



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2012

**HOSPITALITY STUDIES**

Time: 3 hours

200 marks

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**PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This question paper consists of 12 pages, an Addendum of 3 pages (i – iii) and an Answer Sheet for Section B (Question 5). Please check that your question paper is complete.
  2. Read the instructions of each question carefully and ensure you comply.
  3. Number the answers exactly as the questions are numbered, down the centre of the page.
  4. Start each section on a new page.
  5. Leave lines between each answer.
  6. Draw tables when asked to 'tabulate' your answers.
  7. Calculators may be used.
  8. Hand in the Answer Sheet with your Answer Book.
  9. It is in your own 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	15 marks
LO 2: Health and Safety	20 marks
LO 3: Food Production	80 marks
LO 4: Food and Beverage Service	35 marks

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

Refer to **ADDENDUM A – 'Zorgvliet Picnic Baskets'** to answer the questions below:

- 1.1 Identify the target market. (1)
  - 1.2
    - 1.2.1 Write out the acronym SWOT in full. (1)
    - 1.2.2 Do a SWOT analysis for Zorgvliet picnic concept. (4)
  - 1.3
    - 1.3.1 Explain the concept of 'branding'. (2)
    - 1.3.2 Discuss the following aspects of branding with reference to the Zorgvliet picnic concept:
      - (a) Presentation (2)
      - (b) Position (2)
  - 1.4 The management of Zorgvliet is considering to market their concept as a franchise. Discuss the benefits for the franchisee. (3)
- [15]**

**LO 2 HEALTH AND SAFETY****QUESTION 2**

2.1

Food handlers who are sick with gastroenteritis are a particular risk to consumers.

2.1.1 Name TWO symptoms a food handler will display if he/she is suffering from gastroenteritis. (2)

2.1.2 Explain how the food handler transmits the virus during food preparation. (3)

2.1.3 How could transmission of this disease be prevented? List FOUR measures. (4)

2.1.4 Explain why a food worker who is HIV-positive is at greater risk should he/she contract gastroenteritis. (2)

2.2 Match the Common Injuries in Column A to the Symptoms in Column B and the Method of Treatment in Column C. Write down only the question number and the corresponding letter/number.

Common Injuries Column A		Symptoms Column B		Method of Treatment Column C	
2.2.1	Arterial bleeding	A	Carbonising of skin tissue	I	Seek immediate medical attention
2.2.2	Anaphylactic shock	B	Dark red bleeding	II	Run under cold water
2.2.3	Chemical burn	C	Restriction to airway	III	Apply pressure and lift the bleeding part above level of the heart
		D	Bright red bleeding	IV	Cover with a wet wound dressing
		E	Unable to breathe	V	Cover with a sterile dressing

(6)

2.3 'Team spirit is vital for the smooth functioning of the hospitality industry.'  
Explain the importance of this and how it can be achieved.

(3)

**[20]**

**LO 3            FOOD PRODUCTION****QUESTION 3**

- 3.1      Write out the acronym POS in full. (1)
- 3.2      Distinguish between the advantages and disadvantages of installing a POS in the Food Service area of a restaurant. (6)
- 3.3      Online shopping is becoming very popular. Explain why. (3)
- [10]**

**QUESTION 4**

- 4.1      Refer to **ADDENDUM B – 'Zorgvliet Banquet Menu'** to answer this question.
- 4.1.1    Is this menu suitable for Jewish guests? Motivate your answer. (4)
- 4.1.2    Clients on a low cholesterol diet would not be able to eat many of the dishes. Identify **THREE** unsuitable dishes. (3)
- 4.2      Refer to **ADDENDUM A – 'Banhoek Basket for 2'** to answer this question.
- 'Banhoek Basket for 2'** is not vegetarian friendly. Recommend changes that could be made to accommodate a lacto-vegetarian diet. (3)
- [10]**

**QUESTION 5**

Refer to **ADDENDUM A**.

- 5.1 Select the correct description for the appetisers. Write only the letter of choice next to the appropriate number.

5.1.1 Foie gras: \_\_\_\_ liver pâté.

- A Ox
- B Chicken
- C Duck
- D Goose

(1)

5.1.2 Blinis: A little pancake made from \_\_\_\_\_ batter.

- A buckwheat and yeast
- B cake flour and baking powder
- C self-raising flour
- D cake flour and baking soda

(1)

5.1.3 Palmiers are made from \_\_\_\_ pastry.

- A puff
- B phyllo
- C shortcrust
- D hot water

(1)

5.1.4 Crostini: \_\_\_\_ with a variety of toppings.

- A slices of bread
- B thick slices of bread served fresh
- C thin slices of lightly toasted bread
- D thick slices of fried bread

(1)

- 5.2 List FIVE preparation criteria that should be insisted upon when preparing the appetisers for the picnic baskets. (5)

- 5.3 How many appetisers should be prepared for a party of 10 guests for a 2 hour picnic function? (1)

**[10]**

**QUESTION 6**



The term 'Rainbow Nation' can be used to describe the wide variety of extraordinary cuisines on offer in South Africa.

Expand on this statement by offering examples of dishes which are still eaten today, from cultural groups like the Malay, Indians, British and Afrikaners.

