basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2022

MARKS: 200

TIME: 3 hours

This question paper consists of 18 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 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.

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SECTION A: SHORT QUESTIONS

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 B

EXAMPLE:

1.1.11 A good source of vitamin C is …

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

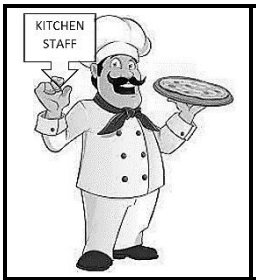
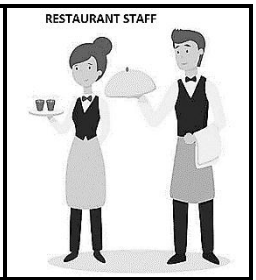
ANSWER:

1.1.11 B

1.1.1 To reduce the risk of high cholesterol, the following ingredient is a healthy choice:

A Olive oil
B Sunflower oil
C Full cream milk
D Condensed milk (1)

1.1.2 Choose an example of an overhead cost from the pictures (A–D) below.

			
A	**B**	**C**	**D**

(1)

1.1.3 During the crumbing-down process …

A only empty glasses are removed.
B the dessert utensils are removed.
C the dessert utensils are pulled down.
D only the glasses are pulled down. (1)

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1.1.4 Hepatitis A is a disease that affects the …

A stomach.
B lungs.
C kidneys.
D liver. (1)

1.1.5 Choose the most appropriate example of professionalism in the hospitality industry from the pictures (A–D) below.

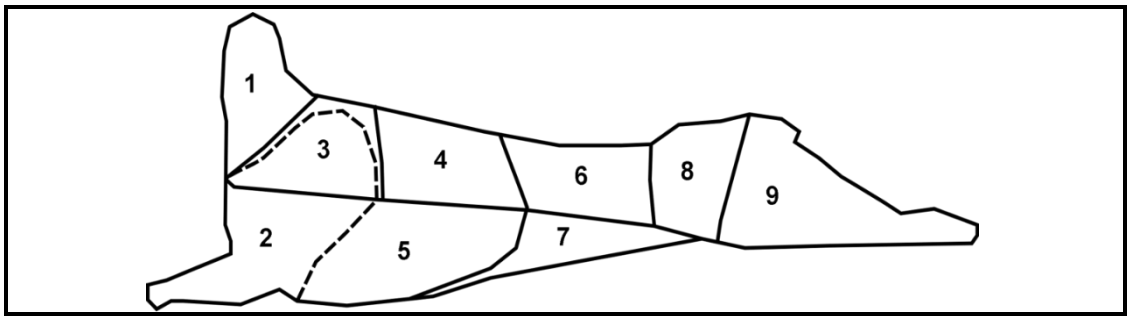
A	B	C	D

(1)

1.1.6 Choose a dish that will be suitable for a Jewish guest:

A Mini quiche Lorraine
B Mushroom roulade
C Crayfish thermidor
D Hickory ham pizette (1)

QUESTIONS 1.1.7 and 1.1.8 refer to the carcass below.



1.1.7 The most suitable parts of the carcass to be boned and rolled:

A 4, 6, 7
B 3, 5, 7
C 3, 6, 9
D 2, 4, 5 (1)

1.1.8 Saratoga chops and crown roast are prepared with these cuts:

A 4, 6
B 1, 3
C 1, 5
D 5, 6 (1)

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1.1.9 A suitable cooking method for lamb sosaties:

A Braising
B Baking
C Grilling
D Steaming (1)

1.1.10 The technique, shown in the picture below, is applied to meat cuts:

A Marinating
B Barding
C Larding
D Searing (1)

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1.2 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the cocktail snack in COLUMN A. Write only the letter (A–H) next to the question numbers (1.2.1 to 1.2.6) in the ANSWER BOOK, e.g. 1.2.7 J.

COLUMN A COCKTAIL SNACK	COLUMN B DESCRIPTION
1.2.1 Rösti	A fish rolled with rice, wrapped with nori sheets and sliced into round slices
1.2.2 Pâté	B filled wrapper rolled up and deep fried
1.2.3 Spring rolls	C crispy round golden brown potato cake
1.2.4 Rissoles	D cubes of fried bread used as garnish
1.2.5 Blini	E smooth chicken liver spread served with Melba toast
1.2.6 Sushi	F mixture of ground meat, chopped onion, milk-soaked bread and beaten egg, shaped into balls and sautéed
	G variety of raw vegetables served on a platter with a dip
	H yeast-based crumpets served with sour cream and caviar

