basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2024

MARKS: 200

TIME: 3 hours

This question paper consists of 20 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: Answer all the questions below each other in the ANSWER BOOK without leaving a line, as shown below.

   Correct:
   1.1.1
   1.1.2

   Incorrect:
   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 A characteristic of short crust pastry:

A Laminated layers
B Multiple layers
C Crumbly texture
D Uneven texture (1)

1.1.2 Choose ONE of the products in the pictures (A–D) where the preservation method consists of smoking, drying and the addition of salt.

Ham	**Pears**	**Sardines**	**Biltong**
A	**B**	**C**	**D**

(1)

1.1.3 A water bath consisting of a shallow container of steaming water, heated by electricity:

A Hot tray
B Warm drawer
C Chafing dish
D Bain-marie (1)

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1.1.4 Choose the techniques applied to the beef in the picture below.

A Stuffing and searing
B Trimming and carving
C Boning and larding
D Barding and binding (1)

1.1.5 The main purpose of the opening mise-en-place in a restaurant kitchen is to …

A prepare for the next day's menu items.
B finalise the day's orders and sales.
C clean and count kitchen utensils.
D prepare the waiter stations for service. (1)

1.1.6 An action that should be prioritised in a restaurant setting when a guest expresses dissatisfaction:

A Ignore the situation to avoid conflict
B Address the problem swiftly and effectively
C Instruct the guest to keep calm and patient
D Engage in a debate to discuss the restaurant's policy (1)

1.1.7 Select a cold hors d'oeuvre from the meat and meat alternatives food group shown in the pictures (A–D) below.

MOZZARELLA AND TOMATO SKEWERS	**SOUR CREAM AND FENNEL CUCUMBER CUPS**	**PEPPADEW AND CHEESE PALMIERS**	**SPICY STUFFED EGGS**
A	**B**	**C**	**D**

(1)

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1.1.8 The method of vacuum sealing beef and leaving it in the refrigerator for two weeks:

A Electrical cooling
B Wet ripening
C Rigor mortis
D Dry ripening (1)

1.1.9 The process whereby sugar is converted into alcohol and carbon dioxide:

A Fermentation
B Fortification
C Carbonisation
D Clarification (1)

1.1.10 A vegan diet typically includes the following ingredients in food preparation:

A Soya products, vegetables, nuts and gelatin
B Vegetables, fruit, legumes and yeast
C Vegetables, fruit, eggs and legumes
D Honey, legumes, fruit and nuts (1)

1.2 **MATCHING ITEMS**

Choose the description from COLUMN B that matches the meat product in COLUMN A. Write only the letter (A–F) next to the question numbers (1.2.1 to 1.2.4) in the ANSWER BOOK, e.g. 1.2.5 G.

COLUMN A MEAT PRODUCT	**COLUMN B DESCRIPTION**
1.2.1 Tournedos	A 5–6 cm prime cut from the fillet
1.2.2 Kebab	B 5 cm thick cut from the loin
1.2.3 Medallions	C 2–4 cm round cut from the fillet
1.2.4 Porterhouse	D 25 mm x 25 mm cubes of meat on a skewer
	E 1–2 cm small round cut from the fillet
	F 10 cm or longer tail end of the fillet

(4 x 1) (4)

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1.3 MATCHING ITEMS

Choose the description from COLUMN B that matches the dessert components in COLUMN A. Write only the letter (A–H) next to the question numbers (1.3.1 to 1.3.6) in the ANSWER BOOK, e.g. 1.3.7 J.

COLUMN A DESSERT COMPONENTS	COLUMN B DESCRIPTION
1.3.1 Praline	A flavoured, sweetened, whipped cream
1.3.2 Tuilles	B a blend of melted chocolate and cream
1.3.3 Ganache	C purèed fruit sauces that can be cooked or uncooked
1.3.4 Crème Chantilly	D finely crushed hardened caramelised sugar and nuts
1.3.5 Crème anglaise	E dark chocolate with extra cocoa butter
1.3.6 Coulis	F egg-based sauce prepared in a double boiler
	G mixture of eggs, sugar and wine whipped to ribbon stage
	H twisted or curled paper thin biscuit

(6 x 1) (6)

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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 The type of offal used in pâté

