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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

HOSPITALITY STUDIES

NOVEMBER 2023

MARKS: 200

TIME: 3 hours

This question paper consists of 16 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 The surface of meat is browned quickly at a high temperature to enhance the flavour:

- A Braising
- B Roasting
- C Sautéing
- D Searing (1)

1.1.2 An example of furred game:

- A Crocodile
- B Ostrich
- C Springbok
- D Pheasant (1)

1.1.3 A preservation method whereby food is placed in plastic bags and all the air is removed through a specialised process:

- A Spray drying
- B Freeze drying
- C Airtight packing
- D Vacuum packing (1)

1.1.4 The type of information that is NOT required when making a reservation:

- A Income and expenses
- B Number of guests
- C Identity number
- D Contact information (1)

1.1.5 An example of a hot egg-based baked dessert:

- A Rice pudding
 - B Bread and butter pudding
 - C Christmas pudding
 - D Malva pudding
- (1)

1.1.6 When preparing a/an ... meringue, a hot sugar syrup is added to egg whites while beating:

- A French
 - B Swedish
 - C Italian
 - D Swiss
- (1)

1.1.7 The general symptoms of tuberculosis:



- A 1, 2, 3
 - B 2, 3, 4
 - C 1, 3, 4
 - D 1, 2, 4
- (1)

1.1.8 A hors d'oeuvre that consists of a croûte base and two other parts:

- A Pizette
 - B Blinis
 - C Palmiers
 - D Canapés
- (1)

1.1.9 Information that can only be found on the label at the back of a wine bottle:






- A Serving temperature
 - B Name of producer
 - C Origin of wine
 - D Cultivar
- (1)

1.1.10 The hospitality sector ensures good customer care by providing ...

- A reasonable discounts.
 - B well-trained staff.
 - C well-printed menus.
 - D reasonable pricing.
- (1)

1.2 **MATCHING ITEMS**

Choose the service style from COLUMN B that matches a service method in COLUMN A. Write only the letter (A–G) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 H.

COLUMN A SERVICE METHODS	COLUMN B SERVICE STYLES
1.2.1 	A family B silver C plated D buffet E Russian F gueridon G carving
1.2.2 	E Russian F gueridon G carving
1.2.3 	
1.2.4 	
1.2.5 	

(5 x 1) (5)

1.3 **MATCHING ITEMS**

Choose the type of wine from COLUMN B that matches the dish in COLUMN A. Write only the letter (A–G) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 H.

COLUMN A DISHES		COLUMN B TYPE OF WINE	
1.3.1	Roast beef	A	rosé
1.3.2	Malva pudding	B	Chardonnay
1.3.3	Grilled butter prawns	C	champagne
1.3.4	Filter coffee	D	hanepoot
1.3.5	Chilli herb oysters	E	Shiraz
		F	dry port
		G	brandy

(5 x 1)

(5)

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 Informing potential clients about products and services they may want to buy
- 1.4.2 The type of wine from which the alcohol has been removed
- 1.4.3 A traditional sauce that is served with roast pork
- 1.4.4 A Malayan starch-based milk pudding that can be baked with a meringue topping
- 1.4.5 Heating and cooling of couverture chocolate to specific temperatures that results in a smooth, shiny finish
- 1.4.6 A non-alcoholic beverage where two or more ingredients are layered on top of each other
- 1.4.7 A type of rich pastry used to prepare tarte Tatin
- 1.4.8 The process of melting sponged gelatine over steam
- 1.4.9 A round, hard meringue shell filled with ice cream or whipped cream and fresh fruit
- 1.4.10 A process that takes place after rigor mortis where muscle fibres are broken down resulting in softer meat

(10 x 1)

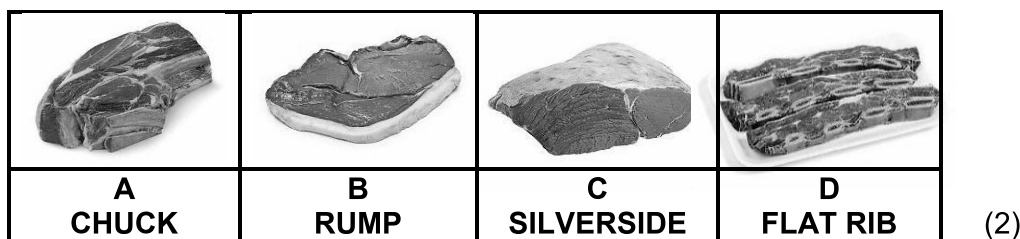
(10)

1.5 **SELECTION**

1.5.1 Select FIVE snacks from the list below that cannot be consumed by a Muslim guest. Write only the letters (A–J) next to the question number (1.5.1) in the ANSWER BOOK.

