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<b>SUBJECT</b>	HOSPITALITY STUDIES
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**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)

2. Answer ALL the questions in the ANSWER BOOK.

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

4. Write neatly and legibly, in **BLUE** ink only.

5. 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

Various options are provided as possible answers to each of the questions below. Choose the correct answer and only write the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) e.g. 1.1.11 A in the ANSWER BOOK.

1.1.1 The definition of the term ‘mise-en-place’:

- A The pre-service preparation
- B The restaurant staff team
- C A type of restaurant menu
- D The misplacement of cutlery

1.1.2 Removing of side plates and cruet sets from the table after the main course, forms part of this process:

- A Plating down
- B Mise-en-place
- C Crumbing down
- D Silver service

1.1.3 Jewish guests will not order the following:

- A Vegetables
- B Beef
- C Eggs
- D Shellfish

1.1.4 ... is not suitable to serve to a person suffering from lactose intolerance.

- A Crayfish cocktail
- B Beetroot salad
- C Mushroom sauce
- D Steamed bread

1.1.5 A filled, rolled-up savoury dish that can be served hot or cold is known as a ...

- A pizzette.
- B roulade.
- C rumaki.
- D brochette.

1.1.6 You are making pancakes. Calculate the cost of 250 ml milk if the price of one litre milk is R15,00.

- A R0,06
- B R2,50
- C R3,75
- D R11,25

1.1.7 An example of an employee who practises his/her alertness regarding safety and security at the workplace:

- A Never argues with customer.
- B Is willing to work overtime.
- C Immediately reports uncommon behaviour or incidents.
- D Cooperates with colleagues by offering help.

1.1.8 A lung infection that a food handler can easily contract from a co-worker who often coughs and sneezes:

- A Cholera
- B Hepatitis A
- C Typhoid fever
- D Tuberculosis

1.1.9 ... is a part of brand awareness and can also be used as a marketing tool.

- A Pricing
- B Promotion
- C Packaging
- D Advertisement

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

- A syrup.
- B cordial.
- C aperitif.
- D cocktail.

(10x1) (10)

1.2 **MATCHING ITEMS**

Match the description in COLUMN B with the term in COLUMN A. Write only the letter (A–F) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

COLUMN A TERM		COLUMN B DESCRIPTION	
1.2.1	Chardonnay	A	The process of converting sugars into alcohol.
1.2.2	Vintage	B	Sweet sparkling wine.
1.2.3	Fermentation	C	White wine cultivar.
1.2.4	Doux	D	Rich, alcoholic, sweet and fortified wine.
1.2.5	Port	E	The year in which the grapes were harvested.
		F	Red wine cultivar.

(5x1) (5)

### 1.3 ONE-WORD ITEMS

Indicate one word/term for each of the following descriptions. Write only the word/term next to the question numbers (1.3.1 to 1.3.10) in the ANSWER BOOK.

- 1.3.1 To destroy bacteria by means of heat or chemicals. (1)
- 1.3.2 A strict vegetarian that will not eat foods that come directly or indirectly from animals. (1)
- 1.3.3 A small finger-shaped choux pastry product filled with cream and glazed with chocolate. (1)
- 1.3.4 Expenses of salaries and wages of staff. (1)
- 1.3.5 The yellow connective tissue found in meat. (1)
- 1.3.6 The term used for small, sweet dishes, served to guests at the end of a meal. It is usually not indicated on the menu. (1)
- 1.3.7 Welcomes guests at their vehicles and moves luggage to guest rooms after they have checked in. (1)
- 1.3.8 Wine from which the alcohol has been filtered out before it is bottled. (1)
- 1.3.9 Bavarian cream set in a Charlotte mould that is lined with slices of swiss roll. (1)
- 1.3.10 Planning how money will be utilised in the next financial year. (1)

(10x1) **(10)**

**1.4 MATCHING ITEMS**

Match the description in COLUMN A with the TERM in COLUMN B. Write only the letter (A–F) next to the question numbers (1.4.1 to 1.4.5) in the ANSWER BOOK.

COLUMN A DESCRIPTION		COLUMN B TERM	
1.4.1	A severe allergic reaction that can be life threatening.	A	Eczema
1.4.2	Biological molecules that help break down natural substances in food.	B	Hypertension
1.4.3	A type of allergy that affects the skin. It causes dryness, bumps and itching.	C	Diabetes Mellitus
1.4.4	A disease caused by the body not being able to produce insulin.	D	Anaphylactic shock
1.4.5	There is high pressure in the veins.	E	Low blood pressure
		F	Enzymes

(5x1) (5)

## 1.5 SELECTION

1.5.1 Select FIVE ingredients from the list below that can cause food allergies. Write only the letters (A–H) next to the question number (1.5.1) in the ANSWER BOOK.