1.4.2 The negative reaction of the immune system after eating a specific food

1.4.3 Preparing meals and having them delivered to elderly people's homes at a minimal cost

1.4.4 A lifestyle disease where there is a high level of pressure in the arteries

1.4.5 An Italian frozen dessert that consists of finely crushed ice crystals resulting in a granular texture

1.4.6 Soaking gelatin in cold liquid to absorb liquid and soften

1.4.7 The professional work ethic that requires staff to be vigilant and react quickly to guests' needs

1.4.8 The serving unit used for slicing joints, poultry and game in front of guests

1.4.9 A marketing-mix concept that describes what is being sold to clients

1.4.10 The seal which officially guarantees that what is stated on the wine label correlates with the contents in the bottle (10 x 1) (10)

1.5 SELECTION

1.5.1 Select FIVE causes of an unsuccessfully baked vol-au-vent from the list below. Write only the letters (A–J) next to the question number (1.5.1) in the ANSWER BOOK.

A A low oven temperature during baking
B Working on a cold work surface
C Too much flour used during rolling
D Rolling and folding dough 9–11 times
E Incorrect measuring of ingredients
F Sifting the flour three times
G Rolling pastry in one direction
H Incorporating air into the dough
I No resting and chilling between each rolling stage
J Overstretching the dough during rolling (5)

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1.5.2 Identify FIVE roles and responsibilities of the human resources manager from the list below. Write only the letters (A–J) next to the question number (1.5.2) in the ANSWER BOOK.

A Updates staff computer systems
B Manages staff disciplinary inquiries
C Organises training for employees
D Draws up reports of transactions for the day
E Evaluates the performance of staff
F Signs contracts with all service providers
G Organises marketing activities
H Draws up employment contracts
I Prepares work schedules and rosters
J Ensures that debtors are invoiced (5)

TOTAL SECTION A: 40

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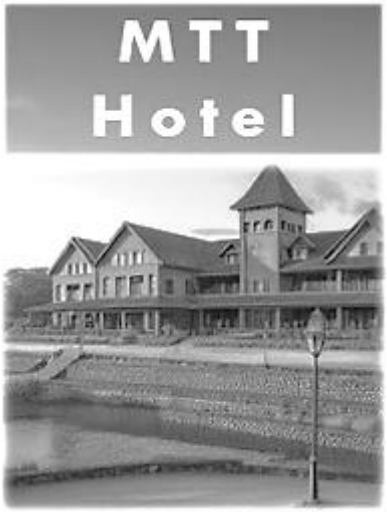
SECTION B: KITCHEN AND RESTAURANT OPERATIONS; HYGIENE, SAFETY AND SECURITY

QUESTION 2

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



MTT Hotel is a popular tourist establishment in South Africa.

During a busy season, the hotel was expecting a tour group of retired teachers from overseas.

Suddenly there were warnings of a hepatitis A outbreak in the area. The hotel was courteous enough to alert the tour group and hotel staff to take the necessary preventative measures.

2.1.1 Name the organ in the body that is affected when a person is infected with hepatitis A. (1)

2.1.2 Suggest ONE preventative measure that the retired teachers should take before departing on the tour. (1)

2.1.3 Describe which of the overseas guests might be more at risk of contracting hepatitis A. (1)

2.1.4 Justify why the hotel staff who have contracted hepatitis A should be excluded from work. (4)

2.2 People living with HIV and Aids may easily contract tuberculosis.

Evaluate the comment above. (3)

2.3 Explain how electronic point of sale systems (POS) can increase productivity in the restaurant. (4)

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

Waiter *(smiling)*: Welcome to our restaurant! Please follow me to your table.

Waiter *(smiling)*: May I offer you our complimentary welcome drink?

Guests A and B: Yes, thank you for your hospitality.

Waiter presents the food menu to the guests.

Guest A: I am gluten intolerant. Can you recommend any safe options?

Waiter: Certainly! Our chef can customise dishes to accommodate food intolerances and we also offer a variety of vegan dishes.

Waiter *(presenting the dish)*: Here's our signature pasta dish prepared with gluten-free pasta. Enjoy!

Guest A: Wow, so quickly. Thank you!

Waiter *(checking on the table)*: Is everything to your satisfaction?

Guest B: Absolutely! The food and service have been outstanding.

Argue whether the guests' expectations of customer care and service excellence were met by referring to:

2.4.1 First impressions of the waiter (3)

2.4.2 Food and food service (3)

TOTAL SECTION B: 20

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SECTION C: NUTRITION AND MENU PLANNING; FOOD COMMODITIES

QUESTION 3

3.1 Study the scenario and menu package suggested by the head chef below and answer the questions that follow.

Slindile and Steven are going to get married in July 2025. They have chosen Star Hotel as a venue for their wedding due to popular reviews about highly skilled chefs and world-class kitchens. The bridal couple would like to have a pre-dinner cocktail function for 200 guests while they are taking photos, followed by a sit-down dinner at the lowest price possible, because they have a limited budget.

