



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2011

**HOSPITALITY STUDIES**

Time: 3 hours

200 marks

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**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This question paper consists of 11 pages, an Addendum and an Answer Sheet for Question 4.1.2. Please check that your question paper is complete.
  2. Read the instructions of each question carefully and ensure you comply.
  3. Number your answers exactly as the questions are numbered.
  4. Hand in the Answer Sheet with your Answer Book.
  5. Leave lines between each answer and start each Learning Outcome on a new page.
  6. Draw tables when asked to 'tabulate' your answers.
  7. Calculators may be used.
  8. It is in your best interest to write legibly and to present your work neatly.
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**Learners will be assessed on the following outcomes:**

LO 1: Hospitality Concepts  
LO 2: Health and Safety  
LO 3: Food Production  
LO 4: Food and Beverage Service

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**SECTION A****LO 1 HOSPITALITY CONCEPTS**

1. Read the article 'Woman of Good Taste' below and complete the questions that follow:

**A WOMAN OF GOOD TASTE**  
**The Caterer – Zodwa Kgamphe**

Zodwa has many talents, but her top claim to fame is her feather-light scones.

When I visited Zodwa in Soweto, I watched her whip up a batch in her tiny kitchen in less than 20 minutes. Effortlessly, like she could do it blindfolded, she mixed, kneaded, rolled and cut the dough. Then she popped the scones into the oven and 10 minutes later out came trays of the most perfect scones I have seen



Zodwa was a credit controller, but decided to give it up and follow her passion for baking. Her catering company has grown with the help of her sisters and friends, and today she can barely cope with the many requests she gets for her services.

Customers order bucket loads of scones, queen cakes, cupcakes and biscuits.

Zodwa caters for weddings, funerals, tombstone unveilings, sports events and many government functions. Because she has a great heart, she finds time in her busy schedule to run cookery classes twice a week, teaching members of the community skills that will help them earn a living. In a tiny area behind her house, students are taught cooking, baking and how to decorate birthday and wedding cakes.

"One of the most important aspects of owning your own business is the financial one," said Zodwa. "You can be the best cook in the world and make the most magnificent food, but if you can't balance your books, you won't be in business very long." She said that it was due to a mentorship programme run by Tiger Brands that she was receiving financial training and business skills to make her financially successful.

"Catering is hard work and you work long hours," said Zodwa, but her reward came from compliments she got when customers enjoyed her food and kept coming back for more.

- 1.1 Define the term 'entrepreneur'. (2)
- 1.2 Provide evidence from the article to prove that Zodwa is a true entrepreneur. (2)
- 1.3 Do a SWOT analysis of Zodwa's business. (8)
- 1.4 Comment on how Zodwa has contributed to the local economy. (3)

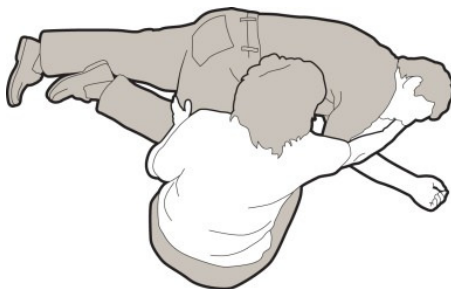
**[15]**

**LO 2 HEALTH AND SAFETY**

2. 2.1 Draft a 'Professional Work Ethics' code for the food service staff at your school's restaurant. (8)

- 2.2 Study the illustrations below:

A



B



[<[www.redcross.org.uk](http://www.redcross.org.uk) [www.medical-dictionary.com](http://www.medical-dictionary.com)>]

- 2.2.1 Identify the first aid procedure being applied in each illustration. (2)
- 2.2.2 Predict the emergency situation wherein each of these procedures would be applied. (2)
- 2.2.3 How should procedure B be applied to toddlers? (2)
- 2.3 

A guest who was enjoying a salad without the knowledge that there were processed nuts in the dressing, struggles to breathe and goes into shock.
- 2.3.1 Identify the type of shock the guest is experiencing. (1)
- 2.3.2 Describe the first aid treatment that should be applied to save the guest's life. (2)
- 2.4 Study the illustration below. List **THREE** precautionary measures that should be taken by the person treating the wound in the illustration below. (3)

**[20]**

**LO 3 FOOD PRODUCTION**

3. Explain how technology has simplified the following tasks for the Chef de Cuisine:

3.1 Menu planning (5)

3.2 Ordering and purchasing (5)

4. Refer to article 'A Woman of Good Taste' (Question 1).

4.1 What would be regarded as Zodwa's overhead and labour costs? (3)

4.2 Use the information below to complete the Answer Sheet provided on the costing of Zodwa's scones.

980 g	Self-raising flour	2,5 kg ( R28-40)
125 g	Margarine	500 g (R14-90)
200 g	Sugar	2,5 kg (R19-00)
5	Eggs	6 (R7-50)
250 ml	Milk	2 litres (R17-50)
5 ml	Vanilla Essence	30 ml (R4-50)

**Calculate:**

A Total food costs (12)

B Labour costs (R90/hour Chef @ 1 hour; Commis Chef R50/hour) (2)

C Overhead costs (40% food cost) (2)

D Profit margin (50%) (2)

E Selling price (The recipe yields 28 – 30 scones) (2)

5. Read the statement below and answer the questions that follow.

I grew up in cattle country – that's why I became a vegetarian. Meat stinks, for the animals, the environment ...

