



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2015

HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 13 pages and an Addendum Sheet of 2 pages (i – ii), Addendum A (Costing Sheet) and Addendum B (Article for Question 11). 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. Answer Question 7.5 on Addendum A (Costing Sheet).
 8. 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 in your Answer Book.

- 1.1 An example of a non-revenue area is _____.
- A laundry
 - B food and beverage
 - C bars
 - D front office
- 1.2 The correct order in which gel formation takes place is _____
- A dispersion, gelation, hydration and unmoulding.
 - B hydration, dispersion, gelation and unmoulding.
 - C dispersion, hydration, gelation and unmoulding.
 - D gelation, dispersion, hydration and unmoulding.
- 1.3 _____ are examples of Italian cuisine.
- A Couscous, carpaccio, lasagne and blini
 - B Moussaka, baklava, dolmades and halva
 - C Biscotti, granita, cassata and tiramisu
 - D Brioche, antipasto, pasta and ikra
- 1.4 The difference between the selling price and the original food cost is _____.
- A gross profit
 - B net profit
 - C selling price
 - D total cost
- 1.5 _____ refers to the fat layer that covers the body of the animal.
- A Subcutaneous fat
 - B Intra-muscular fat
 - C Essential fat
 - D Exterior fat
- 1.6 A vegan will include _____ in a diet.
- A honey, tofu and eggs.
 - B yoghurt, vegetables and eggs.
 - C vegetables, fruit, legumes and honey.
 - D vegetables, fruit, tofu and legumes.

- 1.7 A Charlotte _____ is a classic Bavarois set in a mould lined with sponge finger biscuits.
- A Russe
 - B Royale
 - C Muscovite
 - D Chiffon
- 1.8 _____ is a natural, high-quality dark, milk or white chocolate, which contains additional cocoa butter.
- A Commercial
 - B Couverture
 - C Compound
 - D Covering
- 1.9 When making wine, the second fermentation in the bottle is known as _____.
- A the charmat method
 - B demi-sec
 - C carbonation
 - D cap classique
- 1.10 A _____ is a shallow container over steaming water in which food is kept warm.
- A bain marie
 - B hot tray
 - C chafing dish
 - D guéridon trolley

[10]

QUESTION 2 Matching item

Match the example in Column B to the classification in Column A then to the most favourable food item in Column C that will pair with the wine. Write only the number, letter and Roman letter, for example 2.6 J ix.

Column A Classification		Column B Example		Column C Food	
2.1	Natural still wines	A	JC le Roux La Chanson	i	Tempura Oysters
2.2	Natural sparkling wines	B	Ariel Chardonnay	ii	Fettucini Carbonara
2.3	Sparkling wines	C	Perl�	iii	Moroccan Lamb Stew
2.4	Low alcohol wines	D	Cape Velvet	iv	Grilled Fish
2.5	Fortified wines	E	Sauvignon Blanc	v	Sticky Toffee Pudding
		F	Amarula	vi	Espresso
		G	Grape Juice	vii	Thai Chicken with Cashew Nuts
		H	Jerepigo	viii	Beef Wellington

[10]

QUESTION 3

Choose the correct answers and write only the letters of your choice next to the number.

3.1 **FOUR** items of information that appear on the back label of a wine bottle:

- A The country of origin
- B Class designation
- C Vintage
- D Seller's code number
- E Estate wine
- F Alcohol level
- G Alcohol strength (4)

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

3.2.1 Vanilla Bavarois/Vanilla Crème Brûlée/Vanilla Soufflé (2)

3.2.2 Berry Compote/Berry puree/Berry jam (2)

3.2.3 Bolo/Topside/Hump (2)

[10]

30 marks

SECTION B**QUESTION 4**

- 4.1 Draft a memo on how staff at a restaurant should handle 'intoxicated customers'. (6)

- 4.2

<i>A guest orders a bottle of Cabernet Sauvignon and a bottle of Chenin Blanc.</i>
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Compare the serving procedures by completing the table below. **REDRAW** the table.

Similarities	Differences	
6	4	(10)

- 4.3 List **FOUR** general requirements for an on-consumption liquor licence. (4)

- 4.4 State the serving temperatures for the following:

- 4.4.1 Sparkling wine (1)

- 4.4.2 White wine (1)

- 4.4.3 Lager (1)

- 4.4.4 Red wine (1)

- 4.4.5 Non-alcoholic cocktails (1)

[25]

QUESTION 5

5.1 Study the marketing tool below and answer the questions that follow:

Recommendations

Dijon Chicken




2 4-pound chickens
1/4 cup olive oil
1/8 tsp salt
1 cup honey
2 tbsp Dijon mustard
1 tsp ground pepper

Preheat the oven to 400°. Tenderize the chicken. Mix ingredients and combine with chicken in the pan. Heat for 30 min.