(6 x 1) (6)

1.3 Choose the description from COLUMN B that matches the non-revenue generating area 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 NON-REVENUE GENERATING AREA	COLUMN B DESCRIPTION
1.3.1 Security	A controls finances and assets
1.3.2 Maintenance	B handles suspicious activities and protects the establishment
1.3.3 Front office	C contributes to attracting more guests
1.3.4 Laundry	D contributes to smooth operation of electrical systems and plumbing
	E checking-in and checking-out procedures
	F maintains linen and curtains

(4 x 1) (4)

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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 trolley used in highly sophisticated restaurants where dishes are flambéed in the presence of the guests

1.4.2 A substitute for gelatin that is suitable for vegans

1.4.3 The number of glasses required for twenty guests at a cocktail function

1.4.4 A warm sponge base dessert soaked with a hot, sweetened cream and butter sauce

1.4.5 The name of the method used in South Africa where the second fermentation of sparkling wine takes place in the bottle

1.4.6 The term used for meat obtained from hunted animals and birds

1.4.7 A group of people who are likely to buy your product

1.4.8 The type of profit that is determined by calculating the difference between the selling price and the total cost

1.4.9 The biological substance in fresh pineapple that prevents gelation

1.4.10 Paper-thin pastry that must be covered with a damp towel to prevent it from drying out (10 x 1) (10)

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1.5 SELECTION

1.5.1 Choose THREE additives below that could be used in the preservation of pickled onions. Write only the letters (A–F) next to the question number (1.5.1) in the ANSWER BOOK.

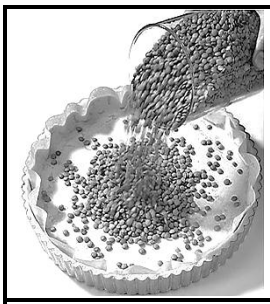
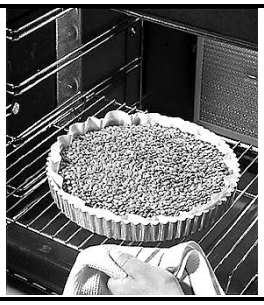
A Sodium propionate
B Benzoic acid
C Sodium benzoate
D Olive oil
E Sugar syrup
F Brown vinegar (3)

1.5.2 To identify the weak points in a business, a SWOT analysis is conducted. Select THREE examples below that relate to weaknesses in a business. Write only the letters (A–F) next to the question number (1.5.2) in the ANSWER BOOK.

A Lack of finances to operate a business
B Gaps in the market to expand small businesses
C Poor skills and abilities to produce products
D Consideration of demographic factors such as age
E No assets to run the business
F Vendors selling the same products (3)

1.6 SEQUENCE

Rearrange the steps to prepare the short crust pastry shell below. Write down only the letters (A–D) in the correct order next to the question number (1.6) in the ANSWER BOOK.

			
A	**B**	**C**	**D**

(4)

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.

HOME INDUSTRY LINKED TO OUTBREAK

Authorities are investigating a gastroenteritis outbreak linked to a home-based business. Customers and some employees reported a variety of symptoms after consuming chicken pies bought from this business. Authorities have reminded food handlers to follow good food and personal hygiene practices at all times.

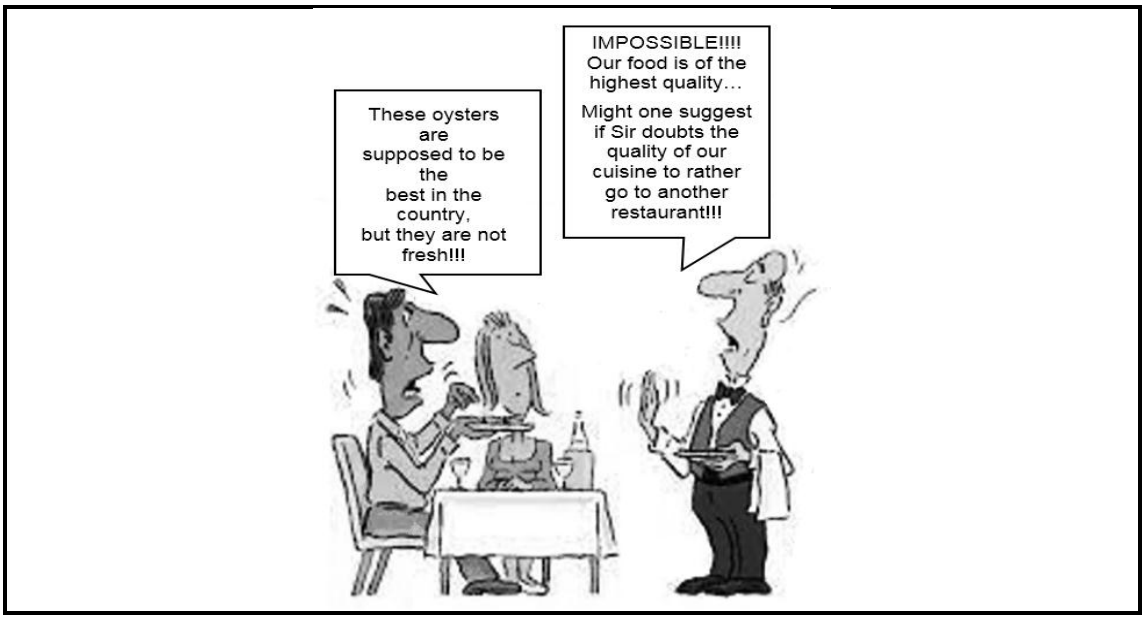
2.1.1 List FOUR symptoms that the people could be experiencing. (4)

