

<b>EXAMINATION</b>		<b>NATIONAL SENIOR CERTIFICATE</b>	
<b>GRADE</b>		12	
<b>DATE</b>		JUNE 2024	
<b>SUBJECT</b>		HOSPITALITY STUDIES	
<b>PAPER</b>		1	
<b>MARK TOTAL</b>		200	
<b>DURATION (HOURS)</b>		3	
<b>NUMBER OF PAGES</b>		15	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE  
SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT

## INSTRUCTIONS AND INFORMATION

1. This paper consists of **FOUR** sections and **SIX** questions.

<b>SECTION A:</b>	Short questions	(40)
<b>SECTION B:</b>	Kitchen and restaurant operations; Hygiene, safety and security	(20)
<b>SECTION C:</b>	Nutrition and menu planning; Food commodities	(80)
<b>SECTION D:</b>	Sectors and careers; Food and beverage service	(60)

- Answer all the questions in the answer book.
- Number the answers correctly according to the numbering system used in this paper.
- Write neatly and legibly.
- Only write in **BLUE** pen.
- Use the table below as a guide for answering the questions in the given time frame:

SECTION	QUESTION	TOPIC	MARKS	TIME ALLOCATION (MINUTES)
A	1	Short questions (all topics)	40	35
B	2	Kitchen and restaurant operations Hygiene, safety and security	20	20
C	3	Nutrition and menu planning	40	70
	4	Food commodities	40	
D	5	Sectors and careers	30	55
	6	Food and beverage service	30	
			<b>200</b>	<b>180</b>



## SECTION A

### QUESTION 1

#### 1.1 MULTIPLE-CHOICE QUESTIONS

Four options are provided as possible answers to each of the questions below. Choose the correct answer and write the letter (A – D) next to the question number (1.1.1 -1.1.10), 1.1.11 A in the ANSWER BOOK.

1.1.1 A drink made of a mixture of variety of two or more beverages is known as ...

- A cappuccino.
- B cordials.
- C syrups.
- D cocktails.

1.1.2 The best choice of salad for a gluten and lactose intolerant guest:

- A Beetroot and Feta Salad
- B Caesar Salad
- C Greek Pasta Salad
- D Grilled Vegetable Salad

1.1.3 The method of preserving food through the use of acid is known as ...

- A canning.
- B curing.
- C pickling.
- D smoking.

1.1.4 Melting soaked gelatine over hot water before use is known as ...

- A dispersion.
- B moulding.
- C gelation.
- D hydrating.

1.1.5 A fresh fruit that will prevent the setting of a gelatine mixture:

- A Apple
- B Kiwi
- C Orange
- D Banana



- 1.1.6 A good source of protein for someone who suffers from high cholesterol:
- A Steamed chicken breast with spinach
  - B Deep-fried chicken leg and thigh
  - C Bacon wrapped Chicken breast stuffed with Brie cheese
  - D Creamy Chicken Stroganoff
- 1.1.7 A religious group that consumes strictly kosher food:
- A Hindus
  - B Jews
  - C Muslims
  - D Buddhists
- 1.1.8 The position of the white wine glass is 2.5 cm from the tip of the ...
- A main course fork.
  - B entrée knife.
  - C main course knife.
  - D entrée fork.
- 1.1.9 The total cost of a chocolate cake is R75.00. It serves eight portions. The cost of one portion is ...
- A R9.38.
  - B R9.34.
  - C R9.32.
  - D R9.36.
- 1.1.10 ONE of the following is a symptom of gastroenteritis:
- A Yellow eyes and skin
  - B Vomiting and dehydration
  - C Continuous coughing
  - D Blemishes on the tongue

(10x1) = (10)

**1.2 Give only ONE term for the following descriptions. Write only the term next to the question number (1.2.1 – 1.2.10) in the ANSWER BOOK.**

- 1.2.1 Type of marketing tool that includes internet and e-mails.
- 1.2.2 An extract from seaweed that sets into a jelly when dissolved in water.
- 1.2.3 A touch-screen computer that relays messages to the kitchen to place orders is known as a ...
- 1.2.4 A fee charged when guests bring their own alcohol into a restaurant.
- 1.2.5 South African sparkling wines made in the traditional French method.
- 1.2.6 The process of cleaning the table after the main course is served.
- 1.2.7 A small bite-size puff pastry case with a filling.
- 1.2.8 A thin coating, brushed, poured, or drizzled over foods to give it a shiny, attractive appearance.
- 1.2.9 Medication used for the treatment of HIV.
- 1.2.10 A preservation method used in making biltong.

