use a variety of textures; food should not all be crisp or soft

D Do not include too many heavy, starchy items

E Customers on special diets, for example diabetics require specific menus

F The colour scheme and ambience of the restaurant

G Try to include food from all the different food groups (5 x 1) (5)

1.5.2 Select FIVE reasons why service differs from one hotel restaurant to another. Write only the letters (A–G) next to the question number (1.5.2) in the ANSWER BOOK.

A The availability of dishes on the menu

B The level of training differs

C Star grading of hotels

D Customer ratings of the hotel restaurant on websites or social media

E The prices of the dishes is often linked to the level of service

F The type of service offered by the hotel

G The management implements the level of service (5 x 1) (5)

TOTAL SECTION A: 40

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

QUESTION 2

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

Stephen, the sous chef at the Karoo Inn, noticed that Joslyn, a young chef, was coughing constantly. It also appeared that Joslyn lost a lot of weight. Stephen advised Joslyn to go for a medical check-up. The doctor confirmed Stephen's suspicions.

2.1.1 Predict the disease that Joslyn was diagnosed with. (1)

2.1.2 Name THREE other symptoms, that Joslyn also could have developed. (3)

2.1.3 Recommend TWO preventative measure that the Karoo Inn and Joslyn should have taken to prevent the disease from spreading. (2)

2.2 Critically comment on the negative impact of food-borne diseases on the workforce in the hospitality industry. (4)

2.3 Compose THREE ways how young chefs can develop their commitment to quality and culinary skills. (3)

2.4 List FOUR benefits of good service at a hotel or guest house. (4)

2.5 Recommend THREE safety measures to follow when buying products through the internet/online. (3)

TOTAL SECTION B: 20

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SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 The two gelatine dishes illustrated below were served at a dinner party with a retro theme. Study the pictures and answer the questions that follow.

Quail Egg and Ham Terrine **A**	Pineapple Panna Cotta **B**

3.1.1 Differentiate between the different courses each of the above dishes will be served during the dinner. Motivate each answer. (4)

3.1.2 Briefly describe the ... of the aspic jelly that was used as the base of dish **A**.

(a) qualities (1)

(b) composition (1)

3.1.3 Both dishes have large quantities of solids distributed evenly through the gelatine mixture. Formulate a technique that the chef used to achieve the even distribution of solids. (2)

3.1.4 Dish **B** contains fresh pineapple. Advise the chef on the precautionary measures he should follow to have a perfect set fruit mould. Motivate your answer. (3)

3.1.5 Give THREE guidelines to easily unmould the above dishes. (3)

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3.2 Study the picture of the pastry dish below and answer the questions that follows.

3.2.1 Identify the culinary term for this boat-shaped pastry case. (1)

3.2.2 State the type of pastry used for the dish. (1)

3.2.3 Explain how the following mistakes can be prevented during preparation and baking of pastry dishes:

(a) Soggy pastry (2)

(b) Shrunken pastry (2)

3.2.4 Describe step by step how the above pastry cases must be blind baked. (4)

3.3 Compose FOUR different ways how vegetarians can incorporate legumes in dishes for main courses. (4)

3.4 List the advantages of using Textured Vegetable Proteins (TVP) by referring to:

3.4.1 Convenience (2)

3.4.2 Cost (2)

3.4.3 Nutritional value (2)

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3.5 Identify and classify the desserts illustrated below according to the cooking methods used.

A	**B**	**C**

Tabulate your answer as follows:

	Name of dish	Classification
A		
B		
C		

(3 x 2) (6)
[40]

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QUESTION 4

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

Lemon Tree Wedding Venue	
Date of function: 16 December 2021	
Number of guests: 150	
Net profit: R11 000	
COSTS	**AMOUNT**
Ingredients	R15 000
Labour	R 6 500
Overheads	R 5 000

4.1.1 Calculate the selling price of the event. Show ALL formulas and calculations. (4)

4.1.2 Calculate the gross profit percentage. Show ALL formulas and calculations. (4)

4.1.3 Calculate the cost of the event for each guest. (2)

4.2 The Photography Club of the school hosts an art and photography exhibition in the school library. The Hospitality Studies learners will do the catering for the cocktail snacks for the event.

