



Province of the
EASTERN CAPE
EDUCATION

**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2013

HOSPITALITY STUDIES

MARKS: 200

TIME: 3 hours

This question paper consists of 18 pages including an answer sheet.

INSTRUCTIONS AND INFORMATION

1. This question paper consists of FOUR sections.

SECTION A: SHORT QUESTIONS [40]

SECTION B: KITCHEN AND RESTAURANT OPERATIONS,
HYGIENE, SAFETY AND SECURITY [30]

SECTION C: NUTRITION AND MENU PLANNING, AND FOOD
COMMODITIES [80]

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE
SERVICE [50]

2. Answer ALL the questions.
3. Read ALL the questions carefully.
4. Number the answers correctly according to the numbering system used in this paper.
5. Write neatly and legibly.
6. Answer SECTION A on the attached ANSWER SHEET.
7. Answer SECTIONS B, C and D in the ANSWER BOOK.

SECTION A**QUESTION 1****1.1 MULTIPLE-CHOICE QUESTIONS**

Various possible options are provided as answers to the following questions. Choose the correct answer and make a cross (X) over the correct letter (A–D) next to the question number (1.1.1–1.1.15) on the attached answer sheet.

Example:

1.16 Yeast is an example of a ... raising agent.

- A chemical
- B physical
- C biological
- D steam

ANSWER:

A	B	C	D
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1.1.1 The dried meat that is marinated with rock salt, course black pepper, coarse ground coriander and vinegar and then dried is known as ...

- A veldkos.
- B biltong.
- C bokkem.
- D denningvleis.

1.1.2 Confections such as trifles, mints or petit fours served after dessert are known as ...

- A hors d'oeuvres.
- B gateau.
- C beverages.
- D friandises.

1.1.3 Sections of dining area assigned to individual waiters as their work area, including the number of tables to wait on are known as...

- A covers.
- B portions.
- C stations.
- D set ups.

- 1.1.4 A serving spoon and fork used to transfer food from a service dish to a guest's plate from the right is known as ...
- A serving gear.
 - B serving cutlery.
 - C French service.
 - D silver spoons.
- 1.1.5 The resting phase of bacteria when conditions are not suitable for growth of micro-organisms is known as ...
- A toxins.
 - B spores.
 - C mycotoxins.
 - D chillings.
- 1.1.6 The protein in wheat that is elastic and allows the dough to stretch and form a network that gives bread its shape and texture is ...
- A gliadine.
 - B legumin.
 - C gluten.
 - D globulin.
- 1.1.7 The process that involves the tying of legs and wings of a chicken or other birds with a string to the body to make it compact is ...
- A plucking.
 - B jointing.
 - C barding.
 - D trussing.
- 1.1.8 A bundle of parsley, thyme, bay leaf and black pepper rolled in a leek and tied together with a piece of string is known as ...
- A Mirepoix.
 - B Bouquet garni.
 - C stuffing.
 - D herbs.
- 1.1.9 The liquid left behind when water, bones, flavouring vegetables and seasonings have been slowly simmered is ...
- A stock.
 - B sauce.
 - C brine.
 - D gravy.

1.1.10 Rice cooked in well-seasoned broth with onions or celery and usually poultry or game or shellfish and sometimes tomatoes is called ...

- A risotto.
- B pilaf.
- C briyani.
- D paella.

1.1.11 The documents issued by a seller to the buyer, indicating the products, quantities and agreed prices for products or services provided to the buyer are known as ...

- A invoices.
- B orders.
- C stock sheets.
- D inventories.

1.1.12 Foodstuffs that are likely to decay very quickly are known as ...

- A consumables.
- B contaminated.
- C sanitised.
- D perishables.

1.1.13 A relief or a swing chef that works as needed throughout the kitchen is called ...

- A Commis.
- B Aboyeur.
- C Tournant.
- D Potager.

1.1.14 A plan to withdraw, usually from a potentially dangerous situation, is called a/an ...

- A emergency plan.
- B operating plan.
- C evacuation plan.
- D demarcating plan.

1.1.15 This Act makes provision for a National Qualifications Framework:

- A Occupational Health and Safety Act.
- B Skills Development Act.
- C Basic Conditions of Employment Act.
- D South African Qualifications Authority Act.

(15 x 1) (15)

1.2 MATCHING ITEMS

Match the description in COLUMN B with the appropriate Act in COLUMN A. Write ONLY the letter (A–G) next to the appropriate number (1.2.1–1.2.5) on the answer sheet, for example 1.2.6 H.

