



NATIONAL SENIOR CERTIFICATE EXAMINATION  
NOVEMBER 2014

## **HOSPITALITY STUDIES**

Time: 3 hours

200 marks

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### **PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY**

1. This question paper consists of 13 pages and Addendum A of (i) page. Please check that your question paper is complete.
  2. Read the instructions of each question carefully and ensure that you comply.
  3. Number the answers exactly as the questions are numbered.
  4. Leave lines open between each answer and start each section on a new page.
  5. Draw tables when asked to 'tabulate' your answers.
  6. Calculators may be used.
  7. It is in your own interest to write legibly and to present your work neatly.
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**SECTION A****QUESTION 1 Multiple choice**

Various possible answers are provided for each question. Indicate the correct answer by writing only the letter next to the question number in your Answer Book.

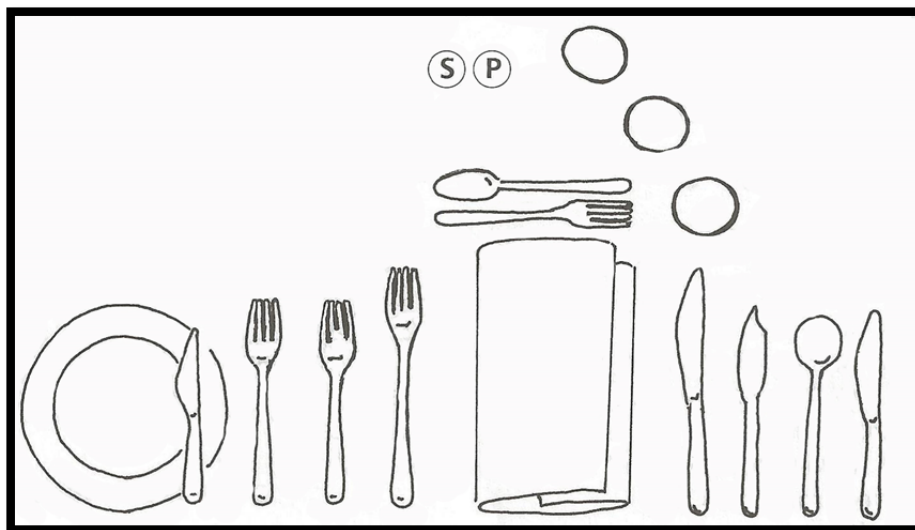
1.1 Dolmades, moussaka and baklava originate from \_\_\_\_\_ cuisine.

- A Portuguese
- B Italian
- C Greek
- D Spanish

1.2 Which processes are applied to meat to ensure a moist end result?

- A Barding and marinating
- B Barding and larding
- C Larding and marinating
- D Larding and marbling

Refer to the diagram below for Questions 1.3 to 1.6.



1.3 The above diagram is called a \_\_\_\_\_.

- A place
- B cover
- C cloche
- D banquet

1.4 The number of courses represented is \_\_\_\_\_.

- A three
- B four
- C five
- D six

1.5 The diagram on page 2 is most suited to \_\_\_\_\_ menu.

- A a Table d'hote
- B an A la Carte
- C a light lunch
- D a breakfast

1.6 The courses are served from \_\_\_\_\_.

- A the inside out
- B left to right
- C the outside in
- D right to left

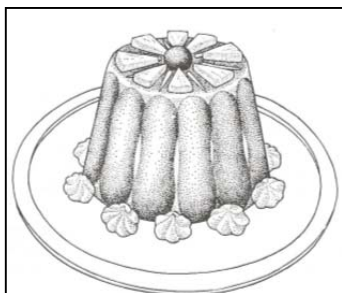
1.7 \_\_\_\_\_ is the preservation process that kills all micro-organisms and prolongs shelf life.

- A Pasteurisation
- B Sterilisation
- C Freezing
- D Homogenisation

1.8 Proteolytic enzymes present in \_\_\_\_\_ will inhibit the setting of gelatine.

- A strawberries and bananas
- B blueberries and lemons
- C paw-paw and figs
- D lemons and bananas

1.9 Which classic bavarois is depicted below?



- A Charlotte Muscovite
- B Charlotte Bavarian Cream
- C Charlotte Royale
- D Charlotte Russe

1.10 Offal includes \_\_\_\_\_.

- A brain, glands and fat
- B tongue, chuck and liver
- C kidneys, sweetbread and tongue
- D chuck, glands and brain

**QUESTION 2 Match the columns**

Match the Type of Pastry in Column A to the Description in Column B and to the Dish in Column C. Write only the chosen letter and Roman numeral next to the number.