- A Potato rösti
 - B Devilled eggs
 - C Quiche Lorraine
 - D Buffalo wings
 - E Salami baguette
 - F Potato samoosas
 - G Creamy mussels
 - H Devils-on-horseback
 - I Brandy balls
 - J Coffee panna cotta
- (5)

1.5.2 Identify TWO cuts below that are obtained from the forequarter of a beef carcass. Write only the letters (A–D) next to the question number (1.5.2) in the ANSWER BOOK.



1.5.3 From the list below, select THREE roles of the Finance and Accounting Department in a large hospitality establishment. Write only the letters (A–F) next to the question number (1.5.3) in the ANSWER BOOK.

- A Maintains and upgrades point-of-sale software
 - B Builds customer loyalty
 - C Pays staff salaries
 - D Controls banking procedures
 - E Ensures that the hotel's image is projected correctly
 - F Signs contracts with reliable service providers
- (3)

TOTAL SECTION A: 40

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS;
HYGIENE, SAFETY AND SECURITY****QUESTION 2**

- 2.1 Study the adapted media statement below and answer the questions that follow.

<i>MEDIA STATEMENT</i>
FRIDAY 24 FEBRUARY 2023
PUBLIC URGED TO ADHERE TO CHOLERA PRECAUTIONARY MEASURES FOLLOWING FIRST DEATH
One province has five confirmed cholera cases. Sadly, the fifth case resulted in the death of the patient who was earlier admitted to a hospital with profuse watery diarrhoea.
The department's Outbreak Response and Surveillance Teams have already traced a total of 12 close contacts of the deceased. Two of these contacts are staff members at a restaurant. The health board assured restaurant management that they can continue with business as usual, as their hygiene practices and sanitation system adhere to the safety standards.
[Adapted from media statement, 24/02/2023]

- 2.1.1 Name THREE symptoms, other than watery diarrhoea, that the contacts could experience. (3)
- 2.1.2 Motivate why the restaurant is not at risk to transmit the disease. (4)
- 2.1.3 Describe the people who are most at risk of contracting the disease. (3)
- 2.2 Guest surveys are one of the best methods of making sure that the establishment meets the guests' expectations. Study the guest survey below and answer the question that follows.

TAMM RESTAURANT	
RESULTS FROM GUEST SURVEY: 15 NOVEMBER 2023	
ITEM	RATINGS
Quality of the food	4
Waiting time for the meal	1
Time it took to be seated	4
Taking of the food order	3
Professionalism and efficiency of staff	3
Overall excellent service	1
Recommendation of restaurant to friends	1
<i>Rating scale: 1 – Poor; 2 – Acceptable; 3 – Good; 4 – Excellent</i>	

- Analyse the impact that the positive and negative results may have on TAMM Restaurant and its profitability. (2 x 2) (4)

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

Due to load-shedding, Five-star Fish Shop has been experiencing many challenges maintaining control of their stock. On Monday, a truck from a wholesale fish company delivered 10 boxes of fish cakes. Since the computers were offline, the storekeeper had to draw up a manual stock control card and in the process incorrectly captured five boxes.





COMPUTERISED STOCK CONTROL CARD					
Description	Date	Stock received	Price per unit	Stock on hand	Balance
Haddock fish cakes 300 g	22/11/2023	(a)	R45,99	12	(b)

- 2.3.1 Rectify information **(a)** and **(b)** that the storekeeper must record on the computerised stock card. (2)
- 2.3.2 Briefly explain how computers are beneficial for stock control systems at Five-star Fish Shop. (4)

TOTAL SECTION B: 20

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

3.1 Study the following choice of dishes for a menu and answer the questions that follow.



			
Hors d'oeuvre Sushi	Entrée Grilled Bacon and Cheese Mushrooms	Main course Schnitzels served with Potato Croquettes	Dessert Chocolate Mousse