2.1.2 Justify why the infected employees were sent home. (3)

2.1.3 Recommend other practices, besides personal hygiene, that should be applied to prevent the spread of gastroenteritis. (4)

2.2 Describe FOUR precautions that should be considered when making online purchases. (4)

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



2.3.1 Comment on the outcome of the guests' expectations. (1)

2.3.2 Critique the level of customer care shown by the waiter. (4)

TOTAL SECTION B: 20

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SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 Study the extract from a mango charlotte recipe below and answer the questions that follow.

MANGO CHARLOTTE	
INGREDIENTS: 20 sponge fingers *MANGO FILLING:* 20 mℓ gelatin powder 75 mℓ water 160 mℓ milk 5 extra-large eggs, separated 160 mℓ castor sugar 200 g canned mango, puréed 160 mℓ fresh cream, whipped	*METHOD:* 1. Prepare the charlotte mould. 2. Line the sides of the charlotte mould with sponge fingers. 3. Add gelatin powder to water in a heatproof bowl, leave to absorb the water for a few minutes and then place gelatine over simmering water to melt until transparent. 4. Heat milk in a saucepan. Beat egg yolks and half of the sugar together. Add the egg mixture to the warm milk in the saucepan and mix well. Boil for 5 minutes. Remove from heat. 5. Cool mixture and add gelatin. 6. Beat egg whites until foamy. Gradually add remaining sugar and continue beating until stiff peak stage. 7. Gently fold in the mango purée, using a spoon. Fold in whipped cream. 8. Spoon filling into the centre of the charlotte mould.

3.1.1 Describe how to prepare the mould for the mango charlotte. (1)

3.1.2 Identify the TWO gelatin processes described in Step 3. Write down only the names of the processes in the correct order. (2)

3.1.3 Classify the product being prepared in Step 4. (1)

3.1.4 Incorrect methods were used in Step 4. Predict the possible outcomes of the product in Step 4. (2)

3.1.5 Suggest precautionary measures that must be followed when preparing the product in Step 4 to ensure that the product is successful. (3)

3.1.6 Give another method, besides the one in Step 3, that can be used to melt the gelatin. (1)

3.1.7 Identify the type of meringue prepared in Step 6. (1)

3.1.8 Describe guidelines to follow during the preparation of the meringue. (3)

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3.2 The Davey Hotel has a variety of ice creams and granita on the menu.

3.2.1 Differentiate between the two frozen desserts. (2 x 2) (4)

3.2.2 Evaluate the suitability of using spun sugar as a topping for the ice cream. (3)

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

A trainee chef compiled a menu based on products bought at a speciality food market:

menu	**SPECIALITY FOOD MARKET** *Specialising in plant-based products*
Butternut Soup with Cheese Rolls Phyllo pastry baskets with grilled vegetables Fried Soya Schnitzel with a Greek Salad Peach Compote with toasted almonds Tea and Coffee	**Ingredients bought:** **Peaches** **Soya Schnitzels** **Butternut** **Toasted almonds**

3.3.1 Justify why the menu is written INCORRECTLY according to the rules of menu writing. (5)

3.3.2 Determine the type of vegetarian that will only include the food items bought from the speciality food market in his/her diet. (2)

3.3.3 Explain why the soya schnitzels are an excellent meat replacement. (4)

3.3.4 Discuss the nutritional benefits of adding the toasted almonds to the dessert. (2)

3.3.5 Describe TWO other creative ways of using toasted almonds as a garnish/accompaniment in the preparation of the dessert. (2)

3.3.6 Evaluate the suitability of the menu for a Hindu family. (4)

[40]

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QUESTION 4

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

WAGYU HUMP*	YORKSHIRE PUDDING
*Wagyu beef is an excellent quality beef obtained from cattle that is kept in tranquil surroundings and is fed a special diet.	

