



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2016

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours



This question paper consists of 13 pages.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A:	Short questions	(40)
SECTION B:	Kitchen and restaurant operations	
	Hygiene, safety and security	(30)
SECTION C:	Nutrition and menu planning	
	Food commodities	(80)
SECTION D:	Sectors and careers	
	Food and beverage service	(50)

2. Answer ALL the questions in your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A to D) next to the question number (1.1.1 to 1.1.10) in the ANSWER BOOK, for e.g. 1.1.11 D.

1.1.11 A number of people organised into a group for a specific purpose in the kitchen or restaurant:

- A Team
- B Pax
- C Club
- D Brigade

1.1.11 D

1.1.1 A dish made of shaped dough that is deep fried and then sprinkled with icing sugar:

- A Doughnuts
- B Buns
- C *Croissants*
- D Muffins

1.1.2 Assorted fresh herbs tied with a string into a bundle and used to flavour stocks:

- A *Mirepoix*
- B *Bouquet garni*
- C Stir-fry
- D Garden mix

1.1.3 A sauce made by beating egg yolks, vinegar reduction and clarified butter over moderate heat:

- A *Espagnol*
- B *Bechamel*
- C *Hollandise*
- D *Veloute*

1.1.4 A traditional South African sausage made of beef or lamb:

- A Bangers
- B *Potjiwors*
- C *Boerewors*
- D *Biltong*

- 1.1.5 ... is the principle that is followed to ensure appropriate rotation of stock in the stockroom.
- A First in first out
 - B Last in first out
 - C First in last out
 - D Last out first out
- 1.1.6 The chef responsible for the preparation of vegetables:
- A Chef *Patissier*
 - B Chef *Poissonier*
 - C Chef *Entremetier*
 - D Chef *Potager*
- 1.1.7 This type of contamination occurs when substances such as hair, dirt, insects and pieces of bones fall into the food during manufacturing:
- A Cross
 - B Physical
 - C Direct
 - D Chemical
- 1.1.8 A minced meat dish that was introduced by Cape Malay slaves in South Africa:
- A Meatballs
 - B *Bobotie*
 - C *Frikkkadel*
 - D Mince pie
- 1.1.9 A protein in wheat that is elastic and allows the dough to stretch and form a network that gives bread its shape and texture:
- A Gluten
 - B Fibre
 - C Yeast
 - D Elastin
- 1.1.10 A regular Japanese short grain rice that becomes sticky when cooked:
- A Basmati
 - B Jasmine
 - C Arborio
 - D Sushi
- (10 x 1) (10)

1.2 MATCHING ITEMS

Match the description in Column B with the correct Term in Column A. Write ONLY the correct letter (A to K) next to the corresponding question number (1.2.1 to 1.2.10) in your ANSWER BOOK.

COLUMN A TERM	COLUMN B DESCRIPTION
1.2.1 Plucking	A Separating poultry into pieces
1.2.2 Trussing	B Removing viscera, scales, head and fins of a fish
1.2.3 Liaison	C An example of a shell fish
1.2.4 Rollmops	D Liquid with soluble nutrients and flavours extracted by simmering
1.2.5 Fumet	E Tying the legs and wings of a chicken to make it intact
1.2.6 Brunoise	F A mixture of cream and egg yolks used to thicken sauces
1.2.7 Jointing	G A flavoured fish stock that contains white wine
1.2.8 Oyster	H Removing all the feathers from the bird when preparing it
1.2.9 Dressing	I A mixture of onion, celery and carrot used in stocks
1.2.10 Stock	J Finely diced vegetables used for garnishing
	K Herring that is deboned, rolled and pickled in vinegar

(10 x 1) (10)

1.3 ONE WORD ITEMS

Give ONE word or term for each of the following descriptions. Write ONLY the correct word/term next to the corresponding question number (1.3.1 to 1.3.10) in the ANSWER BOOK.

- 1.3.1 A place setting at a table for one person
- 1.3.2 A style of service where the food is presented attractively on a separate table for the guests to serve themselves
- 1.3.3 A highly qualified person with an extensive knowledge of wines
- 1.3.4 A person who should be served last when food is served to guests
- 1.3.5 An item where the bill is placed so that the amount cannot be seen by other guests
- 1.3.6 The side of the guest where plates should be cleared
- 1.3.7 Fixed costs that include salaries and wages of staff
- 1.3.8 A type of tea party that is served during the early evenings between 17:00 and 19:00
- 1.3.9 A course that is usually served at the beginning of the menu
- 1.3.10 Smaller areas in which restaurants are divided (10 x 1) (10)

1.4 SELECTION ITEMS

Select FOUR types of information that should be included in a bin card when monitoring stock levels.

- A The quantity received
- B Address of the manufacturer
- C Description of the item
- D Name of the store keeper
- E Bin number
- F Date of issue for an item (4)

1.5 Study the list of items in the box below and answer the questions that follow:

A. Thyme	C. Rooibos	E. Pepper	G. Cocoa
B. Cinnamon	D. Turmeric	F. Parsley	H. Mint

Choose THREE kinds of herbs and THREE kinds of spices. Write ONLY letters of your choice in each of the following:

- 1.5.1 Herbs (3)
- 1.5.2 Spices (3)

TOTAL SECTION A: 40

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

QUESTION 2

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

Two housekeepers at Smurfs hotel complained of stomach cramps 5 hours after eating a sandwich made with raw eggs for lunch. They were immediately taken to the nearest hospital where they were treated for food poisoning.