Chardonnay




Cabernet Sauvignon




QR Code is the trademark of matrix barcode. Customers are able to read the barcode with their cell phones or other devices

[Source: <<http://possector.com/www/uploaded/qr-kod-restoran.jpg>>]

- 5.1.1 Which target market is the above tool aimed to influence? (1)
- 5.1.2 Discuss the characteristics of an effective visual marketing tool. (6)
- 5.1.3 Do you consider the QR code to be an effective or ineffective marketing tool? Motivate your answer. (3)
- 5.2 Before you start a business, you need to compile a business plan. Explain in detail, the difference between an operational plan and a financial plan. (10)
- [20]**

QUESTION 6

6.1 Study the newspaper article below and answer the questions that follow:

HAMILTON – Officials are investigating a possible case of an illness in a township linked to a workforce preparing meals for the staff members.

After several staff members experienced symptoms – which included chest pains, loss of appetite, fatigue and coughing blood – the staff members' physician did blood work to determine the illness.

Health officials have recommended that everyone should be treated to prevent the spreading of this disease.

[Adapted from: <http://www.nj.com/mercer/index.ssf/2014/12/officials_confirm_possible_second_case_linked_to_hamilton_restaurant.html>]

6.1.1 Identify this infection. (1)

6.1.2 Give a clear definition of this infection. (2)

6.1.3 List **TWO** measures that should be applied to prevent this disease from spreading. (2)

6.1.4 Name **THREE** groups of people that could have contracted this disease easily. (3)

6.1.5 Explain briefly the impact this infection could have on the workforce exposed to it. (2)

6.2 According to the Institute of Food Science and Technology, food-service workers infected by HIV need not be restricted from work and could not be fired.

6.2.1 Why is it not a risk when food handlers who are HIV positive work in the kitchen? (2)

6.2.2 In which instances could management arrange for infected workers NOT to come to work? (3)

[15]

QUESTION 7

- 7.1 7.1.1 The POS system can greatly enhance the administration of the kitchen and restaurant in any hospitality establishment.

Evaluate the above statement. (5)

- 7.1.2 Explain the difference between a reservation system, a central reservation system and online reservations. (3)

- 7.2 A QR-code could be added to all the food items on the menu that could cause allergic reactions.

List **FOUR** food sources that cause 90% of all food-related allergic reactions. (4)

- 7.3 Explain the difference between a food allergy and food intolerance. (2)

- 7.4 Study the table below and compile a three-course menu for guests with health problems, such as:

7.4.1 Diabetes (3)

7.4.2 High Cholesterol (3)

STARTER	MAIN MEAL		DESSERT
Salmon Soufflé	Chicken Cordon Bleu	Cauliflower with Cheese Sauce	Chocolate Mousse
Grilled Chicken Breast Salad	Grilled Sole	Steamed Vegetables	Mango Sorbet
Health Bread with Rocket Leaves and Cottage Cheese.	Lamb Curry	Roasted Vegetables	Fruit Salad and Ice Cream

Answer Question 7.5 on Addendum A (Costing Sheet).

- 7.5 One of the QR codes is linked to a recipe for Homemade Brownies and the various ingredient prices are included.

HOMEMADE BROWNIES (12 Brownies = 6 Portions)			
INGREDIENTS	UNIT	PRICE PER UNIT	CONVERSION
125 ml Butter	500 g	R8,50	250 ml = 180 g
228 g Chocolate	260 g	R18,00	
185 ml Brown Sugar	2 kg	R16,00	250 ml = 220 g
65 g Sugar	2 kg	R13,00	250 ml = 210 g
3 large eggs	1 dozen	R24,00	
80 g Flour	2,5 kg	R24,50	250 ml = 220 g
90 g Cocoa powder	500 g	R18,00	
250 ml Chocolate chips	500 g	R26,00	250 ml = 200 g

Calculate the following:

7.5.1 Total food cost.

7.5.2 Labour cost (60 minutes at R50/hour).

7.5.3 Overhead costs are 35%.

7.5.4 Cost per portion.

(10)
[30]