4.1.1 Recommend a suitable cooking method for the hump. (1)

4.1.2 Explain TWO factors that have influenced the excellent quality of the Wagyu hump before slaughtering. (2)

4.1.3 Judge the use of the Yorkshire pudding as an accompaniment to the hump. (2)

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

A	**B**

Identify and describe the techniques in Pictures **A** and **B**. (2 x 3) (6)

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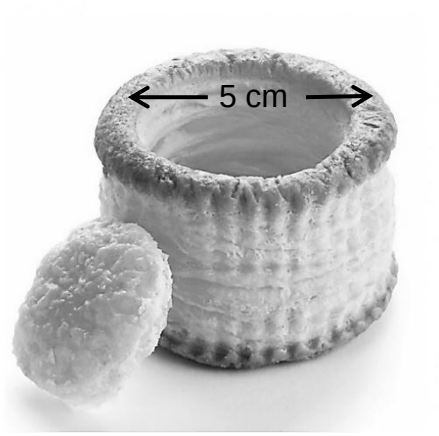
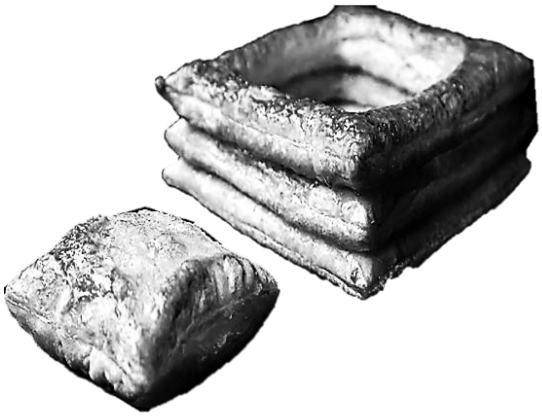
4.3 Study the pictures below and answer the questions that follow.

BOUCHÉE CASES	
	
A	**B**

4.3.1 Identify the pastry used in the preparation of the bouchées. (1)

4.3.2 Write down the ratio of fat to flour used in the pastry. (1)

4.3.3 Evaluate the appearance of the bouchée case in Picture **A**. (3)

4.3.4 Give guidelines that should have been followed to ensure a successful appearance and texture of the product in Picture **B**. (3)

4.4 Study the label of the canned pears below and answer the questions that follow.

LABEL	COST PRICE OF INGREDIENTS
Ingredients: Pears, sugar, lemon juice, pectin. To preserve freshness refrigerate after opening ***PEAR SLICES IN SUGAR SYRUP*** 25 Ceres Valley CAPE TOWN *SOUTH AFRICA* ☎ 021 555 5555 www.fruit.co.za	Pears: R27,99 Sugar: R9,99 Lemon juice: R6,00 Pectin: R5,00

4.4.1 Determine the information missing from the label. (4)

4.4.2 Describe how canning is used to preserve the pears. (4)

4.4.3 Calculate the following. Show ALL formulas and calculations.

(a) Food cost of the pear slices in sugar syrup (2)

(b) The selling price of the pear slices in sugar syrup using a food cost percentage of 40% (2)

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

4.5.1 Identify the choux pastry product in the pictures above. (1)

4.5.2 Give the temperature that is required to fry the product. (1)

4.5.3 Describe how the product should be handled immediately after frying. (1)

4.5.4 Justify why the following procedures are important when preparing choux pastry:

(a) Do not boil water and shortening for too long. (2)

(b) Eggs should be added to the cooled paste a little at a time. (2)

(c) Do not add more flour to the paste after the flour mixture has been cooked. (2)

[40]

TOTAL SECTION C: 80

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SECTION D: SECTORS AND CAREERS; FOOD AND BEVERAGE SERVICES

QUESTION 5

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

> An international tour group visited the Mpumzale Restaurant. One of the guests, who had a couple of drinks too many, started to become loud and began bothering other guests. The waiter asked the guest politely to stop. When the guest demanded another drink, the waiter hesitated, but served the drink. The guest became so intoxicated that he started dancing on the table. He lost his balance, fell from the table and fractured his ankle.