MENU COCKTAIL FUNCTION	MENU DINNER
Cream Cheese Bruschetta Smoked Salmon Pinwheels with Caviar Mutton Rissoles Hummus and Vegetable Chips Tempura Prawns	Cold Cucumber Soup ❁❁❁ Rosemary Tournedos with Parmesan Crust Green Peppercorn Sauce Potato Croquettes Minted Julienne Carrots Rolled Baby Marrow Ribbons ❁❁❁ Dark Chocolate Bavarois with Watermelon and Dragon Fruit Macédoine ❁❁❁ Tea and Coffee 24 July 2025

3.1.1 List FOUR guidelines that must be followed when preparing the hors d'oeuvres. (4)

3.1.2 Evaluate the suitability of the hors d'oeuvres for the Jewish guests attending the wedding. (4)

3.1.3 Determine which TWO management principles of menu planning the head chef did not consider when planning the above menus and give a reason for each. (4)

3.1.4 Argue if the number of hors d'oeuvres for the pre-dinner cocktail function is sufficient. (2)

3.1.5 Name TWO other types of functions, besides the pre-dinner cocktail function, where hors d'oeuvres can be served. (2)

3.1.6 Motivate why the dinner function hosted for Slindile and Steven's wedding can be referred to as a banquet. (3)

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

Sannie owns a small bakery and is planning to produce 20 pecan nut tarts for a local old age home. She calculates that the cost of the ingredients for the pecan nut tarts amounts to R840,00. To align with her bakery's commitment to sustainability, Sannie decides to package the pecan nut tarts in biodegradable containers.

3.2.1 Explain why the cost of the ingredients for the pecan nut tarts may vary for future orders. (2)

3.2.2 Differentiate between *gross profit* and *net profit*. (2)

3.2.3 Calculate the selling price per pecan nut tart if Sannie wants to achieve a 40% gross profit. (4)

3.2.4 Determine the type of cost involved when purchasing the biodegradable containers. (1)

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

Soya bean products are versatile and widely used as a meat substitute. It offers a plant-based alternative for people seeking to reduce their meat consumption. However, not all types of vegetarians exclude animal protein from their diet.

3.3.1 Name TWO soya bean products that pesco-vegetarians can include in their diet as a protein substitute. (2)

3.3.2 Motivate why the products named in QUESTION 3.3.1 will be of nutritional benefit to a pesco-vegetarian. (3)

3.3.3 Give TWO examples of complete proteins, other than soya, that will be included in a pesco-vegetarian diet. (2)

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

	The chef used agar-agar to prepare the fruit jelly.

3.4.1 Suggest TWO types of gelatin that the chef can use to prepare the above fruit jelly if agar-agar is not available. (2)

3.4.2 Discuss TWO precautionary measures that must be followed when adding the fruit to the jelly to ensure even distribution. (2)

3.4.3 Predict why the chef used agar-agar to prepare the fruit jelly, even though gelatin was available. (1)
[40]

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QUESTION 4

4.1 Study the pastry products below and answer the questions that follow.

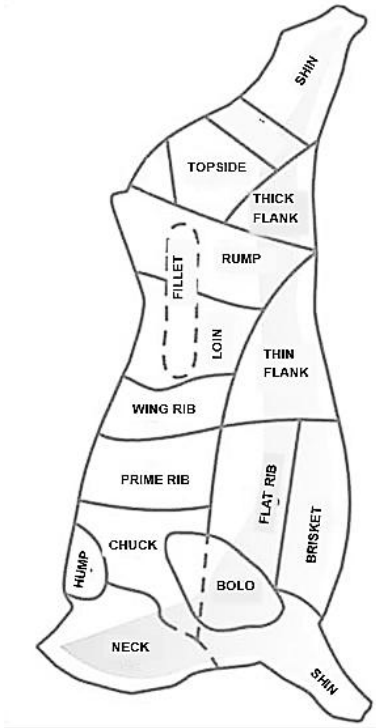
	A: PUFF PASTRY
BAKLAVA	**B: PHYLLO PASTRY**

