

Confidential



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

HOSPITALITY STUDIES

MAY/JUNE 2024

MARKS: 200

TIME: 3 hours

This question paper consists of 18 pages.



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.



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 An infectious disease that affects the lungs:

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

(1)

1.1.2 Proteolytic enzymes which prevent the setting of gelatin dishes are present in ...

- A bananas and strawberries.
- B kiwis and blueberries.
- C figs and paw-paws.
- D lemons and pineapples.

(1)

1.1.3 Mpume is a/an ... vegetarian because her diet includes fish and seafood products only.

- A lacto
- B ovo
- C pollo
- D pesco

(1)

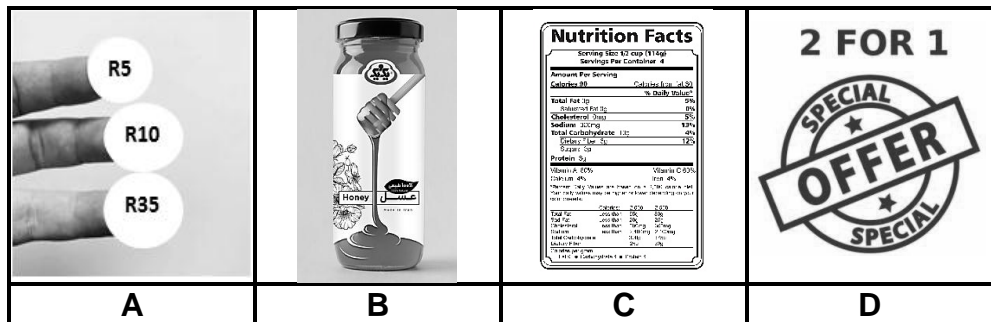


1.1.4 Special equipment that uses a power source to keep food warm above steaming water:

- A Bain-marie
- B Hot tray
- C Salamander
- D Chafing dish

(1)

1.1.5 Choose the picture below that does NOT illustrate one of the concepts of the marketing mix:



(1)

1.1.6 The ratio of flour to water in the preparation of choux pastry:

- A 1 : 1
- B 1 : 2
- C 2 : ½
- D 1 : ½

(1)

1.1.7 A standard quotation should NOT include the following information:

- A Client's bank statement
- B Client's personal information
- C Company name and address
- D Additional charges and deposit

(1)

1.1.8 Identify the hors d'oeuvre in the picture below:



- A Samosas
- B Spanakopita
- C Strudel
- D Spring rolls

(1)



1.1.9 A type of service where a waiter brings food to the table on a platter and serves guests from the left-hand side using a serving spoon and fork:

- A Gueridon
- B Silver
- C Russian
- D American

(1)

1.1.10 The distance between the edge of the table and where the cutlery is placed:

- A 2,5 cm
- B 3,0 cm
- C 3,5 cm
- D 0,5 cm

(1)

1.2 **MATCHING ITEMS**

Choose the dessert classification from COLUMN B that matches the dessert in COLUMN A. Write only the letter (A–I) next to the question numbers (1.2.1 to 1.2.7) in the ANSWER BOOK, e.g. 1.2.8 J.

| COLUMN A DESSERT | | COLUMN B DESSERT CLASSIFICATION | |
|---------------------|-------------------|------------------------------------|--------------------|
| 1.2.1 | Panna cotta | A | hot steamed |
| 1.2.2 | Vanilla mousse | B | hot fried |
| 1.2.3 | Melon sorbet | C | hot stewed |
| 1.2.4 | Apple fritters | D | milk jelly |
| 1.2.5 | Peach compote | E | frozen dairy based |
| 1.2.6 | Christmas pudding | F | cold creams |
| 1.2.7 | Malva pudding | G | fruit jelly |
| | | H | frozen water based |
| | | I | hot baked |

(7 x 1)

(7)



1.3 ONE-WORD ITEMS

Give ONE term/word for EACH of the following descriptions. Write only the term/word next to the question numbers (1.3.1 to 1.3.10) in the ANSWER BOOK.