COLUMN A		COLUMN B	
1.2.1	Labour Relations Act	A	The Act regulates the working time, leaves, remuneration and the termination of services
1.2.2	Employment Equity Act	B	This Act requires all foreigners to have legal work permits when working in South Africa
1.2.3	Unemployment Insurance Act	C	It guards against discrimination based on race, gender and disability in the workplace
1.2.4	Aliens Control Act	D	The Act governs the relationship between the employer and the employee and it creates a platform for conflict resolutions through bargaining chambers or councils
1.2.5	Basic Conditions of Employment Act	E	It provides for the payment of unemployment benefits to workers or their dependants due to illness, maternity and adoption by employee
		F	This Act protects and employee against financial loss if she/he is injured while carrying out her/his duties in the workplace
		G	This Act requires employers to have structured career paths within their company's organisational structure

(5 x 1)

(5)

1.3 **MATCHING ITEMS**

Match the type of vegetable in COLUMN A with the appropriate class in COLUMN B. Write ONLY the letter (A–G) next to the question number (1.3.1–1.3.5) on the ANSWER SHEET, for example: 1.3.6 H.

COLUMN A		COLUMN B	
1.3.1	Green beans	A	Flowers
1.3.2	Cucumber	B	Stems and shoots
1.3.3	Leeks	C	Fungi
1.3.4	Brinjals	D	Gourds and squashes
1.3.5	Celery	E	Bulbs
		F	Pods and seeds
		G	Fruit

(5 x 1) (5)

1.4 **ONE-WORD ITEMS**

Give ONE word or term for each of the following descriptions. Write ONLY the word/term next to the question number (1.4.1–1.4.5).

1.4.1 A cloth used by waitrons to protect the hands and wrist from burns

1.4.2 To rub an article with a cloth to make it shine

1.4.3 Removing crumbs and prepares the table for dessert service, by removing all extra cutlery

1.4.4 The minimum and maximum set stock amounts for a specific period

1.4.5 To steep herbs in boiling water or place in oil to allow the flavour to disperse

(5 x 1) (5)

- 1.5 Choose the appropriate word or term from those listed in the box that best suits the statements below. Write ONLY the word or term next to the question number (1.5.1–1.5.5) on your answer sheet.

Liaison, Rollmops, Roux, Freezing, Storage, Salsa, Table d'hôte

- 1.5.1 To store food at temperatures of -18 °C or lower.
- 1.5.2 A mixture of equal volumes of flour and fat that is used for thickening.
- 1.5.3 A cold, chunky mixture of fresh herbs, spices, fruits and vegetables that is used as a sauce for meat, poultry, fish or shellfish.
- 1.5.4 A set menu with a fixed number of courses that can consist of different choices.
- 1.5.5 Pickled herring rolled around a gherkin. (5 x 1) (5)

1.6 **MISSING WORDS**

Complete the following sentences by filling in the missing word(s). Write ONLY the word(s) next to the question number (1.6.1–1.6.5) on the attached answer sheet.

- 1.6.1 ... is the process whereby yeast acts on carbohydrates and changes them to carbon dioxide and alcohol.
- 1.6.2 ... are harmful substances that make food unfit to be eaten.
- 1.6.3 A stew prepared outdoors, cooked in a round cast iron, three legged pot is called ...
- 1.6.4 ... laws prohibit the eating of shellfish and mixing of dairy products and meat.
- 1.6.5 A ... set is a set of small containers for holding condiments such as salt, pepper, oil and vinegar. (5 x 1) (5)

TOTAL SECTION A: 40

SECTION B

QUESTION 2: KITCHEN AND RESTAURANT OPERATIONS, HYGIENE, SAFETY AND SECURITY

2.1 Read the case study below and answer the questions that follow.

Penny is employed in the local hotel as a storekeeper. She is responsible for the stock in the stores. Penny is not sure of what she will be doing as a storekeeper. Help her to do her work effectively.

2.1.1 Suggest FOUR points Penny should check when receiving stock during delivery. (4)

2.1.2 Explain why it is important that a person receiving stock should be a properly trained person who knows the correct procedures for the receipting of stock. (4)

2.1.3 Requisition has to be made whenever stock is to be issued. Give THREE types of information that a requisition form/sheet should have. (3)

2.2 Two guests got sick after they had a weekend stay at Pentagon Hotel. On the second day of their stay they noticed that the drains were overflowing. At the back of the hotel there was a lot of waste material lying all over the place. They complained to the manager of the hotel, who promised to sort out the problem. For breakfast the next day they were given chicken and bacon sandwiches. The chicken breasts were insufficiently thawed before cooking and thus were not cooked properly. Within a few hours after breakfast they both complained of stomach cramps and ended up in hospital.