4.1.1 Select the pastry (**A** or **B**) used in the preparation of the baklava. (1)

4.1.2 Explain how you will prevent the drying out of the pastry selected in QUESTION 4.1.1 during the preparation of the baklava. (2)

4.1.3 Name FOUR quality characteristics of the successfully baked pastry used in the preparation of the baklava. (4)

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

PULLED BEEF SLIDER	**BEEF CARCASS**
 Tender, flavourful shredded beef piled on a crispy bun, topped with melted cheese, and served with a variety of toppings	

4.2.1 Select TWO meat cuts with bone from the forequarter that can be used to prepare the pulled beef. (2)

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4.2.2 Suggest the most suitable combination cooking method for the meat cuts selected in QUESTION 4.2.1. (1)

4.2.3 Motivate the choice of cooking method suggested in QUESTION 4.2.2 by referring to the muscle fibre and connective tissue. (2)

4.2.4 Justify why springbok meat will be a suitable substitute for the pulled beef. (2)

4.2.5 Distinguish between the benefits of cooking *meat on the bone* to *meat off the bone*. Tabulate your answer as follows:

ON THE BONE	DEBONED

(2)

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

CRÈME CARAMEL

4.3.1 Classify the dessert. (1)

4.3.2 Give a brief description of a crème caramel. (2)

4.3.3 Motivate why the dessert must be cooked in a water bath in the oven. (2)

4.4 4.4.1 Explain how sugar is added during the preparation of the following meringues:

(a) Swiss meringue (1)

(b) French meringue (1)

4.4.2 State TWO guidelines to follow to ensure successful whipping of the egg whites for the meringues. (2)

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

Choux pastry puffs are crispy on the outside and hollow and dry on the inside

4.5.1 Suggest and describe TWO choux pastry desserts that can be made with the small puffs in the picture. (4)

4.5.2 Name the first TWO ingredients heated in a saucepan on the stove when making choux pastry and describe the function of EACH during the preparation or cooking process. (4)

4.5.3 Argue how the correct oven temperatures will contribute to the formation of the hollow interior and crispy outer shell of the choux pastry. (2)

4.6 Study the product below and answer the questions that follow.

4.6.1 Justify why bottling as a preservation method will preserve the marmalade. (3)

4.6.2 Determine which ingredient is missing on the label that is crucial in the jellying (setting) of the marmalade. (1)

4.6.3 Explain how the chef would test if the jam is ready to be poured into the sterilised jars. (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 scenario and the pop-up advertisement below to answer the questions that follow.

A group of 150 former matric classmates and their partners were planning a ten-year reunion. The organising committee decided on Hotel MTT because a special offer on an internet pop-up advertisement caught their attention.

5.1.1 List THREE non-revenue-generating areas that will provide services to the guests attending the reunion. (3)

5.1.2 Motivate why the hotel will advise the group to choose the function room to host the reunion and not the hotel restaurant on site. (3)

5.1.3 Suggest THREE strategies that the hotel can implement to ensure that the reunion does not get disrupted by load-shedding. (3)

5.1.4 Evaluate the effectiveness of the pop-up advertisement above. (6)

5.1.5 Discuss the role that security will play at the hotel. (2)

5.1.6 Explain how the increase in the demand for food and beverages at the hotel will have an impact on the South African economy. (4)

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

YOUNG ENTREPRENEUR SHOWS THAT HARD WORK AND DETERMINATION DOES PAY

Trennery is the proud owner of the BeeChips fast-food kiosk that specialises in selling potato chips and burgers. After securing a perfect place at the beachfront, she managed to get a small business loan at the bank and set up the kiosk. Trennery employed a salesperson and a chef. Her father helped her to set up the kiosk and offered to do the maintenance at a minimal cost.

5.2.1 Suggest THREE threats that the BeeChips business might experience. (3)

5.2.2 Assist Trennery to develop an operational plan using the following headings:

(a) Discuss what she needs to know about purchasing supplies for her business. (1)

(b) Draw an organogram for the BeeChips personnel and briefly describe ONE responsibility of EACH staff member. (5)

[30]