3.1.1 Name TWO anaphylactic reactions a guest can display after eating the grilled bacon and cheese mushrooms. (2)

3.1.2 Evaluate the choice of food dishes for a formal four-course menu. (5)

3.1.3 The choice of dishes is unsuitable for a guest with diabetes. Motivate your answer. (4)

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

	
CROQUEMBOUCHE	GOUGÈRES

3.2.1 Differentiate between the choux pastry puffs used in croquembouche and gougères. Tabulate your answer as follows:

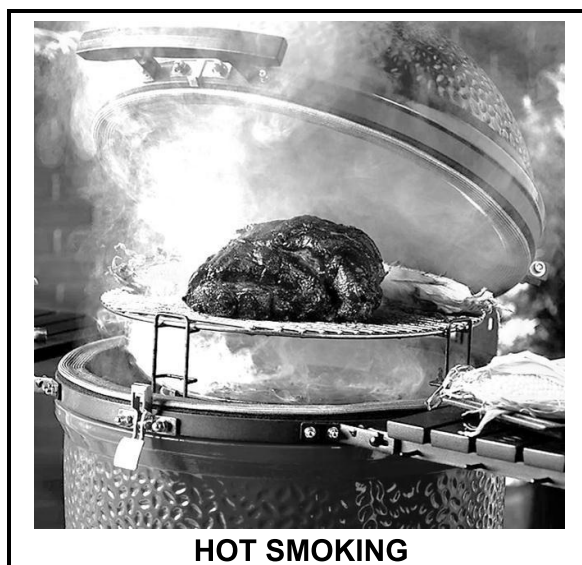
CROQUEMBOUCHE	GOUGÈRES
(1)	(1)

3.2.2 Suggest how the baked choux pastry puffs for the croquembouche can be stored if prepared two days before assembling. (2)

3.2.3 Explain THREE possible reasons why the baked gougères could be heavy and greasy. (3)

3.2.4 Describe the preparation of the spun sugar used to garnish the croquembouche. (2)

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



- 3.3.1 Describe the process of hot smoking. (1)
- 3.3.2 Explain the benefits of hot smoking. (4)
- 3.3.3 Name THREE types of food that can be preserved using hot smoking. (3)

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

PLANT CAFÉ

One of East London's food gems is Plant Café that specialises in unprocessed vegan foods. It is a fully vegan eatery that prides itself on its delicious plant-based meals, cocktail platters, smoothies, juices and desserts. While you're there, you can also stock up on supplies like milk substitutes and baking ingredients.

- 3.4.1 Give ONE example of a plant-based milk substitute that can be used to prepare the smoothies on the menu at Plant Café. (1)
- 3.4.2 List the benefits of consuming plant-based meals. (4)
- 3.4.3 Predict why Plant Café might not be as popular among flexitarians as it is among vegans. (3)
- 3.4.4 Study the list of hors d'oeuvres below and choose TWO items that are NOT suitable for the Plant Café's cocktail platters. Motivate EACH item chosen.

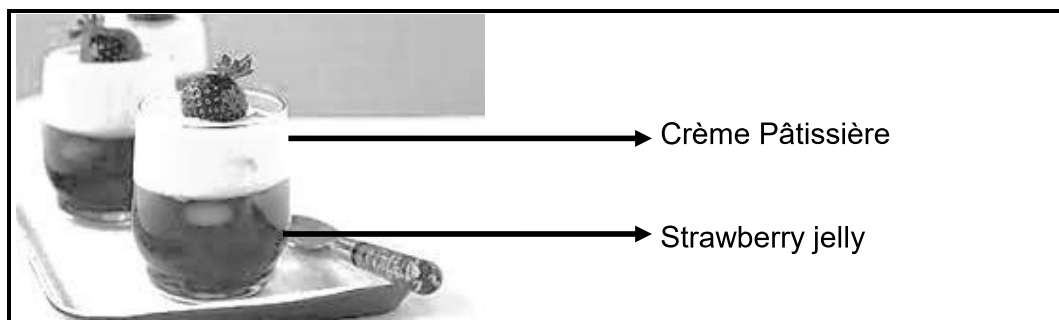
LIST OF HORS D'OEUVRES

rissoles; foie gras; salsa; crudités; tofu skewers;
hummus; fish nuggets

(4)
[40]