**[8]**

**QUESTION 7**

7.1 Redraw and complete the table. Refer to **ADDENDUM A**.

	Name of pastry being prepared	Name of technique	Example from the picnic menu
 [<runningonbutter.blogspot.com>]	(1)	(1)	(1)
 [<fernandamotta719.typepad.com>]	(1)	(1)	(1)

(6)

7.2 Explain the function of the following procedures:

7.2.1 Sealing (1)

7.2.2 Docking (1)

7.3 Chefs should take precautions when working with phyllo pastry. Name TWO precautionary measures. (2)

7.4

7.4.1 Identify the dessert:

(1)

[<[www.anjelihuh.blogspot.com](http://www.anjelihuh.blogspot.com)>]

7.4.2 Name the pastry used.

(1)

7.4.3 List the steps that are involved in the making of the pastry for the dessert.

(5)  
[17]**QUESTION 8**

8.1 Redraw and complete the table.

Dish from menu	Meat cut used	Recommended method of cooking	Purchasing: quality criteria for meat in general
Marinated beef skewers (ADDENDUM A)	(1)	(1)	(2)
Lamb noisette (ADDENDUM B)	(1)	(1)	

(6)

8.2

When cooking meat, it is imperative that maximum sarcoplasm is retained.

8.2.1 Describe the term sarcoplasm.

(1)

8.2.2 Discuss TWO methods of retaining sarcoplasm during the cooking process.

(2)

8.3 Name TWO advantages of marinating meat.

(2)  
[11]

**QUESTION 9**


- 9.1 Refer to **ADDENDUM B**. Classify the desserts:
- 9.1.1 Sticky Toffee Pudding (1)
  - 9.1.2 Lemon Cheesecake (1)
  - 9.1.3 Crème Brûlée (1)
- 9.2 Describe a Crème Brûlée. (2)
- 9.3 What is a 'coulis'? (1)
- 9.4 Refer to **ADDENDUM C – 'Lemon Cheesecake recipe'**.
- 9.4.1 Fill in the missing terms 9.4.1.1 and 9.4.1.2 to complete STEP 2. (2)
  - 9.4.2 How can the viscosity (thickness) of the custard in STEP 3 be tested? (1)
  - 9.4.3 Why should the mixture be allowed to cool before adding the gelatine? (1)
  - 9.4.4 What will the consequence be for adding too much lemon juice and rind? (1)
  - 9.4.5 How should the pan be prepared ahead of time to ensure the successful unmoulding of the cheesecake? (1)
  - 9.4.6 What further measures can be taken to ensure successful unmoulding? (2)
- [14]**



**LO 4 FOOD AND BEVERAGE SERVICE****QUESTION 10**

Redraw and complete the table.

	Beverage label	Classification of beverage	Sketch of glass	Temperature at which it is served
10.1	 <p>[&lt;<a href="http://www.beveragebusiness.com">www.beveragebusiness.com</a>&gt;]</p>	(1)	(1)	(1)
10.2	 <p>[&lt;<a href="http://www.kilduffs.com">www.kilduffs.com</a>&gt;]</p>	(1)	(1)	(1)
10.3	 <p>[&lt;<a href="http://www.mmdusa.net">www.mmdusa.net</a>&gt;]</p>	(1)	(1)	(1)

10.4	 <p>10.4</p> <p>MEERLUST</p> <p>Merlot</p> <p>RED ESTATE WINE OF ORIGIN STELLENBOSCH GROWN, MADE AND BOTTLED ON THE MEERLUST ESTATE PROPRIETOR HANNES WYBURGH NET CONTENTS 750ML PRODUCT OF SOUTH AFRICA ALC.14% BY VOL.</p> <p>[&lt;<a href="http://www.mmdusa.net">www.mmdusa.net</a>&gt;]</p>	(1)	(1)	(1)
(12)				

10.5 List the procedure that you will follow when serving the beverage in Question 10.3. (4)

10.6 Name the processes used to produce the beverages referred to in Question 10.1 and Question 10.2. (2)

10.7 Select the correct requirements. Write only your letters of choice.

	<b>Requirements for an ON-CONSUMPTION LIQUOR LICENCE</b>
A	Adequate toilet facilities for male patrons must be provided.
B	No liquor to be sold to inebriated patrons.
C	Meals must be served during the operating times.
D	All liquor must be consumed on the premises.
E	No persons under the age of 18 may be served.
F	On closed days liquor may only be served at lunchtime.
G	Guests are not allowed to bring in their own liquor.

(4)  
[22]

**QUESTION 11**

11.1 Define 'banquet'. (2)

11.2 The banquet menu in **ADDENDUM B** makes use of plated service. List TWO advantages of this type of service. (2)

11.3 Explain the terms:

11.3.1 Buffing (1)

11.3.2 Crumbing down (2)

11.4 Redraw and complete the table below:

	Terms	Description	At what stage of the meal is it served?
11.4.1	Friandiese ...	(1)	(1)
11.4.2	Amuse bouche ...	(1)	(1)
11.4.3	Sorbet ...	(1)	(1)

(6)  
[13]

<b>150 marks</b>
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**PLEASE TURN OVER FOR SECTION B**

**SECTION B****QUESTION 1**

Design a flyer (A4 page size) as a marketing tool for the picnics offered at Zorgvliet (ADDENDUM A).

[10]

**QUESTION 2**

With the use of a mind map, plan a code of conduct for the food service staff at Zorgvliet Wine Estate.

[10]

**QUESTION 3**

Assess the nutritional and aesthetic value of the 'Zorgvliet Banquet Menu' (ADDENDUM B).

[10]

**QUESTION 4**

Draw a labelled sketch of an appropriate cover (couvert) for the 'Zorgvliet Banquet Menu' (ADDENDUM B).

[10]

**QUESTION 5**

Complete the costing for the Lemon Cheesecake (ADDENDUM C) on the Answer Sheet provided.

[10]

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