4.2.1 Motivate the choice of a cocktail party instead of a dinner for the above mentioned event. Give FOUR reasons. (4)

4.2.2 Choose from the list below THREE savoury and TWO sweet food items suitable to be served at the above mentioned event.

Pizette; Curry and Rice; Malva Pudding with Custard Sauce; Sticky Ribs; Blinis with Salmon and Cream Cheese; Veal Schnitzel; Chocolate Palmiers; Canapés with Biltong; Mini Milktart

(3 + 2) (5)

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4.3 Study the recipe card below and answer the questions that follow.

125 mℓ water
62,5 g margarine
125 mℓ cake flour
1 mℓ salt
2 large eggs
50 g chocolate

1. Heat water and margarine in a small saucepan. Keep lid on until water starts boiling and margarine has melted.
2. Remove from the heat. Add all the dry ingredients at once. Stir until a stiff ball has formed.
3. Allow to cool a little bit and add eggs one by one.
4. Use a piping bag to pipe long forms onto a greased baking tin.
5. Bake for the first 10 minutes at 200 °C and then for about 20 minutes at 180 °C.
6. Prick the bottom of each item with a fork. Return to oven to dry.
7. Pipe filling.
8. Spread melted chocolate over the top.

4.3.1 Identify the:

(a) Name of the dish (1)

(b) Pastry used (1)

4.3.2 Explain why one must keep the lid on the saucepan when heating the water and butter in step 1. (2)

4.3.3 Predict the outcome if the chef did not follow the instructions in step 5 and baked the items at 160 °C for 45 minutes. Motivate your answer. (3)

4.3.4 State TWO reasons why the above product has a limited shelf life. (2)

4.4 Recommend FOUR creative ways how chefs can preserve lemons. (4)

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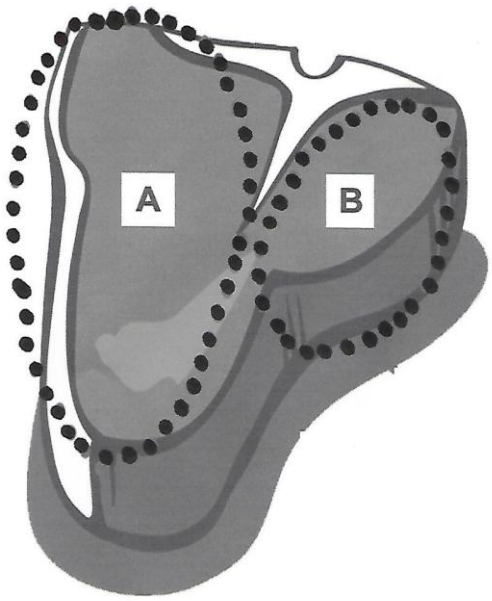
4.5 Study the picture of the beef steak below and answer the questions that follow.



4.5.1 Identify the beef meat cut illustrated. (1)

4.5.2 The meat cut mentioned in QUESTION 4.5.1 can be divided into two smaller portions, illustrated as **A** and **B**. Give the name of each portion. (2)

4.5.3 Recommend the best cooking method for the above meat cut. Motivate your answer. (2)

4.5.4 Critically comment on the following:

A creamy garlic sauce will complement the flavour of the steak. (2)

4.5.5 Suggest a suitable wine to be served with the steak. (1)
[40]

TOTAL SECTION C: 80

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SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICE

QUESTION 5

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

HOTEL PROFIT LOSSES DURING COVID-19

Covid-19 plunged a knife in the heart of the global hotel industry and destroyed demand, sending revenue and profit to extremely low levels.