- A Sugar
- B Eggs
- C Milk
- D Gelatin
- E Oysters
- F Carrots
- G Pecans
- H Chicken
- I Bread
- J Lettuce

(5x1) (5)

1.5.2 From the box below select FIVE facts on the advantages of including TVP in a diet.

- A. High in essential fats
- B. Excellent source of nutrients
- C. High glycaemic index
- D. Easy to use
- E. Low in iron
- F. Cheaper than meat
- G. Low in kilojoules
- H. Easy to store
- I. Good shelf life

(5x1) (5)

**TOTAL SECTION A: [40]**

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

### QUESTION 2

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

A class of grade 7 learners and 12 staff members from a primary school in Johannesburg attended an outdoor educational camp in KwaZulu-Natal Province from 20 to 27 January 2017. Outdoor education included water activities such as river studies, swimming in the local dam and free time around the river. One facility was used for food preparation to serve the different groups camping in the valley. In addition, the learners participated in a group activity where they bought food items from local retailers, which they had to prepare themselves.

On the evening of 27 January 2017, the day they returned to Johannesburg, some learners and teachers experienced diarrhoea. A concerned parent, also a doctor, notified the National Institute for Communicable Diseases (NICD) Outbreak Response Unit (ORU) through the NICD hotline during the weekend of 28/29 January 2017 about her child who attended the camp and developed diarrhoeal symptoms. Outbreak investigations were facilitated by collection of stool specimens from all patients presenting with diarrhoea and full participation of both affected and unaffected persons in the investigation of public health events.

*[Source: <https://www.nicd.ac.za/wp-content/uploads/2017/12/Article2.pdf>]*

- 2.1.1 Identify the disease that could have caused the learners to get ill. Give a reason for your answer. (2)
- 2.1.2 Give THREE symptoms that the above learners could have experienced, other than diarrhoea. (3)
- 2.1.3 Recommend preventative measures that could have been followed by the learners to avoid the above situation. (4)
- 2.2 Explain how you can maintain 'good service' in a restaurant. (4)

2.3 A professional appearance conveys a message that employees have pride in their job. Discuss FOUR such aspects by referring to the chefs below.



[Source: <https://www.silwood.co.za/wp-content/uploads/2024/03/silwood-school-of-cookery-chefs-in-training.jpg>]

(4)

2.4 To enable a business to make a profit, stock needs to be checked regularly. Explain how the information listed on a computerised stock sheet will benefit an establishment.

(3)

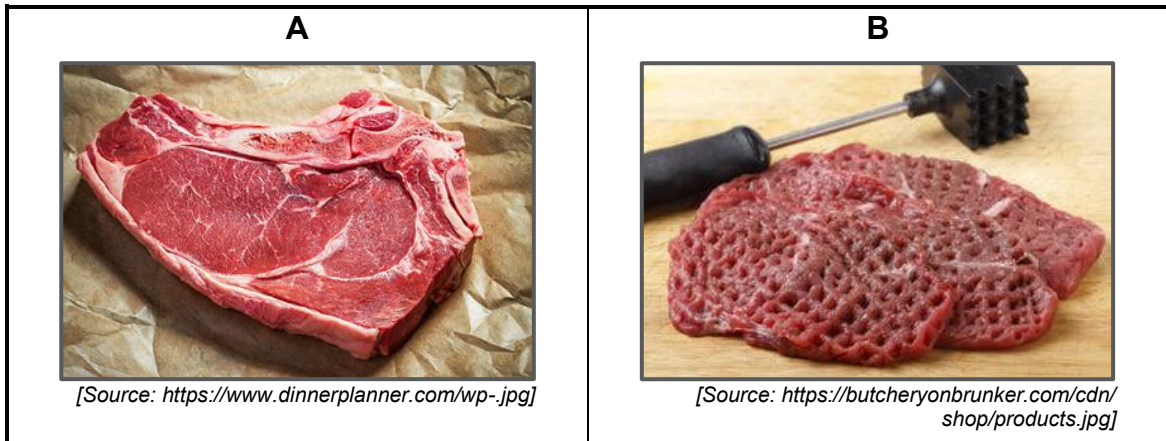
**TOTAL SECTION B: [20]**

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

### QUESTION 3

3.1 Nelson’s Eye Restaurant is regarded as the best steakhouse in Cape Town. They boast that their meat is wet aged for up to twenty-one days and then cut to order before your very eyes. All their beef is halal and comes from halal butchers.

Study the pictures below and answer the questions that follow.



