



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2019

HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 15 pages. Please check that your question paper is complete.
 2. Read the instructions of each question carefully and ensure that you comply.
 3. Number your 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**

Answer these questions on the multiple-choice answer sheet in the inside front cover of your Answer Book. Make a cross (X) in the box corresponding to the letter representing the answer that you consider to be the most correct.

- 1.1 The difference between the cost of producing an item and the money it is sold for is known as the ...
- A food cost.
 - B gross profit.
 - C net profit.
 - D direct costs.
- 1.2 ... is the process whereby the side plates and cruet sets are removed from the table after the main meal.
- A Plating down
 - B Mise-en-Place
 - C Crumbing down
 - D Silver service
- 1.3 ... describes a very dry sparkling wine.
- A Doux
 - B Sec
 - C Demi-sec
 - D Brut
- 1.4 ... is the method of vacuum-sealing beef in the refrigerator for two weeks.
- A Wet ageing
 - B Maturing
 - C Rigor Mortis
 - D Dry ageing
- 1.5 ... nuts are uniquely green in colour and often used in pastries, meat dishes and health breads.
- A Pecan
 - B Pistachio
 - C Hazel
 - D Pine
- 1.6 A quotation is normally valid for ... days.
- A 15
 - B 20
 - C 25
 - D 30

1.7 Intra-muscular fat in meat is commonly known as ...

- A marbling.
- B collagen.
- C elastin.
- D barding.

1.8 ... is used to make biltong.

- A Fillet
- B Silverside
- C Chuck
- D Neck

1.9 ... chocolate is a natural, high-quality, dark, milk and white chocolate which contains additional cocoa butter.

- A Couverture
- B Commercial
- C Baking
- D Compound

1.10 ... is the process whereby sugar is converted into alcohol and carbon dioxide.

- A Clarification
- B Fortification
- C Carbonisation
- D Fermentation

[10]

QUESTION 2 MATCH THE COLUMNS

Study the examples of **vegetarian dishes** in **Column B** below and match them to the Vegetarian diet in **Column A**. Write only the letter (A–E) next to the question number (2.1–2.5) in the answer book, for example 2.6 J.

Column A Vegetarian Diets		Column B Meal	
2.1	Vegan	A	Chicken and asparagus wrap
2.2	Pesco-vegetarian	B	Strawberries, pineapple, kiwi and grapes
2.3	Lacto-vegetarian	C	Milk, yoghurt and fruits
2.4	Pollopescatarean	D	Chickpeas, pumpkin, spinach and rice
2.5	Fruitarian	E	Fish and salad

[5]

QUESTION 3

- 3.1 Select **FOUR** ingredients, from the alternatives listed below, that will weaken the setting of gelatine in a dessert. Only write the letters next to the question number.
- A Raw pineapple
 - B Whole egg
 - C Egg whites
 - D Lemon juice
 - E Canned pineapple
 - F Hazel nuts
- (4)
- 3.2 Select the **ODD** one out and **provide a reason** for your choice.
- 3.2.1 Crudités/Canapés/Cartouche (2)
 - 3.2.2 Hydration/Dispersion/Syneresis (2)
 - 3.2.3 Loin/Chuck/Rump (2)
- 3.3 Give the correct term for the following:
- 3.3.1 An infectious disease that primarily affects the lungs. (1)
 - 3.3.2 Focuses on the data about the popularity of menu items (sales volume cost) and profit of each dish. (1)
 - 3.3.3 Biological molecules that helps to break down the natural elements, when tenderising meat. (1)
 - 3.3.4 Pyramid of filled cream puffs covered with spun sugar. (1)
 - 3.3.5 The ingredient that gives beer its distinct flavour. (1)

[15]

30 marks

SECTION B**QUESTION 4**

4.1 Refer to the following extract to answer the questions that follow.

A food truck is a flexible **small business** venture and is recognised as an exciting and viable option for foodies wanting to follow their dreams. The vehicle is equipped to cook and sell food.

The most successful food trucks have created a menu that can be easily eaten while standing, without the need for separate plates and fiddly cutlery. Some foods require a controlled environment and don't lend themselves to this style of eating.