2.1.1 Identify the bacteria responsible the food poisoning. (1)

2.1.2 Name THREE other symptoms that the housekeepers could have experienced. (3)

2.2 Differentiate between direct contamination and cross contamination. Tabulate your answer as follows:

DIRECT CONTAMINATION	CROSS CONTAMINATION
(1)	(1)

(2)

2.3 Outline THREE guidelines to be implemented in the prevention of chemical contamination. (3)

2.4 Samke, a front desk receptionist received an anonymous call of a bomb that has been planted at the hotel.

2.4.1 Briefly explain how Samke should handle the above situation. (4)

2.4.2 Explain how the hotel should evacuate the guests in the above situation. (4)

2.5 Proper storing procedures should be followed in the kitchen.

2.5.1 Give THREE rules to be followed when storing food in the freezer. (3)

2.5.2 Explain how frozen food should be used in food preparation to ensure its safety. (4)

2.6 Explain why it is important to control the stock levels in the establishment. (3)

2.7 Give THREE reasons why stock can be rejected when delivered to an establishments. (3)

TOTAL SECTION B: 30

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

3.1 Study the recipe costing sheet below and answer the questions that follow.

Name of a dish: Raisin buns			
Yield: 4 Buns			
1 Bun = portion			
INGREDIENTS	UNITS REQUIRED	PURCHASE UNIT	PURCHASE PRICE
Milk	140 ml	1 litre	R11,99
Margarine	50 g	500 g	R21,00
Sugar	45 g	1 kg	R38,50
Dry yeast	7 g	7 g	R3,50
Salt	5 g	500 g	R10,99
Bread flour	350 g	1 kg	R35,50
Raisins	70 g	500 g	R25,99

- 3.1.1 Calculate the total cost of the ingredients. Show ALL calculations and formulas. (16)
- 3.1.2 Calculate the ingredient costs per portion. Show ALL calculations and formulas. (2)

3.2 The following menu was prepared for Muslim guests in your restaurant:

<p style="text-align: center;">MENU</p> <p style="text-align: center;">DINNER</p> <p style="text-align: center;">Tomato Soup Garlic croutons ****</p> <p style="text-align: center;">Stewed Curried Chicken ****</p> <p style="text-align: center;">Steamed Rice Cinnamon Butternut Broccoli Mornay Mopane worms</p> <p style="text-align: center;">****</p> <p style="text-align: center;">White Wine</p>
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- 3.2.1 Evaluate the above menu with regards to the suitability for the Muslim guests. (2)
 - 3.2.2 Name ONE important nutrient found in Mopane worms. (1)
 - 3.2.3 Replace the TWO vegetable dishes and the starch dish in the above menu to suit traditional South African guests. (3)
 - 3.2.4 Suggest ONE African beverage that could be served in the place of a white wine. (1)
 - 3.2.5 Classify THREE vegetables used in the above menu. (3)
- 3.3 **You are planning a retirement tea party for your Hospitality Studies teacher.**
- 3.3.1 Briefly discuss the guidelines you will follow when setting up a tea party. (3)
 - 3.3.2 Recommend THREE suitable savoury items to be served in a tea party. (3)
- 3.4 Explain THREE guidelines regarding the type of customers to be considered when planning menus. (6)
- [40]**

QUESTION 4

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



- 4.1.1 Identify the above dish. (1)
- 4.1.2 Name the raising agent used to prepare the above dish. (1)
- 4.1.3 Provide ONE reason for the following techniques used in the preparation of the above dish.
- (i) Knocking down (1)
 - (ii) Scaling the dough (1)
 - (iii) Proofing (1)

4.2 Your Grade 11 class is preparing a sponge cake for a practical lesson.

- 4.2.1 Classify TWO raising agents that are used when preparing a sponge cake. (2)
- 4.2.2 State THREE characteristics of a good cake. (3)
- 4.2.3 Suggest TWO possible causes of a cake that has collapsed in the centre (2)

4.3 Study the picture below and answer the questions that follow:



- 4.3.1 Explain the term "fillet". (1)
- 4.3.2 Classify the fish cut above according to its origin. (1)