**K.D. Lang**

5.1 Define the term vegetarian. (1)

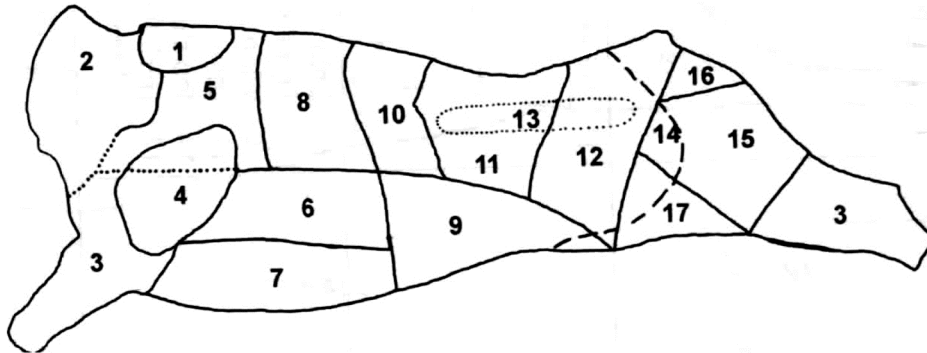
5.2 Provide TWO other reasons why people choose a vegetarian lifestyle. (2)

5.3 Do you think that TVP products should be included in a vegetarian diet? Motivate your answer. (4)

5.4 'Hindu's prefer a vegetarian lifestyle.' Give TWO reasons. (2)

**Refer to the Addendum to answer Questions 6 – 10.**

6. From the food list, select suitable dishes to compile a four course low cholesterol diet. (4)
7. Name the country of origin for the following dishes:
- 7.1 Lamb Kofta (1)
- 7.2 Leek and Potato Soup (1)
- 7.3 Tandoori Chicken Supreme (1)
- 7.4 Warm Apple and Prune Tarte Tatin (1)
- 7.5 Chocolate Pralin Bread Pudding (1)
8. 8.1 Study the sketch of the beef carcass below and answer the questions that follow.

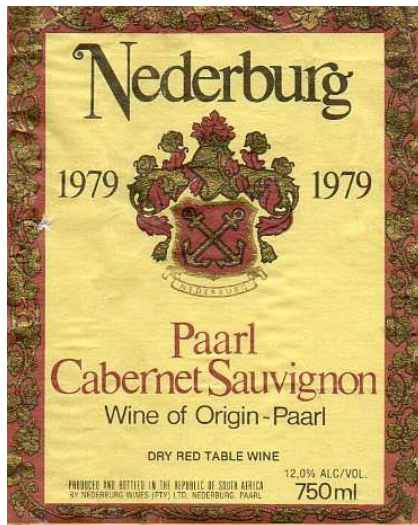
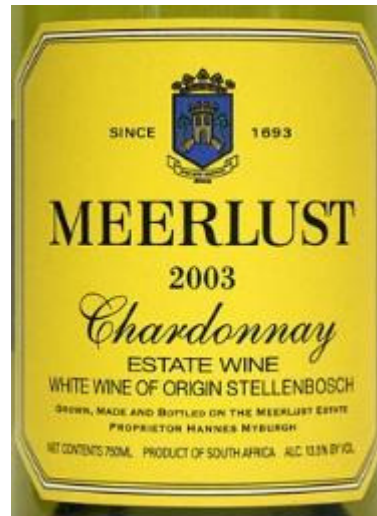


- 8.1.1 Select and name a cut of beef from the above sketch that could be used in the preparation of the Beef and Barley soup. Motivate your answer. (2)
- 8.1.2 Identify a suitable cut that could be used for beef medallions. (1)
- 8.1.3 Choose another term for 'medallion':
- |   |               |     |
|---|---------------|-----|
| A | chateaubriand |     |
| B | mignon        |     |
| C | tournedo      | (1) |
- 8.2 Compare the quality criteria for the beef fillet and loin of lamb. (3)
- 8.3 The processes applied to meat before or after cooking have particular advantages. Explain each of the following procedures:
- 8.3.1 Larding (1)
- 8.3.2 Ripening (1)
- 8.3.3 Searing (1)