A successful concept all depends on what you want to create.

[<<https://articles.bplans.com/restaurant-or-food-truck-which-is-better-for-a-beginner>>]

- 4.1.1 What factors need to be considered when planning a menu for a food truck? (5)
- 4.1.2 Provide dietary guidelines for food truck customers with the following health conditions. Motivate your suggestion.
- (a) High cholesterol (2)
 - (b) Hypertension (2)
 - (c) Diabetes Mellitus (2)
- 4.2 Identify THREE possible overhead costs a food truck owner will need to consider when determining the final cost of running a food truck. (3)
- 4.3 4.3.1 List THREE disadvantages that customers may experience when eating food from a food truck. (3)
- 4.3.2 What advice would you give to a food truck owner to assist them in dealing with each of the above mentioned disadvantages? (3)
- [20]**

QUESTION 5

For convenience sake food truck owners make use of preserved food items.

5.1 What is the function of the following chemicals used in the preserving process?

5.1.1 Benzoic acid (1)

5.1.2 Sodium benzoate (1)

5.1.3 Salicylic acid (1)

5.2 Discuss the benefits of applying the type of preservation method shown below.



[<<https://www.thespruceeats.com/canning-alkaline-and-acidic-foods-132742>>]

(5)

5.3 Name two advantages of smoking food as a method of preservation.

(2)
[10]

QUESTION 6

Study the image below and answer the questions that follow.



[<<https://www.google.co.za/food+truck+lines+get+longer>>]

- 6.1 6.1.1 List FIVE reasons why customer service is very important in the hospitality industry. (5)
 - 6.1.2 Define "service excellence". (2)
 - 6.1.3 What kind of customer service do you think is expected when buying from a food truck? (3)
 - 6.2 6.2.1 How could you use technology at the food truck to increase food service? (4)
 - 6.2.2 Comment on the effectiveness and impact of social media on the "eating experience" of food truck customers. (6)
- [20]**

QUESTION 7

Study the image of a food truck below and answer the questions that follow.



[<<https://www.google.co.za/search?q=meat+ventures&source>>]

7.1 7.1.1 "Meatventures offer everything from bacon to brisket".

Explain the process whereby bacon is used with brisket during cooking to enhance the meat cut. (3)

7.1.2 Describe the characteristics of brisket. (2)

7.1.3 Recommend the best method of cooking brisket served from the "Meatventures" food truck. (1)

7.2 Identify **ONE** suitable sauce and **TWO** accompaniments for each type of meat served from the "Meatventures" food truck. Redraw and complete the table.

Type of meat	ONE SAUCE	TWO ACCOMPANIMENTS
Pork		
Lamb		

(6)

7.3 A customer at the food truck requests medium rare steak.

7.3.1 State the internal cooking temperature of medium rare meat. (1)

7.3.2 Describe the doneness of medium rare steak. (2)

7.4 Keeping with current trends, they also sell offal from the "Meatventures" food truck. Give **THREE** examples of organs that form part of muscle meat that they can serve. (3)

7.5 Mention **TWO** characteristics of game/venison that make it a very popular alternative to red meat, served from the "Meatventures" food truck. (2)

[20]

QUESTION 8



[<[https://www.google.com/search?q=Dessert+fo
od+trucks&source=>](https://www.google.com/search?q=Dessert+food+trucks&source=)]

8.1 A Dessert food truck offers the following frozen desserts:

Ice Cream and Granita

Differentiate between these two desserts. (4)

8.2 Classify and describe the following classical desserts.

8.2.1 Crêpes Suzette (3)

8.2.2 Crème Brûlée (3)

8.3 Chocolate eclairs are offered on the Dessert food truck menu. Describe how eclairs are baked. Take temperature control into consideration. (3)

8.4 Three types of shortening can be used in the preparation of pastry. Name the three types and indicate which option is best. (4)

8.5 On one of the Food Truck dessert recipes, the word "docking" appears as a method. What is the meaning of this term? (1)

8.6 In the Dessert food truck, different pastries are used to prepare the items. Identify the type of pastry used to prepare:

8.6.1 Baklava (1)

8.6.2 Vol-au-vents (1)

[20]

QUESTION 9

- 9.1 The Wine, Beer and Food Truck Festival focusses on food and wine pairing.