3.1.1 Identify the steaks in the pictures and write down the name of the beef cut from which each is obtained. Tabulate your answer as follows:

Name of the steak	Name of the beef cut
A	
B	

(4)

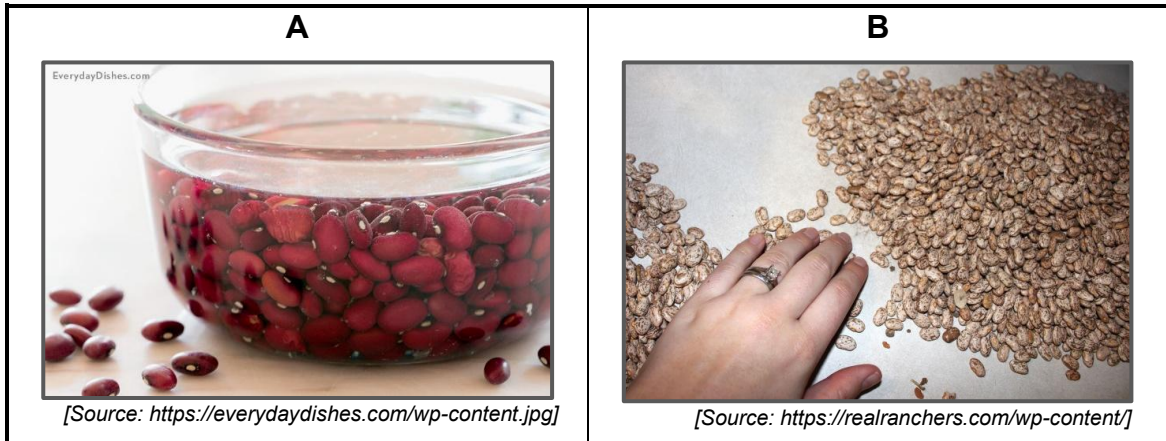
3.1.2 Describe the process of wet aging.

(2)

3.1.3 Motivate why a moist, or a combination heat cooking method is used for steak **B** rather than a dry heat cooking method.

(2)

3.2 Name and explain the preparation methods of beans in the pictures A and B below:



(4)

3.3 Recommend a suitable nut to be used in each of the following:

3.3.1 Cheapest nutty spread (1)

3.3.2 Baklava (1)

3.3.3 Classic pesto sauce (1)

3.4 Clients from different religions and cultures frequently visit the Nelson’s Eye restaurant. Define the following concepts:

3.4.1 *Halal* (1)

3.4.2 *Haram* (1)

3.4.3 *Parev* (1)

3.5 The Nelson’s Eye Restaurant buys steak cuts for R110.00 per kilogram.

3.5.1 Calculate the food cost for one portion of steak. Show all calculations. (3)

3.5.2 Calculate the selling price of steak if the food cost percentage is 35%. Show all calculations and formulas. (3)

3.5.3 Explain, by using THREE good examples, how the kitchen brigade can control the food cost for the above restaurant. (3)

3.6 Study the following cocktail function's menu and answer the questions that follow:

**MENU**

**COCKTAIL FUNCTION**

Amuse Bouche of Pickled Fish

Assorted Canapés

Salmon and Cottage Cheese Filled Herb Profiteroles

Mini Wraps with Smoked Ostrich

Individual Sesami Grilled Salmon Bites with Wasabi Mayonnaise

Vegetarian Samosas

Biltong, Sundried Tomato and Spring Onion Quiche

Meringue Kisses

Bouchees with Lemon Curd and Cream

Chocolate Truffles

15 October 2025

- 3.6.1 Evaluate the choice of the cocktail snacks on the menu with regards to the appearance and ingredients used. (6)
- 3.6.2 List TWO types of functions that this cocktail menu can be used for. (2)
- 3.6.3 Explain what a *samosa* is. (2)
- 3.6.4 Judge the suitability of the sweet snacks for a diabetic person. (3)

**TOTAL QUESTION 3: [40]**

**QUESTION 4**

4.1 Study the following dessert and answer the questions that follow:



[Source: <https://retailworldmagazine.com.au/wp-content.jpg>]

4.1.1 Classify the dessert in the picture above. (1)

4.1.2 **Crème Anglaise is the most suitable accompaniment for this dessert, but it can curdle easily.**

Explain how you would ensure a successful end product during the preparation process. (3)

4.1.3 This dessert is often flambéed during the serving. Describe how this would be done during the serving process. (2)

4.1.4 Explain how you would know that a guest is having an allergic reaction after eating this dessert. (5)

4.2 Candied citrus peel and raisins are examples of preserved foods. Explain how each item is preserved and why each method preserves the food item. Tabulate your answer as follows:

	<b>Candied citrus peel</b>	<b>Raisins</b>
Description of preservation method		
Reason why it preserves the food item		

(4)

4.3 Your catering company has been asked to do the catering for an event. You were asked to include profiteroles on the menu.