2.2.1 Identify the above situation. (1)

2.2.2 Name the bacteria that could have caused the above situation. (1)

2.2.3 Suggest THREE symptoms that could have been experienced by the guests other than stomach cramps. (3)

2.3 Cross contamination can occur when bacteria are transferred onto food by people, work surfaces, equipment or other food.

2.3.1 Suggest FOUR ways of preventing cross contamination. (4)

2.4



The above establishment got burnt after the chef has left a pan of cooking oil unattended on the burning stove. The fire started in the kitchen and destroyed 80% of the establishment. There were guests in the establishment when the fire broke out.

2.4.1 Advise the guests in the above establishment about the emergency procedures they should follow when fire breaks out in a hospitality establishment. (4)

2.4.2 Recommend THREE guidelines to help provide a secure work environment to the employees. (3)

2.5 List THREE types of people that could cause disturbances to the guests in a hospitality establishment. (3)

TOTAL SECTION B: 30

SECTION C: NUTRITION AND MENU PLANNING AND FOOD COMMODITIES

QUESTION 3

- 3.1 Below is the ingredient list to be used by a Grade 11 practical class for preparing raisin buns.

Study this information and answer the questions that follow.

Dish: RAISIN BUNS		
Recipe yields: 6 Buns		
INGREDIENTS TO BE USED	QUANTITY BOUGHT	PRICES
280 ml milk	1 litre milk	R11,99
120 g margarine	500 g margarine	R18,50
280 ml warm water		
60 g sugar	1 kg sugar	R12,00
7 g active dried yeast	75 g active dried yeast	R 4,50
pinch of salt		
710 g bread flour	2,5 kg bread flour	R24,45
75 g raisins	250 g raisins	R16,95

- 3.1.1 Calculate ALL the ingredients costs for one bun.
Show ALL your calculations. (14)
- 3.1.2 Calculate the selling price per bun if 60% is added to cover overheads costs and profit. Show ALL your calculations. (2)
- 3.1.3 List THREE types of overhead costs that could be used by the above practical class. (3)
- 3.1.4 Identify the cooking method to be used when preparing the raisin buns. (1)
- 3.1.5 Describe FOUR characteristics of a quality baked yeast product. (4)

3.2 Study the menu below and answer the questions that follow.

<p>MENU DINNER</p> <p>Consommé Julienne Croûtons ****</p> <p>Grilled Hake with Tartar Sauce ****</p> <p>Stuffed Chicken Breasts Potato Salad Steamed Broccoli Pureed Butternut Beetroot Salad ****</p> <p>Date Pudding with Strawberry Coulis</p> <p>Tea/Coffee</p> <p style="text-align: right;">13 November 2013</p>
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- 3.2.1 Classify the type of soup used in the above menu. (1)
- 3.2.2 Identify THREE sauces used in the above menu. (3)
- 3.2.3 Suggest FOUR game meats that could be used as a main dish in the above menu when planning a traditional South African menu. (4)
- 3.2.4 Provide reasons for the following precautions when preparing vegetables for the above menu.
- (i) Vegetables must be prepared immediately prior to use. (1)
 - (ii) Vegetables must not be soaked in water. (1)
 - (iii) Use a sharp knife and do not slice vegetables too fine. (1)
- 3.2.5 Discuss FIVE principles to be considered when menus are planned. (5)

[40]

QUESTION 4

4.1 Stock is used in the preparation of a Consommé Julienne.

4.1.1 Differentiate between white stock and brown stock. Tabulate your answer as follows:

WHITE STOCK	BROWN STOCK

(4)

4.1.2 Discuss why the following ingredients are not suitable for making stock:

- (i) Salt (1)
- (ii) Beetroot (1)
- (iii) Potatoes (1)

4.2 Study the illustration below and answer the questions that follow.



- 4.2.1 Identify the technique that is being used in the above illustration. (1)
- 4.2.2 Explain FOUR advantages of using the above technique when preparing poultry. (4)
- 4.2.3 Discuss FOUR points you should consider when purchasing poultry. (4)

4.3 Describe the following rice dishes:

- 4.3.1 Breyani (1)
- 4.3.2 Pilaf (1)
- 4.3.3 Sushi (1)

- 4.4 Provide reasons for the following tips when preparing rice:
 - 4.4.1 Rinse rice before cooking (1)
 - 4.4.2 Add rice to hot water (1)
 - 4.4.3 Use a fork when mixing rice with other ingredients (1)

4.5 Your Grade 11 class will be preparing grilled hake with tartar sauce for the lunch of the school governing body members after their meeting.