[<<https://www.google.com/search?biw=1366&bih=651&>>]

Name one cultivar that will match the following food:

- 9.1.1 Hake (1)
- 9.1.2 Tuna (1)
- 9.1.3 Beef Wellington (1)
- 9.1.4 Ostrich Fillet (1)
- 9.2 Differentiate between the fermentation of an Ale, Lager and Stout. (3)
- 9.3 What measures should the barman of a food truck put in place to ensure the hygienic preparation and service of mocktails? (3)
- 9.4 In point form, explain the preparation of non-alcoholic beverages for a formal restaurant evening. (5)
- 9.5 Liquor licenses fall into two categories. Differentiate between an "on consumption" and "off consumption" licence. (2)
- 9.6 Provide three reasons why a person may be disqualified or may not be granted a liquor licence. (3)

[20]

QUESTION 10



[<<https://articles.bplans.com/restaurant-or-food-truck-which-is-better-for-a-beginner/>>]

10.1 The bottom line of a good food truck kitchen layout is that it makes tasks easier and more convenient. Food truck owners may experience a range of unforeseen challenges.

Study the picture above and identify **THREE** possible challenges that this food truck owner will face. Suggest how these problems could be solved by the owner.

(6)

10.2 Give **FOUR** important facts to remember when presenting the food truck bill at the end-of-service.

(4)

[10]

QUESTION 11

11.1 Ann is 18 years old, creative and energetic and would like to start her own business. She decides to start a food truck.

11.1.1 Provide a strong argument for her choice. (5)

11.1.2 Explain the difference between sales, marketing and human resources for the food truck and how they interrelate. (6)

11.2 Compare the advertisements below and answer the questions that follow.



[<<https://www.google.com/search?Food-truck-28-Mei-qgGqTF3nUdpMM:>>]

[<www.stockunlimited.com/vector/food-truck-festival-poster_1799596.html>]

11.2.1 Which advertisement is the most effective marketing tool for Ann to use? (1)

11.2.2 Provide THREE reasons for your choice in Question 11.2.1. (3)

11.3 11.3.1 Explain what is meant by "market objectives". (1)

11.3.2 Identify one market objective for the food truck. (1)

11.4 What is the best "start-up funding" principle that Ann must consider when starting up her business? (1)

11.5 Explain the factors that influence the target market and market segmentation for any business opportunity. (4)

11.6 What effect does the tourism industry have on the South African economy? (5)

11.7 Differentiate between revenue and non-revenue generating areas in the hospitality industry. (2)

11.8 What does REVPAR stand for? (1)

[30]

150 marks

SECTION C**QUESTION 12**

Consider the following statements:

FOOD TRUCKS – A FOOD SAFETY CONCERN

FOOD TRUCKS – A MODERN, CONVENIENT AND HEALTHY WAY TO SERVE FOOD

Using the Source material, A–D provided below as well as your own knowledge, discuss your opinion on the above statements in the form of a 1–1½ page essay.

To answer the question, you are expected to:

- Present an argument that convincingly supports your viewpoint.
- Examine the source material carefully and use the information in the sources to best develop your argument.
- Integrate your own knowledge and experiences into your argument.

SOURCE A FOOD TRUCK FOOD SAFETY

According to market research firm IBISWorld, the U.S. has over 4,000 food trucks roaming its streets, with annual revenue growth at 7,9 percent between 2011 and 2016. This obviously makes the venture attractive to many entrepreneurs who see the potential for a small investment to reap a large reward.

"There is already an awareness and recognition that food trucks aren't going away and that they need to be held to the same food safety standards as other restaurants," explains Erin DiCaprio, "The same retail food code that applies to the brick and mortar restaurants also apply to food trucks."

In itself, that code could be quite challenging to adhere to for vendors; which just screams danger for food safety. Dr DiCaprio explains the challenge for vendors lies in the difficulty to guarantee they are equipped with the proper facilities to ensure cleaning and sanitization, plumbing and hand hygiene, and refrigeration and pest control.