- 4.3.1 Name the type of pastry used to make profiteroles. (1)
- 4.3.2 Define *profiteroles*. (2)
- 4.3.3 Give FOUR characteristics of a successful profiterole. (4)
- 4.3.4 Recommend the most suitable time to fill the profiteroles. Motivate your answer. (2)

4.4 Study the recipe below and answer the questions that follow:

<p><b>Pineapple Bavarois</b>                  25 ml water                  12.5 ml gelatine</p> <p>25 ml sugar                  2 egg yolks, separated                  250 ml milk, warmed</p> <p>2 ml vanilla essence</p> <p>100 ml grated, fresh pineapple                  100 ml whipped cream</p>	<ol style="list-style-type: none"> <li>1. Sprinkle the gelatine over the water.</li> <li>2. Beat together and pour into a double boiler. Stir continuously until the sauce coats the back of a spoon.</li> <li>3. Add the vanilla essence and the gelatine and allow the mixture to set partially before the pineapple is added.</li> <li>4. Fold the pineapple and cream into the partially set custard and spoon into prepared dariole moulds.</li> <li>5. Place moulds in the refrigerator and allow to set.</li> <li>6. Un-mould onto serving plates, decorate and serve.</li> </ol>
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- 4.4.1 Gelatine can be added to dishes in three phases. Identify the three phases and write down the number of the step in the recipe above, that corresponds with each phase. (6)
- 4.4.2 Explain how the set bavarois is to be un-moulded onto the serving plate. (3)
- 4.4.3 The bavarois, however, did not set. Explain the possible reason for the unsuccessful bavarois. (2)



- 4.5 During the preparation of puff pastry, the butter became soft and started to melt. Explain how you will prevent the butter from becoming soft and melting. (2)
- 4.6 Briefly describe what a *Mille feuilles* is. (3)

**TOTAL QUESTION 4: [40]**

**TOTAL SECTION C: [80]**

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

### QUESTION 5

5.1 Read the scenario below and answer the questions that follow:

Zari wants a new phone that her parents cannot afford. She is determined to get the phone and decides to make some money to help.

As her biscuits are always complimented by others, she decided to convince the nearby guest house owners to include biscuits as friandise provided to guests. She proposed to have the biscuits individually wrapped for their convenience. The owners accepted her idea and placed their first order.

5.1.1 Identify and describe THREE strengths of Zari's business idea. (3)

5.1.2 Identify and describe FOUR other opportunities for Zari's biscuits. (4)

5.1.3 Explain the requirements for the packaging of the biscuits. (5)

5.2 Zari made the flyer below to drop off at the guest houses in her neighbourhood.

**Order individually wrapped home-made biscuits from Zari Khan, 085 555 3225. Prices: R5/1 biscuit; R200/50 biscuits and R400/100 biscuits.**

5.2.1 Evaluate the effectiveness of the:

a) flyer as a marketing tool. (3)

b) promotional strategy on the flyer. (3)

5.3 Differentiate between Zari's business and a franchise. (4)

5.4 Name ONE area that can be both revenue-generating and non-revenue-generating in a hotel. Motivate the answer. (3)

5.5 Explain how hotels can contribute to the GDP of the South African economy. (2)

5.6 Discuss the role of the maintenance department in a hotel. (3)

**TOTAL QUESTION 5: [30]**

**QUESTION 6**

6.1 Pair a suitable natural still wine to each of the following dishes and state the serving temperature for each wine. Tabulate your answer as follows:

		<b>Wine</b>	<b>Serving Temperature</b>
a)	Salmon Mousse		
b)	Crêpe Suzette		

(4)

6.2 Discuss the legal requirements that restaurant owners must comply with when serving wine. (3)

6.3 Discuss the position of a red and a white wine glass on a cover. (3)

6.4 Due to lack of training, a few mistakes were made by the waiters. Suggest the correct actions/procedures that should be taught to the waiters.

a) The waiter filled the larger of the two glasses with white wine and left the bottle on the table. (3)

b) The waiter placed the basket of bread rolls on the table, instead of using the silver service technique. (4)

6.5 Give guidelines on the following aspects for a fine dining restaurant:

6.5.1 Flowers for the tables. (3)

6.5.2 Serviettes. (3)

6.6 Sexual harassment is prevalent in the hospitality industry. Women who mostly work for tips as their primary source of income are twice as likely to experience sexual harassment from their employers and customers.

6.6.1 Describe how a waiter should handle a situation where they experience sexual harassment from a customer. (5)

6.7 South Africans had to put measures in place due to the ongoing load shedding. Describe plans owners implemented to overcome this obstacle, in order to protect the restaurant's reputation. (2)

**TOTAL QUESTION 6: [30]**

**TOTAL SECTION D: [60]**

**GRAND TOTAL: [200]**