- 1.3.1 The food that Muslims are permitted to eat according to religious law
- 1.3.2 Edible seeds of some fruits surrounded by a hard shell
- 1.3.3 The last person to be served at a formal dinner
- 1.3.4 The temporary preservation method that destroys microorganisms by heating liquids to 72 °C
- 1.3.5 A rich, sweet pastry with a crumbly texture that is generally used for fruit tartlets
- 1.3.6 A professional ethic displayed when you do not steal from your employer
- 1.3.7 The total value of the goods and services manufactured and supplied by a country in one year
- 1.3.8 A revenue-generating area in a hotel that is rented out for special events
- 1.3.9 A sensitivity to peanuts that triggers the immune system to react negatively
- 1.3.10 The staff member in the restaurant who receives guests and checks their reservation (10 x 1) (10)

1.4 SELECTION

- 1.4.1 Select FOUR overhead costs that are part of the daily expenses in the day-to-day running of a business. Write only the letters (A–H) next to question number (1.4.1) in the ANSWER BOOK.

- A Electricity
- B Wages
- C Fuel
- D Overtime
- E Uniforms
- F Salaries
- G Taxes
- H Ingredients

(4)



1.4.2 Select THREE correct steps to follow when crumbing down. Write only the letters (A–F) next to the question number (1.4.2) in the ANSWER BOOK.

- A Occurs after the starter
- B Starts on the right side of the host
- C Occurs before the desserts
- D Starts on the left side of the host
- E Proceeds in an anti-clockwise direction
- F Proceeds in a clockwise direction

(3)

1.5 **SEQUENCE**

Re-arrange the preparation and cooking techniques to follow for a roasted mutton roll in the correct sequence. Write only the letters (A–F) next to question number (1.5.1) in the ANSWER BOOK.

- A Stuffing
- B Binding
- C Carving
- D Boning
- E Searing
- F Roasting

(6)

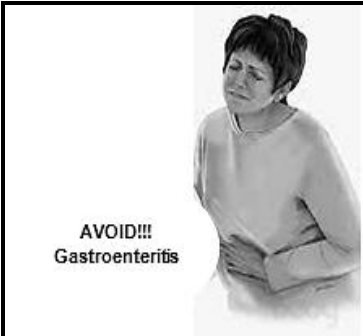
TOTAL SECTION A: 40



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

QUESTION 2

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



AVOID!!!
Gastroenteritis

People often casually blame the symptoms of gastroenteritis on 'stomach bugs'. However, there are multiple causes of gastroenteritis.

2.1.1 Name the actual causes of gastroenteritis. (2)

2.1.2 List THREE symptoms of gastroenteritis. (3)

2.1.3 Suggest how food establishments can minimise the spread of the disease. (3)

2.2 Study the picture below and answer the question that follows.



Evaluate the professionalism displayed by the waiter in the restaurant. (5)

2.3 Discuss how the levels of service impact on the hospitality establishment's profitability. (4)

2.4 Describe THREE benefits of using a computerised system when planning a menu. (3)

TOTAL SECTION B: 20



**SECTION C: NUTRITION AND MENU PLANNING;
FOOD COMMODITIES****QUESTION 3**

- 3.1 Study the menu for a pre-dinner cocktail function below and answer the questions that follow.

| |
|--|
| <p style="text-align: center;">MENU PRE-DINNER COCKTAIL FUNCTION</p> <p style="text-align: center;">Pulled Pork Tacos Deep Fried Sushi Rolls Grilled Lamb Riblets Custard Pancakes Chocolate Ganache Cake Lemon Meringue Tart</p> <p style="text-align: center;">24 June 2024</p> |
|--|

- 3.1.1 Suggest the number of snacks that should be served for each guest. (1)
- 3.1.2 Using the principles of menu planning, critique the choice of snacks under the following headings:
- (a) Colour (2)
- (b) Type of function (3)
- 3.1.3 Discuss THREE guidelines to follow when presenting/displaying the cocktail snacks at the function. (3)
- 3.1.4 Motivate why the cocktail snack menu is NOT suitable for a diabetic guest. (5)
- 3.2 Discuss TWO staff requirements that management should consider when planning a formal banquet function. (2)



- 3.3 Study the picture of venison steaks below and answer the questions that follow.



- 3.3.1 Name TWO types of furred game from which the venison steaks can be obtained. (2)
- 3.3.2 Motivate why the venison steaks must be barded before cooking. (2)
- 3.3.3 Describe how you would store the venison steaks in the freezer. (3)
- 3.4 Study the information for a costing sheet below and answer the questions that follow.

| COURSE | FOOD COST |
|---|------------------|
| Sweet Potato Soup served with Garlic Bread Sticks | R20,00 |
| Crayfish Thermidor | R120,00 |
| Grilled Sirloin served with Herb Butter, Roasted Vegetables and Yorkshire Pudding | R100,00 |
| Chocolate Éclairs | R20,00 |

Calculate the following. Show ALL formulas and calculations.