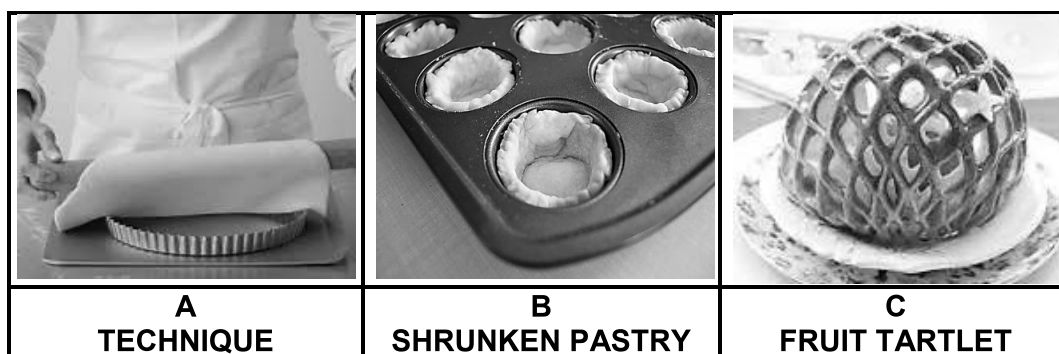
QUESTION 4

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




- 4.1.1 Name TWO techniques that you can use to cool down the strawberry jelly mixture quickly to set faster. (2)
- 4.1.2 Discuss how the addition of extra sugar will affect the setting of the strawberry jelly. (1)
- 4.1.3 Describe TWO ways how you would prepare the mould for the jelly. (2)
- 4.1.4 Name FOUR main ingredients used to prepare the Crème Pâtissière. (4)
- 4.1.5 Explain why the Crème Pâtissière does not curdle at a high temperature. (1)

4.2 Study the pictures of sweet short crust pastry below and answer the questions that follow.



- 4.2.1 Motivate why the utensils, equipment and ingredients must be kept ice cold when preparing short crust pastry. (2)
- 4.2.2 Explain the role sugar plays in the baked short crust pastry. (2)
- 4.2.3 Identify the technique in PICTURE A. (1)
- 4.2.4 Give TWO reasons why the pastry in PICTURE B shrunk after baking. (2)
- 4.2.5 Identify the decoration for the fruit tartlet in PICTURE C. (1)

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

You are hosting a dinner and the main dish is mutton potjiekos.	
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4.3.1 Suggest the most suitable mutton cuts for the potjiekos dish. (3)

4.3.2 Identify and describe the cooking method used when cooking the mutton. (3)

4.3.3 State TWO quality characteristics of the fat and texture of mutton. Tabulate your answers as follows:

FAT	TEXTURE
(2)	(2)

4.4 Explain how the loss of sarcoplasm can be prevented during the preparation and cooking of the meat cuts for the potjiekos dish. (3)

4.5 Read the information below and answer the questions that follow.

<p style="text-align: center;">Mpumzale Wedding 50 guests 24 August 2023, from 14:00 to 21:00</p>	
ITEM	PRICING
COST OF FOOD AND BEVERAGE	
Food	R4 500,00
Wedding cake	R1 200,00
Beverages	R3 000,00
HIRING	
Music and entertainment	R1 500,00
Large tent and Tiffany chairs	R4 500,00
Laser-cut name cards	R600,00
Flowers	R500,00
Casual staff (Waiters x 5 @ R100,00 per hour)	

4.5.1 Calculate the labour cost for the duration of the function. Show ALL formulas and calculations. (3)

4.5.2 Identify TWO items that form part of the overhead costs. (2)

4.5.3 Calculate the total cost of the wedding. Show ALL formulas and calculations. (4)

[40]

TOTAL SECTION C: 80

**SECTION D: SECTORS AND CAREERS;
FOOD AND BEVERAGE SERVICES****QUESTION 5**

- 5.1 Discuss the roles and responsibilities of a night auditor. (2)
- 5.2 Study the extract below and answer the questions that follow.

Statistics South Africa reported that the total income for the hotel sector in July 2022 was lower than the total income in July 2019, while occupancy also decreased.