- 4.5.1 Classify the type of fish used in the above statement. (1)
- 4.5.2 Discuss the points you should consider to ensure the freshness when buying fish. (5)
- 4.5.3 Explain in THREE points how you should store frozen fish. (3)

4.6 Differentiate between herbs and spices.

Tabulate your answer as follows:

HERBS	SPICES

4.7 Briefly discuss THREE principles of using herbs. (3)



4.8.1 Suggest the possible mistakes in the above cakes and predict the possible cause for each mistake.

Tabulate your answer as follows:

	POSSIBLE MISTAKE	POSSIBLE CAUSE
CAKE A		
CAKE B		

(4)
[40]

TOTAL SECTION C: 80

SECTION D: SECTORS AND CAREERS, FOOD AND BEVERAGE SERVICE**QUESTION 5**

5.1 Read the article below and answer the questions that follow.

Ocean View Restaurant is undergoing major renovations. The owner decided not to close the restaurant as he fears the loss of customers and profit. There were ladders and scaffoldings all over the place. They were using one corner for preparing food and another corner for serving. There were live electric wires lying around unattended. The dining area was very dusty and that resulted in all the tables and serving equipment catching up dust. Some guests were complaining about chest problems due to the dust they are inhaling in the restaurant. One guest decided to call the health inspectors to come and inspect the restaurant.

- 5.1.1 Name the Act that was contravened by the owner of the above restaurant. (1)
- 5.1.2 Briefly discuss the penalty that could be given to the owner of the restaurant for failing to comply with the Act in QUESTION 5.1.1. (3)
- 5.1.3 Give FOUR consequences of bad hygiene. (4)
- 5.1.4 Advise the owner of the above restaurant on the safety requirements as stipulated by the General Safety Regulations 1031. (5)
- 5.1.5 Give FOUR factors to be considered when allocating tables to waiters in the above restaurant. (4)
- 5.2 Suggest FIVE roles and responsibilities of an executive chef. (5)
- 5.3 Explain why teamwork is so important in a hospitality establishment. (3)

[25]

QUESTION 6

6.1 Study the picture below and answer the questions that follow.



- 6.1.1 Evaluate the above waiters according to the appropriate dress code and appearance of the service staff. (5)
- 6.2 Explain in FIVE points the procedure you will follow when greeting and seating guests in the restaurant. (5)
- 6.3 Discuss FOUR points on how you should perform the opening mise-en-place in a restaurant. (4)
- 6.4 Give TWO advantages and TWO disadvantages of a buffet service. Tabulate your answer as follows:

ADVANTAGES OF A BUFFET SERVICE		DISADVANTAGES OF A BUFFET SERVICE	
6.4.1		6.4.2	

- 6.5 Briefly discuss FOUR guidelines to be followed when clearing tables after a function in a restaurant. (4)
- 6.6 Suggest THREE serving equipment you will need when serving tea. (3)

[25]

TOTAL SECTION D: 50
GRAND TOTAL: 200

HOSPITALITY STUDIES ANSWER SHEET

NAME AND SURNAME: _____

SECTION A:

QUESTION 1

1.1 MULTIPLE-CHOICE QUESTIONS

Make a cross (x) over the letter of your choice.

1.1.1	A	B	C	D
1.1.2	A	B	C	D
1.1.3	A	B	C	D
1.1.4	A	B	C	D
1.1.5	A	B	C	D
1.1.6	A	B	C	D
1.1.7	A	B	C	D
1.1.8	A	B	C	D
1.1.9	A	B	C	D
1.1.10	A	B	C	D
1.1.11	A	B	C	D
1.1.12	A	B	C	D
1.1.13	A	B	C	D
1.1.14	A	B	C	D
1.1.15	A	B	C	D

(15 x 1) (15)

1.2 MATCHING ITEMS

1.2.1	
1.2.2	
1.2.3	
1.2.4	
1.2.5	

(5 x 1) (5)

1.3 MATCHING ITEMS

1.3.1	
1.3.2	
1.3.3	
1.3.4	
1.3.5	

(5 x 1) (5)

1.4 ONE-WORD ITEMS

1.4.1	
1.4.2	
1.4.3	
1.4.4	
1.4.5	

(5 x 1) (5)

1.5 CHOICE ITEMS

1.5.1	
1.5.2	
1.5.3	
1.5.4	
1.5.5	

(5 x 1) (5)

1.6 MISSING WORD(S)

1.6.1	
1.6.2	
1.6.3	
1.6.4	
1.6.5	

(5 x 1) (5)

TOTAL SECTION A: 40