(10x1) = (10)

**1.3 MATCHING ITEMS**

**Choose a description from COLUMN B that matches the type of position in COLUMN A. Write only the letter (A - G) next to the question numbers (1.3.1 - 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 H**

COLUMN A: TYPE OF POSITION		COLUMN B: DESCRIPTION	
1.3.1	Telesales person	A	Controls access to the premises of a hotel.
1.3.2	Accountant	B	Promotes the products and services of the hotel.
1.3.3	Night auditor	C	Signs contracts with reliable service providers.
1.3.4	Parking attendant	D	Responsible for the employment of staff at the hotel.
1.3.5	Human resources manager	E	Responsible for the auditing of hotel funds.
		F	Oversees the general maintenance of rooms in a hotel.
		G	Draws up reports of transactions concluded during the previous day.

(5x1) = (5)

**1.4 SELECTION**

Select **FIVE** food items suitable for a person on a diabetic diet. Write only the letters (A - I) next to the question number (1.4) in the ANSWER BOOK.

- A Fresh Berry Salad
- B Consommé Julienne
- C Full English Breakfast
- D Whole-wheat Cucumber Sandwich
- E Baked Cheesecake with Caramel Sauce
- F Roasted Vegetables with Balsamic Vinegar
- G Crème Brûlée
- H Grilled Ostrich Fillet with Reduction Sauce
- I Salami and Cheese Sandwich

(5x1) = (5)

**1.5 SELECTION**

Identify **FIVE** food items in the list below that can cause food allergies. Write only the letters (A-G) next to the question number in the ANSWER BOOK.

- A Lemon Sorbet
- B Crème Caramel
- C Peanut Brittle
- D Toasted Ciabatta
- E Stewed Apples
- F Pecan Nut Pie
- G Garlic Prawns
- H Fruit skewers
- I Kudu biltong

(5x1) = (5)

**1.6 MATCHING ITEMS**

Choose a definition from **COLUMN B** that matches a type of wine in **COLUMN A**. Write only the letter (A-H) next to the question number (1.6.1-1.6.5) in the **ANSWER BOOK**.

COLUMN A: TYPES OF WINE		COLUMN B: DEFINITIONS	
1.6.1	Brut	A	Wine to which alcohol has been added.
1.6.2	Blend	B	Wine that contains a large proportion of sugar.
1.6.3	Fortified	C	Wine that contains carbon dioxide.
1.6.4	Natural	D	A medium dry wine.
1.6.5	Sparkling	E	A mixture of two wines.
		F	Wine with the skin soaked in it.
		G	A very dry wine.
		H	Wine to which nothing was added during the fermentation process.

(5x1) = (5)

[40]

**TOTAL SECTION A: [40]**

## SECTION B: KITCHEN AND RESTAURANT OPERATIONS | HYGIENE | SAFETY AND SECURITY

### QUESTION 2

2.1 **The manager is reluctant to buy computers for the new guesthouse because of financial implications.**

2.1.1 Explain THREE advantages of using computers in the hospitality establishment. (3)

2.1.2 Explain how the manager can use the computers for accounting purposes in the guest house. (4)

2.2 Discuss FOUR benefits of good service at a hotel or guest house. (4)

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

**James works as a chef at a restaurant. He developed diarrhoea and was diagnosed with gastroenteritis. He continued going to work in his condition.**

2.3.1 Name TWO symptoms, other than diarrhoea, that James could have developed. (2)

2.3.2 Briefly explain how James's actions can put elderly guests at risk. (2)

2.4 **HIV/AIDS is among the diseases that directly affect the hospitality industry.**