- 4.3.3 Suggest a moist heat cooking method that could be used for the hake fillets. (1)
- 4.3.4 Briefly discuss the effect of heat on fish. (3)
- 4.3.5 Recommend TWO sauces that could be served with the cooked hake fillets. (2)
- 4.4 **A guest has ordered stuffed chicken drumsticks with *Basmati* rice and *julienne* carrot. The dish was plated and garnished with fresh parsley.**
- 4.4.1 Name the preparation technique that should be done before the drumstick is stuffed. (1)
- 4.4.2 State THREE advantages of the technique in QUESTION 4.4.1. (3)
- 4.4.3 Explain FOUR points to keep in mind when preparing *julienne* carrots to retain nutrients. (4)
- 4.5 Classify the rice used in the scenario in QUESTION 4.4. (1)
- 4.6 Justify the following techniques when preparing rice:
- 4.6.1 Soak before cooking (1)
- 4.6.2 Use a fork to mix rice (1)
- 4.6.3 Do not stir rice (1)
- 4.7 Explain how to store raw rice. (2)
- 4.8 Briefly explain how you should store fresh parsley. (2)
- 4.9 Explain how you would use parsley in the preparation of soups. (1)
- 4.10 Outline the benefits of using herbs in food preparation. (3)

[40]**TOTAL SECTION C: 80**

**SECTION D: SECTORS AND CAREERS
FOOD AND BEVERAGE SERVICE**

QUESTION 5

5.1 Study the following advertisement and answer the questions that follow.

An executive chef is needed for a newly opened hotel in your area.

5.1.1 Name the chef that is a second in command of the executive chef. (1)

5.1.2 State FOUR roles of an executive chef. (4)

5.1.3 Advise the head waiter of the hotel on the factors they should consider when allocating tables to waiters. (4)

5.2 Briefly outline FOUR rules and regulations as stipulated by the Hygiene Regulations R918. (4)

5.3 Occupational Health and Safety Act is one of the acts that govern the working conditions in the Hospitality establishment.

5.3.1 Give FOUR responsibilities of the employer as required by the Occupational Health and Safety Act. (4)

5.3.2 Explain the penalties stipulated by OHSA for people who do not comply with the Act. (3)

5.4 Mention THREE consequences of bad hygiene in the Hospitality establishment. (3)

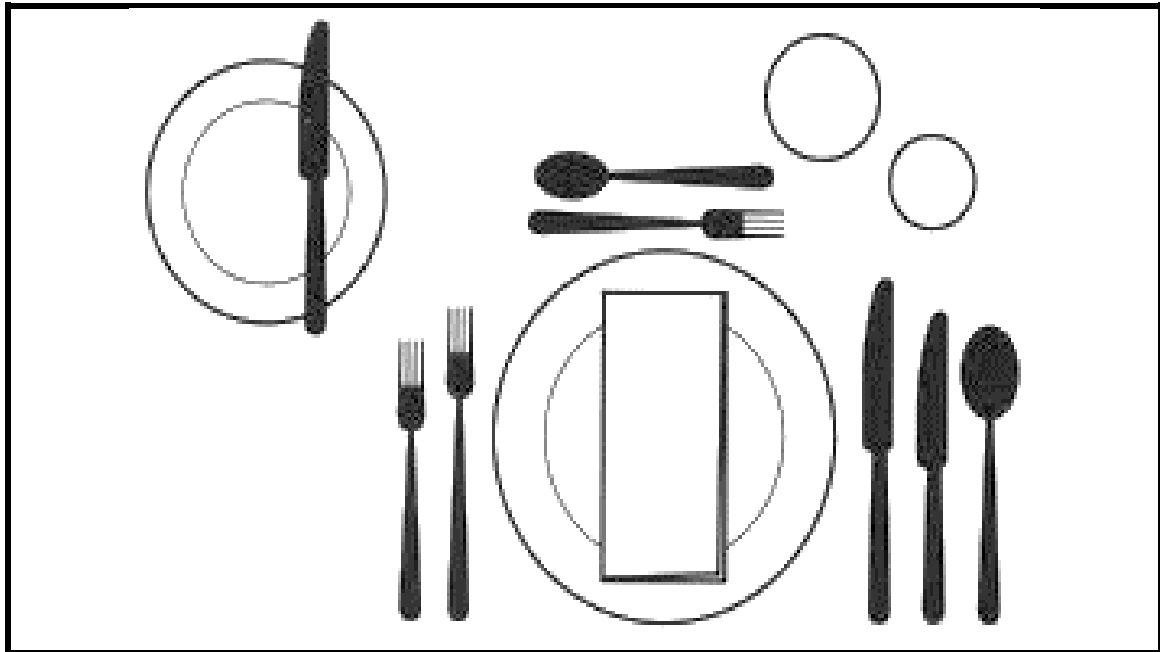
5.5 Differentiate between a *university* and a *university of technology*. Tabulate your answer as follows:

UNIVERSITY	UNIVERSITY OF TECHNOLOGY

(2)
[25]

QUESTION 6

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



- 6.1.1 Identify the type of menu the above table setting is for. (1)
 - 6.1.2 Identify any TWO cutlery items and TWO crockery items from the above table setting. (4)
 - 6.1.3 Briefly discuss the general rules to be followed when serving food for the above table setting. (4)
 - 6.1.4 State the guidelines to be followed when cleaning glassware for the above table setting. (3)
 - 6.2 Explain how to set a general restaurant environment. (5)
 - 6.3 Discuss how crumbing down must be performed in the restaurant. (4)
 - 6.4 Explain how you should plan the table decorations and arrangements when setting tables. (4)
- [25]**

TOTAL SECTION D: 50
GRAND TOTAL: 200