9. 9.1 Classify the following desserts:
- 9.1.1 Cape Malva Pudding (1)
- 9.1.2 Chocolate Praline Bread Pudding (1)
- 9.2 Describe the difference between a 'Crème Brûlée' (Mocha Crème Brûlée) and 'Crème Anglaise' (Warm Apple and Prune Tarte Tatin). (2)
- 9.3 Compare a 'Parfait', and a 'Bombe'. (2)
- 9.4 Draft a 'Bavarois' memorandum for a commis chef, include the following:
- 9.4.1 Basic preparation steps (3)
- 9.4.2 The consequence of adding too much sugar (1)
- 9.4.3 Two suggestions to successfully unmould/reverse the set dessert (2)
10. 10.1 Name the pastry traditionally used for:
- 10.1.1 Tarte Tatin (1)
- 10.1.2 Mille Feuille (1)
- 10.2 Predict the end result if pastry is not allowed to rest between rolls. (2)
- 10.3 The following processes are applied to tart pastries. Give reasons why the processes are necessary.
- 10.3.1 Baking blind (2)
- 10.3.2 Docking (1)
- [80]**

**LO 4 FOOD AND BEVERAGE SERVICE**

11. The Sommelier suggested the following two wines:

**A****B**

11.1 Copy and complete the table into your Answer Book.

		<b>Nederburg</b>	<b>Meerlust</b>
A	Match a dish from the food list in Addendum B		
B	Temperature at which wine is served		
C	Cultivar used		
D	Area of origin		

(8)

11.2 Differentiate between a Wine Steward and a Sommelier.

(2)

- 11.3 Comment on the statements made by the wine stewards in the following cartoons:

11.3.1



(2)

11.3.2



"Stand back! Let the wine breathe."

(2)

12. 12.1 State the measure of a tot of brandy. (1)
- 12.2 12.2.1 Name the type of glass brandy would be served in. (1)
- 12.2.2 Give a reason why the brandy would be served in this type of glass. (1)
13. Explain the following:
- 13.1 Corkage fee (1)
- 13.2 Adulteration (1)
- 13.3 Liquor may not be sold on '**Closed days**'. (1)
14. 14.1 State the function of the following ingredients used in beer making:
- 14.1.1 Hops (1)
- 14.1.2 Sugar (1)



14.2 Select THREE correct statements about beer. Write only the letters of choice next to the number.

- A Beer stored in direct sunlight would have a bitter taste.
- B Beer should be poured slowly down the side of the glass.
- C The crown of the beer should be between 2 – 3 cm high.
- D Lager and bottled beer are served at 10 °C.
- E Beer that is too cold will not foam enough.

(3)

15. Match the Food Service Style in Column A with a related Description in Column B.

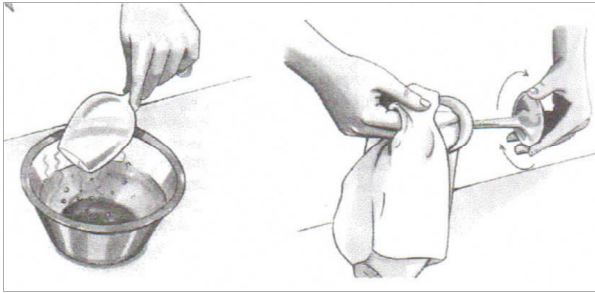
Write only the correct letter next to the number in the Answer Book.

	<b>Food Service Style Column A</b>		<b>Description Column B</b>
15.1	French	A	Food is pre-plated in the kitchen and served to guests from the right.
15.2	English	B	Food is placed on a serving plate and then passed from one guest to the next; guests help themselves.
15.3	Russian	C	Food is presented on a separate table and guests serve themselves.
15.4	American	D	Food is portioned in serving dishes with lids and guests serve themselves.
		E	Food is served onto guests' plates from a side-table.
		F	Food plated in flat serving dishes and served to guests from left.
		G	Food is pre-plated on serving plates with lids and served from a side-table.

(4)

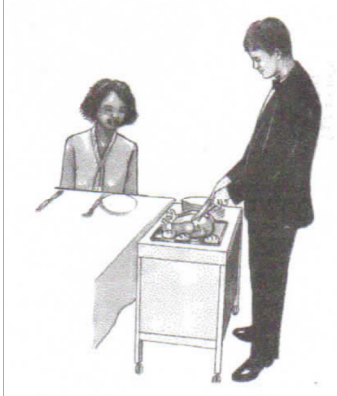
16. The procedures below are applied in food service. Briefly explain each one.

16.1



(2)

16.2



(2)

16.3



(2)  
[35]

**150 marks**

**SECTION B**

**This section is assessed according to a rubric.**

1. 'Formal dinner menus have evolved a lot over the years.'

Comment on the above statement. Motivate your answer with practical examples of how the change happened.

2. Design a formal five-course Table d'hote dinner menu.

- It must be typically South African and suitable for winter.
- Use the correct format.
- You may use ideas from the food list – Addendum B.

3. Draw a labelled cover for the menu designed in task 2 above.

4. As Chef de Cuisine you are to ensure the smooth, efficient running of the preparations in the kitchen. Draft a 'Timeline'/'Order of Work' for the menu set in task 2 (no need to go into too much detail).

5. The Maitre D' has motivated strongly to introduce Guéridon Service. As the Food and Beverage manager you have the final say.

Write a recommendation on which service style is preferable. Draw a clear conclusion and provide practical examples to support your argument.

<b>50 marks</b>
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**Total: 200 marks**