2.4.1 Explain how HIV/AIDS will impact on the workforce. (3)

2.4.2 Recommend ways of preventing the transmission of HIV. (2)

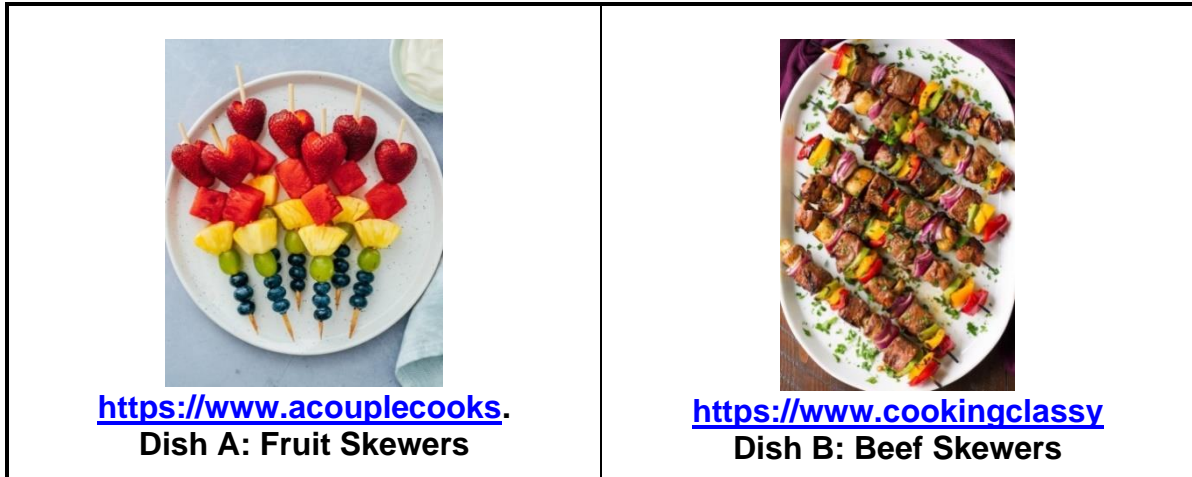
[20]

**TOTAL SECTION B: [20]**

## SECTION C: NUTRITION AND MENU PLANNING | FOOD COMMODITIES

### QUESTION 3

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



- 3.1.1 The above dishes were served at a cocktail party. List FIVE characteristics of hors d'oeuvres with regards to appearance. (5)
- 3.1.2 Evaluate the above dishes with regards to their suitability for serving Hindus. Motivate your answer. (4)
- 3.1.3 Explain the term food intolerance and the cause of it. (2)
- 3.1.4 Recommend dietary guidelines for a person with high levels of cholesterol. (5)
- 3.1.5 Explain why high blood cholesterol poses a health risk. (2)

3.2 Study the menu below and answer the questions that follow:

**MENU  
DINNER**

**STARTER**  
Snails in Garlic Butter

**SOUP**  
Cream of Mushroom Soup

**MAIN COURSE**  
Beef Stroganoff  
Potato, Bacon and Garlic Bake  
Corn Soufflé  
Cauliflower Au Gratin

**DESSERT**  
Chocolate Sponge Pudding  
COFFEE/ TEA

1 June 2024

3.2.1 Evaluate the choice of dishes on the menu by referring to FOUR principles of menu planning and mention the dish it applies to. (4x2) = (8)

3.2.2 Assess the suitability of the above menu for Jews. Motivate your answer. (4)

3.3 Study the quotation and answer the questions that follow.

**Yvonne Caterers**  
Banjo Street 659, Geluksdal, Johannesburg  
East

**Quotation**  
Deposit of 50% to be paid when booking is  
made. Balance to be paid on 5 November 2024

3.3.1 Name FIVE aspects, other than those provided above, that must be included in the quotation form. (5)

3.3.2 100 Cupcakes were sold at R10 each. The total cost of the food was R250, the labour cost R50 and the water and electricity R30. Calculate the net profit. (3)

3.3.3 Give TWO examples that might be included in the overhead costs. (2)

**[40]**

**QUESTION 4**

- 4.1 Most people prefer to replace meat dishes with legumes because of health reasons. Briefly discuss other reasons why people become vegetarians. (4)
- 4.2 Give the full description of the following types of vegetarians:
- 4.2.1 Lacto vegetarians (1)
- 4.2.2 Vegans (1)
- 4.2.3 Pesco-vegetarians (1)
- 4.3 Study the picture below and answer the questions that follow.