<b>COLUMN A Type of Pastry</b>		<b>COLUMN B Description</b>		<b>COLUMN C Dish</b>	
2.1	Flaky	A	Butter melted in boiling water and rolled and folded	i	Spanakopita
2.2	Puff	B	Butter rubbed into flour mixed with eggs and water to form a soft dough	ii	Samoosas
2.3	Phyllo	C	Thin pastry made from flour, oil and water	iii	Mille Feuille
2.4	Purr	D	Several layers and butter is added at once	iv	Churros
		E	Fewer layers and butter is dotted on during the rolling process	v	Meat pies
		F	Very thin pastry made from flour, water and eggs	vi	Beignettes
		G	Layered and butter is added at once in pea sized pieces not completely rubbed in	vii	Barquettes

**[8]****QUESTION 3 Wine label**

Identify the numbered information on the label. Write only the number and the correct answer in your Answer Book.

**[4]**

**QUESTION 4      Odd one out**

Select the odd one out and provide a reason for your choice.

- 4.1      Tofu/Hummus/TVP
- 4.2      Tournedo/Sirloin/Mignon
- 4.3      Brut/Blanc/Doux
- 4.4      Silverside/Rump/Fillet

**[8]**

<b>30 marks</b>
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**SECTION B****QUESTION 5**

- 5.1 Distinguish between 'Revenue' and 'Non-revenue' generating areas within the hospitality industry. (2)
- 5.2 With the use of a flow diagram explain the interrelationship between marketing, finance, security and human resources within the hospitality industry. (4)
- 5.3 Identify the positions described below:
- 5.3.1 Promotes the establishment to clients by introducing new products and services. (1)
- 5.3.2 Controls all transactions that take place during the day to compile a report the following day. (1)
- 5.4 Explain the importance of the hospitality sector's contribution to the country's economy. (2)

**[10]**

Refer to ADDENDUM A – 'Pop-Up Restaurants – One Night Only' to answer Questions 6 and 7.

**QUESTION 6**

- 6.1 In your opinion has Chef Tanzer 'filled a gap' in the restaurant market? Motivate your answer. (2)
- 6.2 Prior to starting his business Chef Tanzer needed a business plan. State the aspects that would be covered in his business plan. (6)
- 6.3 6.3.1 What marketing technique do owners of Pop-Up Restaurants rely on? (1)
- 6.3.2 Explain 'it's social media that's driving the hype'. (2)
- 6.4 Identify the target market that will most likely support the Pop-Up restaurants. (1)

**[12]**

**QUESTION 7**

7.1 In your opinion, which are FIVE of the most important hygiene rules Chef Tanzer would have to keep in mind when preparing food at his mystery locations? (5)

7.2 Poor kitchen hygiene can cause gastroenteritis which poses a threat to diners. Redraw and complete the table below.

Causes	Symptoms	People most at risk
(2)	(2)	(2)

(6)

7.3 One of Chef Tanzer's employees disclosed his HIV status to Chef Tanzer.

7.3.1 Explain how Chef Tanzer should handle this situation. (2)

7.3.2 At what stage would Chef Tanzer have to dismiss this employee based on health reasons? (2)

7.4 Chef Tanzer demands 'service excellence' from his employees. Draft a short questionnaire for the guests of the pop-up evenings that rate the service of staff. Pay specific attention to the required format. (7)

**[22]**

**THE MENU BELOW IS USED AS REFERENCE MATERIAL FOR QUESTIONS 8, 9, 10, 11.1 – 6, 12.1 AND 13.1 – 2.**

### QUESTION 8

The following details appear on a cocktail menu:

**Menu  
14-4-2014**

Blinis with quail eggs and caviar,  
Chicken liver paté palmiers,  
Red onion marmalade bouchées,  
Oysters with sparkling wine granita,  
Marinated mini beef brochettes,  
Baby brioche bunny chows with curried lamb stew,  
Crouqembouche,  
Meringue kisses

8.1 Identify FOUR technical errors on the menu.  
(DO NOT REWRITE THE MENU.) (4)

8.2 Assess the menu under the headings listed below. Redraw and complete the table.

Food related diseases	Dishes on menu not suitable	Recommended changes
Cholesterol	(2)	(2)
Diabetes	(2)	(2)

(8)

8.3 The total food cost for the menu is R1 868,78 for 50 guests.  
Showing all your calculations, calculate the following:

8.3.1 Overheads at 40% (2)

8.3.2 Labour costs at R160-00/hour for 4 hours (2)

8.3.3 Profit at 60% (2)

8.3.4 Cost per person (2)

**[20]**



**QUESTION 9**

- 9.1 List FOUR guidelines to consider when preparing the cocktail menu. (4)
- 9.2 Describe:
- 9.2.1 Blinis (1)
- 9.2.2 Palmiers (1)
- 9.3 Calculate the number of eats that has to be prepared for 50 guests for a three hour cocktail party. (2)
- 9.4 Suggest TWO vegan 'friendly' appetisers that can be included on the menu. (2)

**[10]****QUESTION 10**

- 10.1 Name the pastry used to prepare a croquembouche. (1)
- 10.2 Compare the raising agent in the croquembouche pastry with the raising agent in scones. (2)
- 10.3 An important step in making the pastry is:

Add the butter to the boiling water and heat until the butter has melted and as soon as it is boiling briskly, add the flour and salt at once.