- 3.4.1 Selling price using a food cost percentage of 35% (4)
- 3.4.2 Gross profit for the menu (3)



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

Traditional choux pastry is prepared with water, shortening, cake flour, eggs and salt. The soft dough can be spooned or piped and then baked or fried to produce various sweet and savoury products.

- 3.5.1 Name TWO sweet choux pastry products that are deep-fried. (2)
- 3.5.2 Suggest TWO toppings used for the products named in QUESTION 3.5.1. (2)
- 3.5.3 Explain the function of the following ingredients used in the preparation of the choux pastry dough:
- (a) Eggs (2)
 - (b) Water (2)
- 3.5.4 Discuss how you would store raw, shaped choux pastry products. (2)
- [40]**



QUESTION 4

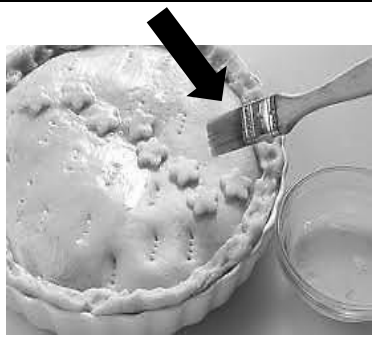
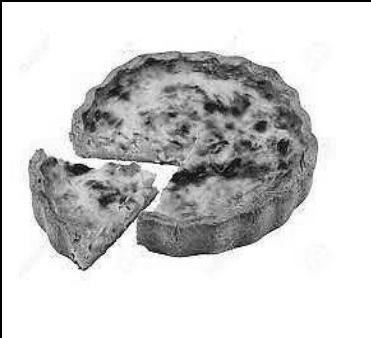

4.1 Study the scenario below and answer the questions that follow.

Moosa recently returned from India where he spent several weeks visiting strictly vegetarian areas and enjoyed various vegan meals. On his return to South Africa, he wanted to prepare a lentil curry and asked a chef for advice on the correct procedure to follow.

4.1.1 Discuss the correct procedure to follow when cooking soaked lentils for the curry. (3)

4.1.2 List THREE protein rich products, other than the lentils, that can be used to prepare a vegan curry. (3)

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

| | | |
|--|---|--|
|  |  |  |
| PUFF PASTRY BERRY TART | SALMON AND CREAM CHEESE QUICHE | POTATO AND BRIE PHYLLO PARCEL |

4.2.1 Motivate why the ingredients must be kept cold during the preparation of the pastry for the berry tart. (2)

4.2.2 Identify the technique used on top of the puff pastry berry tart. (1)

4.2.3 Determine whether a chef would apply the technique identified in QUESTION 4.2.2 to the salmon and cream cheese quiche. Give a reason for your answer. (2)



4.2.4 Distinguish between the *pastry quality characteristics* and *layering* used for the baked berry tart and the potato and brie parcel under the following headings. Tabulate your answer as follows:

| | PUFF PASTRY BERRY TART | POTATO AND BRIE PHYLLO PARCEL |
|-------------------------------|-------------------------------|--------------------------------------|
| Quality characteristics | (1) | (1) |
| Layering/Lamination of pastry | (1) | (1) |

(4)



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

| | |
|---|---|
|  |  |
| <p style="text-align: center;">CRÈME BRÛLÉE</p> <p>A French dessert that is composed of a rich and creamy custard base</p> | <p style="text-align: center;">BLUEBERRY CHEESECAKE</p> <p>The blueberry cheesecake is prepared using gelatin powder</p> |

- 4.3.1 Explain the impact that overcooking will have on the crème brûlée. (3)
- 4.3.2 Discuss how you will prevent overcooking of the crème brûlée. (2)
- 4.3.3 Describe how the cooked and chilled crème brûlée will be prepared and finished for service. (2)
- 4.3.4 Name and explain the THREE stages of using gelatin powder when preparing the cheesecake. (6)
- 4.3.5 Explain how the addition of whipped cream will influence the setting of the cheesecake. (1)
- 4.3.6 Predict the outcome of adding too much gelatin during the preparation of the cheesecake. (1)

4.4 Study the picture below and answer questions that follow.



- 4.4.1 Identify the preservation method. (1)
- 4.4.2 Briefly describe the method identified in QUESTION 4.4.1. (2)
- 4.4.3 List THREE types of information that must be included on the label of the product if the manufacturer intends to sell the product. (3)



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

Karen prepared homemade bottled brandied peaches as gifts for her dinner guests.