This global pandemic is the most harmful event to ever hit the hospitality industry. As stridently as room sales have plummeted, the crash in food and beverage (F & B) is even louder. We reviewed data to see how deeply the Food and Beverage department has suffered and what this means for Conference and Banqueting and other areas of the profit-and-loss statement.

[Adapted from Hospitality.Net]

5.1.1 Identify the revenue-generating area that was affected the most by the Covid-19 pandemic. (1)

5.1.2 List TWO more areas that suffered huge profit losses during the global pandemic. (2)

5.1.3 During certain Covid-19 lockdown periods hotels were not allowed to have sit down meals and many accommodation bookings were cancelled. Create THREE innovative solutions for hotels to still earn income from their venue during the Covid-19. (3)

5.2 List THREE responsibilities of an accountant in a hospitality establishment. (3)

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

5.3.1 Interpret the information illustrated in the picture and identify the area in the accommodation establishment that is displayed. (1)

5.3.2 State THREE reasons to motivate your answer in QUESTION 5.3.1. (3)

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

Pumeza is a qualified chef. She lives in Durban. She always dreamed of owning a catering business. She took a leap of faith and decided to start off with pop-up food trucks at different venues in Durban. Her signature dish will be bunny chows, but she will also sell curry and rice, samosas and rotis. She created an Instagram account for her business.

5.4.1 Point out FOUR qualities of entrepreneurs that Pumeza needs to have to make a success of her business. (4)

5.4.2 Investigate THREE possible market forces that can have an influence on Pumeza's business. (3 x 2) (6)

5.4.3 Give THREE guidelines for Pumeza to ensure that her Instagram-account is an effective marketing tool. (3)

5.4.4 Propose TWO innovative ways for Pumeza to gain a competitive advantage in her new business. (2 x 2) (4)

[30]

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QUESTION 6

6.1 Choose from the list below the correct equipment needed for the following services and/or procedures during meals. Write down only the letter next to the question numbers (6.1.1–6.1.4), for example 6.1.5 G.

A	**B**
C	**D**
E	**F**

6.1.1 Gueridon service (1)

6.1.2 Crumbing down (1)

6.1.3 Carving meat at buffet (1)

6.1.4 Keeping food hot at buffet (1)

6.2 Briefly explain the correct procedure to follow when serving coffee to guests in a restaurant. (5)

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

6.3.1 Identify the service style. (1)

6.3.2 Give a brief description of the procedure a waiter must follow when serving food according to the service style mentioned in QUESTION 6.3.1. (4)

6.4 Waiters play an important role in guest satisfaction. They should pay extra attention to their personal hygiene, appearance as well as communication. Compile a list of guidelines for waiters to follow regarding the following:

6.4.1 Appearance and personal hygiene (3)

6.4.2 Communication and dealing with customers (3)

6.5 Formulate guidelines how restaurant staff should handle the following situations during service:

6.5.1 Unexpected power failure (3)

6.5.2 Guests have to wait long for their food (2)

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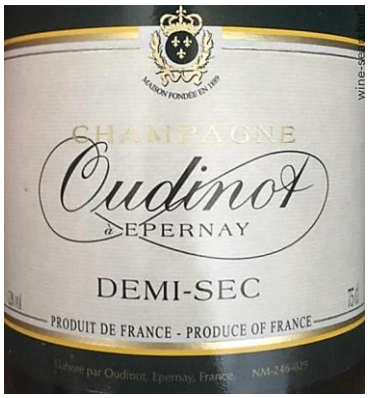
6.6 Study the labels of sparkling wine below and answer the questions that follow.

A

B



C

D

6.6.1 Indicate which of the above sparkling wines will have a ... taste. Write down only the correct letter (A–D).

(a) sweet

(b) very dry

(c) slightly sweet/dry (3)

6.6.2 Identify the wine from the above list of labels that is not allowed to be named champagne. Motivate your answer. (2)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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