QUESTION 8

- 8.1 A formal dinner is planned for ten guests. The following meat dishes will be included on the menu:

Saratoga Chops, Châteaubriand, Tournedos and Potjiekos

- 8.1.1 List **FOUR** quality criteria for red meat. (4)
- 8.1.2 What type of meat and meat cut is used for Châteaubriand and Tournedos? (2)
- 8.1.3 (a) State the quantity of meat needed for Châteaubriand for ten people. (1)
- (b) Motivate your answer. (2)
- 8.1.4 Identify the type of meat and the appropriate meat cut necessary for the Saratoga Chops. (2)
- 8.1.5 On the cut of meat for the Saratoga Chops, the mark ABAB appeared. What does this indicate? (1)

- 8.2 One of the guests is a Pollo-pescatarean vegetarian.

- 8.2.1 Recommend any **TWO** dishes that you will add to the menu in Question 8.1, to accommodate the guest. Motivate your answer. (4)
- 8.2.2 Provide **TWO** reasons why some people choose a vegetarian lifestyle. (2)
- 8.2.3 Compare the nutritional value of meat and legumes. (4)

- 8.3 List **THREE** techniques to be applied when cooking meat to prevent the loss of sarcoplasm. (3)

[25]

QUESTION 9

Read the following scenario and answer the questions that follow:

One of the problems that could have a negative influence when preparing pastry dishes is high room temperatures. This problem was encountered by a young entrepreneur owning a bakery. On a particularly hot summer's day, she had to prepare the following dishes on order:

- Eclairs
- Cheese-and-ham quiche
- Vol-au-vents

While preparing the pastry, her phone rang and she could not attend to the boiling water on the stove. After attending to another client on the phone, only half of the water was left in the saucepan.

Because of the time constraint after the telephone call, one of the pastries was not given time to cool in the fridge, and she forgot to dock the pastry for the quiche.

9.1 Identify the types of pastry used for these three dishes. (3)

9.2 Predict what effect the incorrect procedures will have on the pastries.

	Results of poor procedures
Eclairs	
Cheese-and-ham quiche	
Vol-au-vents	

(6)

9.3 Explain the following terms:

9.3.1 'non-laminated' (1)

9.3.2 docking (1)

9.4 Define the term 'détrempe' and name the pastry in which this process is used. (3)

9.5 The following ingredients are used in a gelatine dessert:

Fresh fruit (pawpaw, strawberries, pineapples and kiwi)
Whipped cream
Port

Discuss how these ingredients could have a negative effect on the setting process of gelatine.

(6)
[20]

QUESTION 10

- 10.1 Meringues are a very lightly baked product. Precision in skill and techniques results in a perfect meringue.
- 10.1.1 Explain the factors that will influence the foaming ability of the egg whites. (3)
- 10.1.2 Distinguish between a French, Swiss and Italian meringue. (3)
- 10.1.3 Provide **TWO** important guidelines to keep in mind when working with sugar to create a clear, non-grainy sugar syrup. (2)
- 10.2 List the steps used to preserve fruit. (4)
- 10.3 Explain when you should apply cold smoking preservation technique to meat. (2)
- 10.4 Benzoic Acid is an additive. What is the benefit of using this chemical? (1)
- [15]**

150 marks

SECTION C**QUESTION 11**

Read the article in **ADDENDUM B** in connection with "Vintage Coffee" and answer the question below.

Draw up a SWOT (strength, weakness, opportunity and threat) analysis for Chief Bean, Kevin Clark's business.

NB: Your response must be comprehensive to ensure that he fully understands the content. (One-word responses will be rejected.)

- Identify at least **FOUR** elements in each category.
- Number or use bullets for each element.
- Write responses in full sentences.
- Your response will be marked using the rubric below.

CRITERIA	4	3	2	1	Maximum marks
Strengths	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Weaknesses	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Opportunities	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Threats	Four significant elements were written down.	Three significant elements were written down.	Two significant elements were written down.	Only one significant element was written down.	4
Mechanics	All elements were either numbered or bulleted. Full sentences were used for all the responses. Excellent quality language used.	Most elements were either numbered or bulleted. Most responses were answered in full sentences. Good command of language.	Some elements were either numbered or bulleted. Some responses were answered in full sentences. Average command of language.	None of the elements were numbered or bulleted. No full sentences were used. Very bad command of language.	4
TOTAL:					20

20 marks

Total: 200 marks