- 5.2.1 Explain how the marketing department personnel in the hospitality industry can attract customers to increase sales. (4)
- 5.2.2 Name and describe TWO non-revenue-generating areas in an accommodation establishment that contribute to an increase in income, because of the positive image it creates. (4)
- 5.2.3 State FOUR ways in which a higher income in the hotel sector may contribute to the South African economy. (4)
- 5.3 Study the scenario below and answer the questions that follow.

During a recent visit to Cape Town, Thandi and Thabo got to experience the country's culinary cuisine by visiting different food stalls while utilising the services of the latest motorbike drivers. The motorbike drivers also served as food guides. Thandi and Thabo then teamed up to bring this business idea for young food enthusiasts to the Durban beach front. They started with three motorbike drivers and 10 food stalls specialising in a variety of cuisine. They want to service the entire beach front area from the Suncoast Casino to Ushaka Marine World in six months. Thandi and Thabo also want to expand the services to other provinces.

- 5.3.1 Identify the target market. (1)
- 5.3.2 Develop a business plan for Thandi and Thabo's business idea, under the following headings: (2)
- (a) Business description (2)
- (b) Personnel plan and job descriptions (4)
- 5.3.3 Suggest FOUR affordable visual marketing tools they can use to market the business. (4)
- 5.3.4 Name FIVE characteristics of a good visual marketing tool. (5)

[30]

QUESTION 6

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



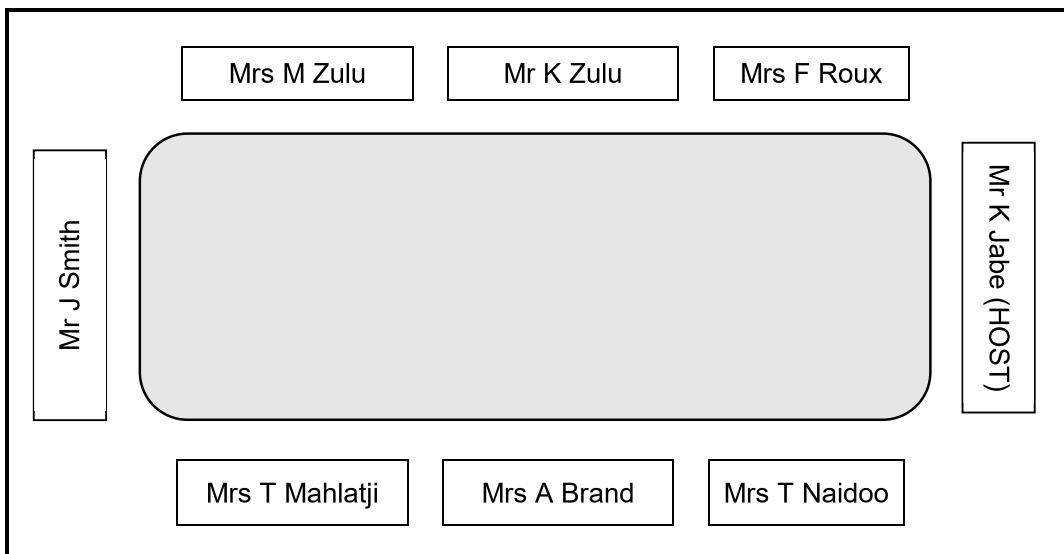
- 6.1.1 Justify why the wine in the picture above is classified as a sparkling wine. (1)
- 6.1.2 Suggest a white grape cultivar which could be used to produce the wine above. (1)
- 6.1.3 Name TWO methods of producing sparkling wine. (2)
- 6.1.4 State the degree of sweetness for EACH of the following:
- (a) Sec (1)
- (b) Doux (1)
- 6.1.5 List FOUR general requirements for an on-consumption (on the premises) liquor licence. (4)

6.2 Study the image below and answer the question.



Describe the general rules for preparing cocktails when using the method in the picture above. (5)

- 6.3 Study the diagram of a table seating plan for a formal function below and answer the questions that follow.



- 6.3.1 Give the name of the guest that will be served:
- (a) First (1)
- (b) Fourth (1)
- (c) Last (1)
- 6.3.2 State FIVE guidelines to follow when setting up a venue for a formal function. (5)
- 6.3.3 Explain how the guests would be greeted and welcomed in the restaurant. (4)
- 6.4 Explain how you would handle a guest who flirts with a waitron during restaurant service. (3)

[30]

TOTAL SECTION D: 60
GRAND TOTAL: 200