Advise Karen on FOUR guidelines that she should follow when preparing the bottles for the peaches.

(4)
[40]

TOTAL SECTION C: 80



**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICES**

QUESTION 5

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

Aya and her sister Maya live in Roodepoort. They were brought up in a traditional African home where the focus was always on food and they spent most of their time creating new recipes and cooking for the family. They are interested in opening a stall at a popular Johannesburg food market and they will call the stall Afri-Stop. They also plan to cater at corporate events and employ full-time staff. Their uncle will give them the capital as a loan to start their business on condition that they draft a business plan and a SWOT analysis.

5.1.1 List THREE characteristics that Aya and Maya should possess in order to become good entrepreneurs. (3)

5.1.2 Assist Aya and Maya to draft their SWOT analysis by identifying TWO strengths and TWO weaknesses of their business. Tabulate your answer as follows:

| TWO STRENGTHS | TWO WEAKNESSES |
|---------------|----------------|
| | |

(4)

5.1.3 Name THREE other self-employment opportunities that Aya and Maya can add to expand their food business. (3)

5.1.4 Explain THREE ways in which Afri-Stop can positively contribute to the South African economy. (3)

5.1.5 Advise Aya and Maya on the FOUR important aspects that form part of a business plan. (4)

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

Aya and Maya have requested a social-media marketer to assist them in advertising their Afri-Stop stall.

5.2.1 Suggest the target market that will most likely support the Afri-Stop stall. (1)

5.2.2 Explain the role that will be played by the social-media marketer in Aya and Maya's business. (3)

5.2.3 Name THREE electronic marketing tools, other than social media, that can be used by the social media marketer. (3)



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

Hotel Dice has been receiving a huge influx of guests since its opening, which has resulted in a need to appoint new personnel. The front office is the most affected.



**HOTEL
DICE**



5.3.1 Explain the role that must be played by the front office personnel to ensure the return of guests to the hotel. (2)

5.3.2 Discuss the interrelationship between the finance department and the human resources department. (4)

[30]



QUESTION 6

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



- 6.1.1 Determine THREE types of information that is missing from the front label. (3)
- 6.1.2 Explain the service procedure of the wine once the host has tasted and approved the wine. (4)
- 6.1.3 Evaluate the pairing of the wine above with braised beef short ribs. (2)
- 6.1.4 Recommend the suitable serving temperature for the wine. (1)
- 6.1.5 After consuming the bottle of shiraz, the guests decided to order a bottle of pinotage.


Briefly explain the procedure the waiter should follow to serve this bottle of wine. (2)

6.2 Study the list of ingredients for a mocktail below and answer the questions that follow.

TRIPLE CITRUS FIZZ

INGREDIENTS

- Salt + sugar + chilli powder (garnish)
- 1 lime, sliced
- 50 ml freshly squeezed orange juice
- 50 ml lime cordial
- 40 ml grapefruit juice
- 50 ml sparkling water
- 50 ml ginger beer



- 6.2.1 Suggest the most suitable mixing method for the mocktail. Motivate your answer. (2)



6.2.2 Distinguish between the characteristics of the *cordial* and the *sparkling water* used in the preparation of the mocktail. Tabulate your answer as follows:

| CORDIAL | SPARKLING WATER |
|---------|-----------------|
| | |

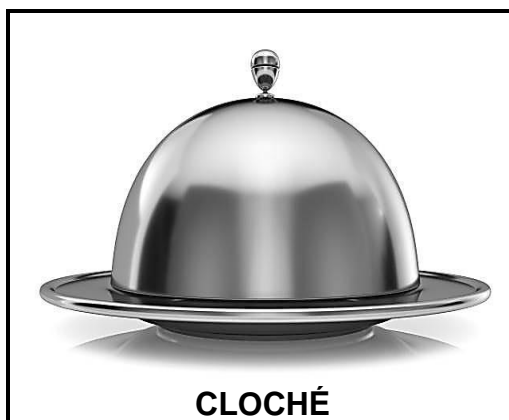
(4)

6.2.3 During service, the barman ran out of ginger beer for the preparation of the mocktail.

Suggest the procedures the barman must follow to avoid running out of ingredients in future.

(3)

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



6.3.1 Explain the benefits of using this serving equipment in the restaurant.

(2)

6.3.2 Describe how you would keep the equipment shiny and clean.

(2)

6.4 Explain how a menu should be presented by a waiter in a restaurant.

(2)

6.5 Suggest how you would handle unforeseen water cuts in the hospitality industry.

(3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200