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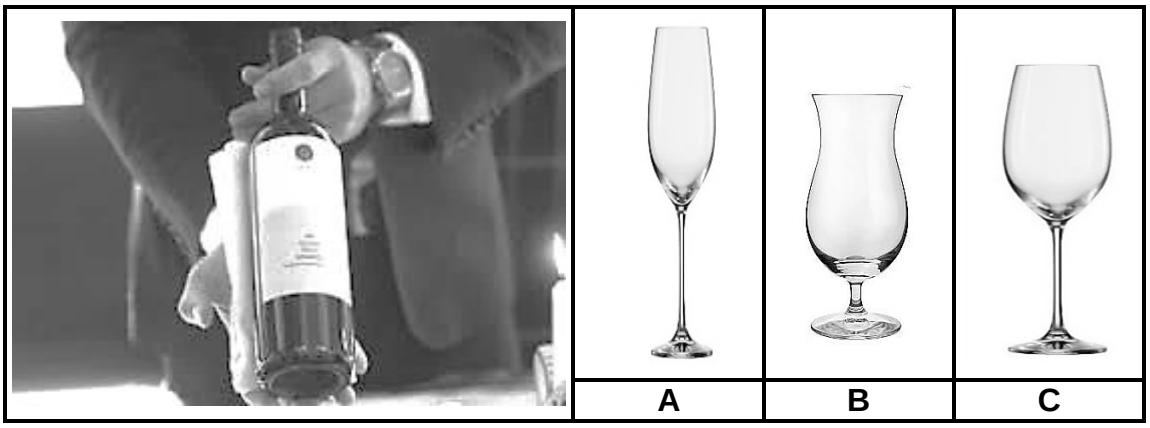
QUESTION 6

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



6.1.1 Identify the process the waiter is performing at a guest's table. (1)

6.1.2 Judge the way the process is being performed by the waiter. (2)

6.1.3 Identify the most appropriate glass for the wine from pictures A–C. (1)

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

A few weeks ago, the local bottle store manager started offering wine-tasting evenings at an open public area with umbrellas and a couple of chairs outside the store for customers to consume the liquor after purchasing it. The manager of the bottle store used the bartending services of Grade 10 learners as part of industry training.

6.2.1 Critique the actions of the bottle store manager by referring to the non-compliance with the liquor laws. (2)

6.2.2 Make recommendations to the bottle store manager on how to comply with the liquor laws for serving alcohol on the premises. (4)

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

6.3.1 Identify the type of service style. (1)

6.3.2 Explain the benefits of the service style identified in QUESTION 6.3.1. (3)

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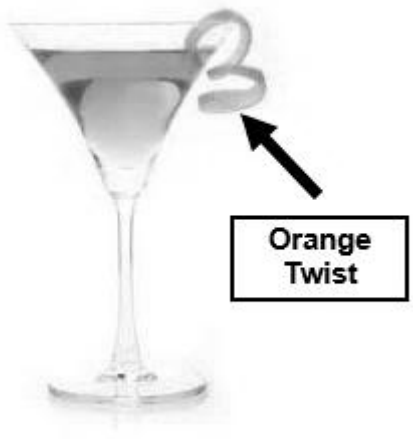
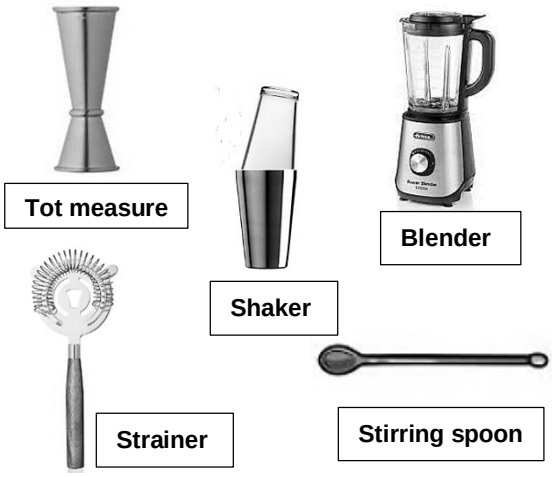
6.4 Study the pictures below and answer the questions that follow.

6.4.1 Suggest how the waiter knows when it is time to conduct the process above. (2)

6.4.2 Describe how the complete process above should be conducted by waiters in the restaurant. (5)

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

	
A **PASSION FRUIT AND ORANGE MOCKTAIL (SHAKEN)**	**B** **MOCKTAIL EQUIPMENT**

6.5.1 Study the equipment in PICTURE B and judge the suitability of EACH for the preparation of the mocktail in PICTURE A. (5)

6.5.2 Describe TWO different garnishing methods, other than the orange twist, that could be used to complement the mocktail. (2)

6.6 Explain why the barman must never overstock beverages for the restaurant. (2)
[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

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