- 4.3.1 Identify the type of pastry used in the above dish. (1)
- 4.3.2 Suggest any THREE other dishes that could be prepared using the pastry in QUESTION 4.3.1. (3)
- 4.3.3 Give THREE characteristics of the baked pastry in QUESTION 4.3.1. (3)
- 4.4 A guest is ready to order a dessert after having the main course. She is not sure whether to choose a Charlotte Russe or a Charlotte Royale.
- 4.4.1 Differentiate between the Charlotte Russe and Charlotte Royale. (2)
- 4.4.2 Name and discuss the THREE stages that are important when preparing a gelatine dish. (6)
- 4.4.3 Explain the effect of the following ingredients in the gelatine dish and the action that should be taken to prevent such as reaction:
- a) Too much sugar (2)
- b) Milk (2)
- 4.5 Suggest any suitable fillings and creative ideas to serve choux pastry as part of a finger lunch. (2)



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



4.6.1 Discuss the use of the filling in the beef olives above. (4)

4.6.2 Discuss the rules for grilling the T bone over hot coals. (3)

4.7 You are required to use a can of strawberries for making strawberry cheesecake.

4.7.1 Explain THREE reasons why canning is used as a method of preserving the strawberries. (3)

4.7.2 List the information that should be included on the label (2)

[40]

**TOTAL SECTION C: [80]**

## SECTION D: SECTORS AND CAREERS | FOOD AND BEVERAGE SERVICE

### QUESTION 5

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

**Busi is opening a lunch café at No. 53, Merlewood, under her name. It will be situated near Merlewood Secondary School and the local municipal office. The café has tables and chairs to seat customers. Her menu will include fried chips, vetkoek and mince, hotdogs and burgers. A friend has helped her to design posters to market her business.**

- 5.1.1 Name the marketing tool that Busi will be using. (1)
- 5.1.2 Identify Busi's target market. (3)
- 5.1.3 Discuss FIVE aspects to consider when designing the posters. (5)
- 5.1.4 Busi wants to try other ways of promoting her business using the same type of marketing tool. Discuss TWO ways, other than posters that she can use. (2)
- 5.1.5 Describe TWO indirect job opportunities that Busi's business may create. (2)
- 5.1.6 Busi is an entrepreneur. Justify this statement. (2)
- 5.2 One of the opportunities for self-employment in the hospitality field is to invest in a franchise. Explain the concept of a franchise. (2)
- 5.3 Explain the following terms:
- 5.3.1 Organogram (1)
- 5.3.2 Sustainable (1)
- 5.3.3 Vendors (1)

5.4 Discuss the functions of the packaging by referring to the picture below. (5)



5.5 Argue the importance of the Hospitality and Tourism industries on the South African economy. (5)

[30]

**QUESTION 6**

6.1 Study the wine labels and answer the questions that follow:



Compare the above wines by completing the table below.

		WINE A	WINE B
6.1.1	Cultivar	(1)	(1)
6.1.2	Producer	(1)	(1)
6.1.3	Colour of grape	(1)	(1)
6.1.4	Temperature for serving	(1)	(1)
6.1.5	Amount of wine in the glass	(1)	(1)

(10)



- 6.2 Explain why Wine C cannot be called champagne. (2)
- 6.3 Distinguish between an on-consumption liquor license and an off-consumption liquor license. Give an example of each to motivate your answer. (4)
- 6.4 Waiters play an important role in guest satisfaction. Discuss the guidelines that waiters should follow regarding the following:
- 6.4.1 Appearance and personal hygiene (4)
- 6.4.2 Communication and dealing with customers (6)
- 6.5 Explain to a new waiter how to serve bread rolls using silver service. (4)

**[30]**

**TOTAL SECTION D: [60]**

**GRAND TOTAL: [200]**