5.1.1 Name the staff member that should have assisted the waiter. (1)

5.1.2 Argue whether the waiter handled the situation with the intoxicated guest correctly. (4)

5.1.3 Apart from first aid, suggest how the restaurant staff should handle the unforeseen circumstance of the guest fracturing his ankle. (3)

5.2 Study the advert and web page below and answer the questions that follow.

ADVERT	WEB PAGE
JOB OPPORTUNITY: **Telesales executive for Mpumzale Guest House** Qualifications: Degree/Post graduate Number of years' experience: 5 years Energetic with positive attitude Selection criteria: Face-to-face interview Critique online marketing tool Comprehensive CV (www.mpumzale.com) Contact details: +27 (0)11 555 5555 Closing date: 6 May 2022	Home | Above | Accommodation | Facilities | Gallery | Contact us *****MPUMZALE LUXURY GUEST HOUSE***** The guest house is located 200 metres from the beach. Free watersports are available. Close to nature trails and magnificent waterfalls. 24-hour reception and room service. **HIGHLIGHTS** Accommodation Gourmet meals Spa **MAKE A RESERVATION NOW!!!**

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5.2.1 Name the department under which the telesales personnel fall. (1)

5.2.2 State the roles and responsibilities of a telesales person. (3)

5.2.3 Outline the role of the human resources manager after a suitable candidate has been appointed by the establishment. (3)

5.2.4 Motivate why the webpage is a successful visual and electronic marketing tool for the guest house. (5)

5.2.5 (a) Define *revenue generating areas.* (1)

(b) Identify TWO examples of revenue generating areas on the webpage. (2)

5.3 Name THREE marketing mix concepts that an entrepreneur must take into consideration when setting up a business. (3)

5.4 Explain how the Covid-19 pandemic negatively impacted on the hospitality industry and the economy of the country. (4)
[30]

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QUESTION 6

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

6.1.1 Judge the accuracy of the cover according to the placement of the:

(a) Cutlery (3)

(b) Crockery (2)

6.1.2 Comment on the overall appearance of the napkin. (2)

6.2 Study the pictures and list of equipment below and answer the questions that follow.

A – BUILT COCKTAIL	**B – FROSTING**

LIST OF EQUIPMENT:	Spoon Shaker Strainer

6.2.1 Identify the suitable equipment the barman will use to prepare the cocktail in Picture **A**. (1)

6.2.2 Describe how the cocktail in Picture **A** is prepared. (2)

6.2.3 Explain the method the barman will follow to frost the glass illustrated in Picture **B**. (2)

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6.3 A group of college students visited the Soweto Wine Festival. They have no previous knowledge of wine, how it is stored or the pairing of wine with food.

6.3.1 Assist the students by providing the classification of wine that matches the descriptions below.

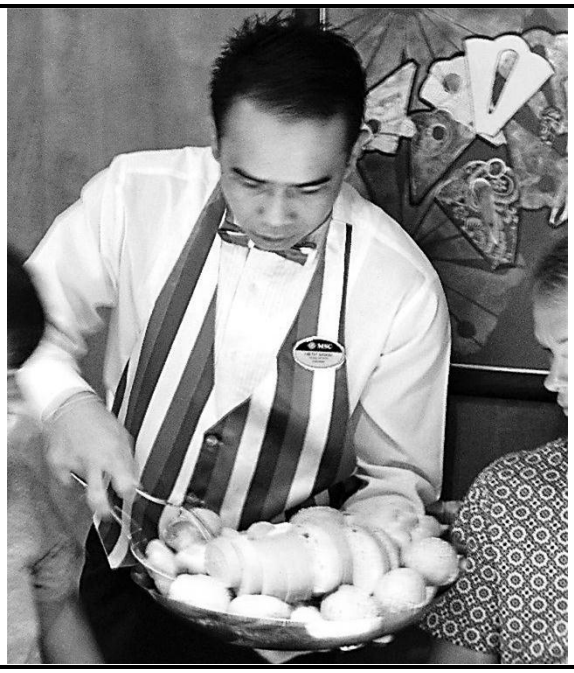
No additional ingredients have been added to wine during fermentation	Large carbon dioxide bubbles are formed in the bottle during fermentation	Addition of wine spirits to stop fermentation
A	**B**	**C**

(3)

6.3.2 List THREE types of information that should be included on the front of a wine label. (3)

6.3.3 Recommend how the food and beverage personnel should store corked red wine bottles. (5)

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



BREAD SERVICE

6.4.1 Identify the serving style used to serve the bread. (1)

6.4.2 Describe how the waiter would conduct the technique in the restaurant. (4)

6.5 Explain the procedure of correcting covers in a formal dinner. (2)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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