Discuss the outcome if the water and butter are boiled for too long. (2)

- 10.4 Study the diagram and answer the questions that follow.

Step A

Step B

Step C

Step D



- 10.4.1 Identify the pastry being prepared. (1)
- 10.4.2 (a) Name the process in Step C. (1)
- (b) Explain the necessity of this step. (1)
- 10.4.3 What is the purpose of 'sealing' the pastry? (1)
- 10.4.4 (a) Name the process in Step D. (1)
- (b) What will be achieved by applying this process? (1)

10.4.5 Describe the characteristics of the pastry being prepared. (2)

10.4.6 One batch had a brittle crust. Give ONE reason for this outcome. (1)

**[14]**

## QUESTION 11

11.1 Suggest a suitable cut of meat for the beef brochettes (*beef skewers*). Motivate your answer. (2)

11.2 11.2.1 What is the purpose of marinating meat? (2)

11.2.2 Describe the outcome if the brochettes are marinated for too long. (2)

11.3 11.3.1 Distinguish between 'wet' and 'dry' ageing of meat. (4)

11.3.2 Which method of ageing is most suited for whole cuts of beef? (1)

11.4 The brochettes are prepared medium rare. Describe this degree of doneness. (2)

11.5 Select a suitable cut for the lamb stew. Motivate your answer.



(2)

11.6 State TWO quality criteria that should be considered when purchasing the lamb cut selected in Question 11.5. (2)

11.7 11.7.1 Identify a cut that will be suitable for the dish illustrated below.



(1)

11.7.2 Name the process applied to the ends of the bones. (1)

**[19]**







**QUESTION 14**

- 14.1 Select the **correct glass, temperature** and **course** from the information given to complete the table. Redraw the table in your Answer Book and only write the chosen letters and numerals.

Example:

Bloody Mary	A	a	i
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<b>Glasses:</b>			
A 	B 	C 	D 
<b>Temperature at which beverage is served:</b>			
a. Very cold 6 – 8 °C	b. Very cold 7 – 10 °C	c. 15 – 18 °C	d. 20 °C
<b>Suitable course:</b>			
i. Any stage	ii. Main course	iii. Aperitif	iv. Coffee

	<b>Beverage</b>	<b>Glass</b>	<b>Serving temperature</b>	<b>Suitable course</b>
14.1.1	Cabernet sauvignon			
14.1.2	Cognac			
14.1.3	Ruby Port			
14.1.4	Cap Classique			

(12)

- 14.2 Provide a term for the following explanations:

14.2.1 Charging a guest for bringing their own liquor. (1)

14.2.2 Diluting liquor to increase the volume and profit. (1)

[14]

<b>150 marks</b>
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**SECTION C****QUESTION 15** This question will be assessed using the rubric provided below

Refer to Addendum A.

Write an essay of approximately 200 words to explain.

15.1 Computers are an integral part of Chef Tanzer's Pop-up restaurant. Select 4 IMPORTANT aspects about the usefulness of computers and explain how these are used to contribute towards the effective running of his business.

15.2 How should Chef Tanzer use social media to build his business venture? Substantiate your response.

Criteria	4	3	2	1	0	Possible score
<b>Usefulness of computers</b>	FOUR aspects addressed	THREE aspects addressed	TWO aspects addressed	ONE aspect addressed	NO aspects addressed	<b>4</b>
<b>Computers used in running of the business with supporting examples</b>	Clearly relates to the topic; includes several supporting examples and/or details  × 2	Clearly relates to the topic; includes 1 – 2 supporting examples and/or details  × 2	Relates to the topic; but no detail and/or supporting examples included  × 2	Has little to do with essay topic  × 2	Information not worth noting  × 2	<b>4 × 2 = 8</b>
<b>The use of social media to build business venture</b>		A clear, succinct explanation  × 2	An average explanation  × 2	A bad explanation  × 2	A nonsensical explanation  × 2	<b>3 × 2 = 6</b>
<b>Structure and quality of response</b>			Introduction, logical cohesive response with development of ideas, ending off with a conclusive remark  × 1	Either not structured OR not logical or cohesive, very little development of ideas  × 1	Not structured, logical with no development of ideas  × 1	<b>2 × 1 = 2</b>

<b>20 marks</b>
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**Total: 200 marks**