[<<https://www.foodqualityandsafety.com/article/food-truck-food-safety/>>]

SOURCE B **HOW SAFE ARE FOOD TRUCKS?**

BUTLER COUNTY — The surge in popularity of food trucks has added a new challenge for health inspectors who must evaluate the safety of every food-service operation whether it has four wheels or a front door. Local food trucks are licensed every year, but their initial inspection takes place when the mobile unit is not serving any food. Once the trucks go on the road, health inspectors must rely on spot inspections to evaluate how closely food-handling codes are followed. But the review also found that food trucks operate with a different set of rules than traditional restaurants, and it's more difficult for diners to monitor inspection results to see whether a truck has encountered problems.

Restaurant and food truck inspections are one line of defence against the types of food-borne illnesses that, according to the Centres for Disease Control and Prevention, sicken about one in six Americans each year. The CDC estimates that 48 million people get sick, 128 000 are hospitalised and 3 000 die each year of food-borne illnesses.

Health inspectors enforce the Ohio Uniform Food Safety Code at all food-service operations open to the public with an eye toward preventing such outbreaks. They test refrigeration equipment to ensure cold foods are remaining cold enough and food holding areas to make sure cooked foods are kept at a temperature to thwart bacteria growth that could lead to or exacerbate food-borne illnesses. They make sure hot water is available for washing hands and dishes and a sufficient concentration of sanitizer is on hand to kill germs during dishwashing.

[<<https://www.journal-news.com/news/how-safe-are-food-trucks/llq0rgaVIYGLF4xEo3JsUM/>>]

SOURCE C **NEW STUDY SHOWS FOOD TRUCKS ARE SAFER THAN RESTAURANTS**

Here's some great news for the dying food truck industry: A new study shows that in comparison to restaurants, food trucks are often a safer place to eat. A report by the Institute of Justice concluded that food trucks and carts tend to receive less health and safety violations than restaurants do.

This is good news for food truck owners who have been facing many challenges thanks to intense restrictions — many of which are food-safety based — from policy makers.

[<<https://www.eater.com/2014/6/16/6206837/new-study-shows-food-trucks-are-safer-than-restaurants>>]

RUBRIC TO MARK SECTION C QUESTION 12

	0	1 mark	2 marks	3 marks	4 marks	Mark allocated
Use of sources	Makes no reference to sources.	Makes superficial reference to one or more sources.	A few appropriate references made to sources.	Several and appropriate references made to sources.	Makes full use of the sources.	4
Use of own knowledge	Only irrelevant or inaccurate facts given.	Some relevant facts given beyond the sources to support argument.	Some relevant facts given beyond the sources to support argument AND integrated into the argument.	Many relevant facts given beyond the sources to support argument.	Many relevant facts given beyond sources to support argument AND integrated into argument well.	4
Content Relevance	Essay is not about the statements regarding Health and Safety of Food Trucks.	Discusses safety superficially and without the implications or reference to food trucks.	Discusses safety superficially or without reference to the health implication or without reference to food trucks.	Discusses statements referring to health and safety practice and gives some examples of maintaining a healthy standard.	Discusses statements thoroughly referring to health and safety practice in food trucks and gives examples of how food preparation in food trucks can prevent food borne diseases.	4
Quality Argument	Response makes no sense.	Writing consists of facts with little linkage or reasoning.	Reasoning correct, but hard to follow. Some linkage evident.	Supports the position. Reasoning is clear. Minor errors in flow. Linkage sometimes missed.	Strongly supports a clear position. Reasoning is very clear and succinct. Flow is logical, shows evidence of clear understanding.	4
Fairness, i.e. argument against	No counter opinion given.	One counter opinion given.	At least two counter opinions given.			2
Presentation	Little or no structure to the response.	Tone is consistent. Good and appropriate language. Mostly appropriate paragraphing. Introduction and conclusion have merit.	Tone mature. Excellent and appropriate use of language. Correct paragraphing with good transitions. Interesting introduction, satisfying conclusion.			2

20 marks

Total: 200 marks