



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2015**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**



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This question paper consists of 17 pages.

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**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 Food commodities	(80)
SECTION D: Sectors and careers. Food and beverage service	(50)
2. Answer ALL the questions in your ANSWER BOOK.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Write neatly and legibly.

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

Various options are provided as possible answers to the following questions. Choose the correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 D.

- 1.1.1 A micro-organism that is useful in the production of blue cheese is ...
- A bacteria.
  - B mould.
  - C yeast.
  - D bacillus.
- 1.1.2 Petit fours are ...
- A savoury items.
  - B served at breakfast.
  - C small sweet cakes.
  - D made with yeast dough.
- 1.1.3 Salaries and wages form part of ... costs.
- A overhead
  - B labour
  - C food
  - D hiring
- 1.1.4 Thin strips of vegetable cuts that can be used for garnishing:
- A Julienne
  - B Chiffonade
  - C Brunoise
  - D Batonnet
- 1.1.5 A process of thickening a liquid mixture by means of evaporation is ...
- A purification.
  - B dextrinisation.
  - C gelatinisation.
  - D reduction.

- 1.1.6 Dried salted meat is known as ...
- A veldkos.
  - B biltong.
  - C bokkem.
  - D boerekos.
- 1.1.7 ... is a type of service where food is arranged attractively on a table and guests can serve themselves.
- A Cafeteria
  - B Family
  - C Russian
  - D Buffet
- 1.1.8 A ... is responsible for the kitchen operation in the absence of the executive chef.
- A Chef de Partie
  - B Chef de cuisine
  - C Sous chef
  - D Commis chef
- 1.1.9 The conversion of carbohydrates into carbon dioxide and alcohol is known as ...
- A fermentation.
  - B coagulation.
  - C rectification.
  - D caramelisation.
- 1.1.10 A mixture of coarsely chopped onions, carrots and celery used to flavour stock:
- A Bouquet garni
  - B Mirepoix
  - C Bunch
  - D Bouillon
- (10 x 1) (10)

**1.2 ONE-WORD ITEMS**

Give ONE word or term for each of the following descriptions. Write ONLY the correct word/term next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.

- 1.2.1 An item served between the entrée and main dish to refresh the palate
  - 1.2.2 The term used to describe the preparation done before or after service
  - 1.2.3 Food that is acceptable according to the Jewish religion
  - 1.2.4 Tying the legs and wings of a chicken with a string to make it compact
  - 1.2.5 A bonus given to the waiter for good service
  - 1.2.6 The principle of rotating stock
  - 1.2.7 A traditional South African beef or lamb spicy sausage
  - 1.2.8 A type of service where the food is prepared and served from a movable trolley
  - 1.2.9 A place setting at a table
  - 1.2.10 Spooning melted fat or any other liquid over meat during roasting
- (10 x 1) (10)

### 1.3 MATCHING ITEMS

Choose a description from COLUMN B that matches with the act/policy in COLUMN A. Write ONLY the letter (A–F) next to the question number (1.3.1–1.3.4) in your ANSWER BOOK.

COLUMN A ACT/POLICIES		COLUMN B DESCRIPTIONS	
1.3.1	Basic Conditions of Employment Act	A	This act prohibits any intoxication by alcohol or medication in a workplace
1.3.2	General safety regulations	B	The act requires that the employer should compile policies and guidelines for health and safety
1.3.3	Occupational Health and Safety Act	C	Protection of employees against financial loss when injured at work
1.3.4	Hygiene regulations	D	It does not apply to National Defence Force and the National intelligence Agency
		E	Stipulates prohibition and regulations on the handling and transportation of food
		F	The act requires employers to have structured career paths within the company's organisational structure

(4 x 1) (4)

### 1.4 SELECTION ITEMS






Select SIX guidelines to be considered when storing food in the refrigerator from the list below. Write only the letter that corresponds with the correct guidelines in the ANSWER BOOK.

- A Keep food covered to prevent drying.
- B Do not place meat that has to thaw on the top shelf of the refrigerator.
- C Store raw and cooked foods separately.
- D Keep refrigerator doors open for easy access to food items.
- E Keep shelves clean.
- F Temperatures should always be below 7 °C.
- G Store strong smelling foods away from other foods.
- H Always ensure that the refrigerator is overloaded, for the circulation of air.

(6 x 1) (6)

1.5 MATCHING ITEMS

Choose an edible part from COLUMN B that matches the illustration in COLUMN A. Write only the letter (A–G) next to the question number (1.5.1–1.5.5), for example 1.5.6 H.

COLUMN A ILLUSTRATION		COLUMN B EDIBLE PART	
1.5.1		A	Bulbs
1.5.2		B	Tubers
1.5.3		C	Flowers
1.5.4		D	Gourds and squashes
1.5.5		E	Fruits
		F	Stems
		G	Fungi

(5 x 1) (5)

1.6 Study the soups below and answer the questions that follow.

Gazpacho	Cream of Mushroom	Consommé Royale
Tomato and basil		Curried butternut
Potato and corn chowder	Beef broth	Mulligatawny

From the list above, select each of the following:

1.6.1 THREE thickened soups (3)

1.6.2 TWO speciality soups (2)

**TOTAL SECTION A: 40**

**SECTION B: KITCHEN AND RESTAURANT OPERATIONS  
HYGIENE, SAFETY AND SECURITY**

**QUESTION 2**

2.1 Study the extract below and answer the questions that follow.

The Department of Health has released a statement after a thorough investigation was conducted at McDee farm outside Queenstown. The investigation included an onsite visit as well as sample collection of animal waste. It has been found that there is an outbreak tracing to unpasteurised milk produced by the farm. Nine children have since been hospitalised after complaining of stomach cramps.

- 2.1.1 Identify the bacteria that caused the outbreak. (1)
- 2.1.2 Suggest THREE other symptoms common to the above bacteria. (3)
- 2.1.3 State FOUR factors that influence the growth of bacteria. (4)

2.2 Study the picture below and answer the question that follow.



**[POWER FAILURE]**

Outline FOUR standard operating procedures a restaurant will follow in the above emergency situation. (4)

2.3 Describe the evacuation procedures to be followed should any emergency arise in a hospitality establishment. (4)



- 2.4 **Strict stock control is very important in any food and beverage operation.**
- 2.4.1 Discuss the above statement. (2)
- 2.4.2 Recommend THREE cleanliness and safety requirements for food stores. (3)
- 2.4.3 Outline the information that should be included when completing a requisition form. (3)
- 2.5 Briefly discuss guidelines for the prevention of chemical contamination in the kitchen environment. (3)
- 2.6 Recommend THREE rules to be followed when reheating food to prevent the growth of micro-organisms. (3)

**TOTAL SECTION B: 30**

**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES**

**QUESTION 3**

3.1 Study the recipe costing sheet below and answer the questions that follow.

<b>Name of a dish: Pumpkin Fritters</b>			
<b>Yield: 15 fritters</b>			
<b>Portion = 3 fritters</b>			
<b>INGREDIENTS</b>	<b>UNITS REQUIRED</b>	<b>PURCHASE UNIT</b>	<b>PURCHASE PRICE</b>
Pumpkin	1,2 kg	1 kg	R26,99
Eggs	2	Dozen	R15,45
Flour	180 g	1 kg	R32.00
Salt	Pinch	----	----
Baking powder	6 g	75 g	R12,99
Sugar	45 g	1 kg	R21,50

- 3.1.1 Calculate the total cost of the ingredients. Show ALL calculations and formulas. (12)
- 3.1.2 Calculate the ingredient costs per portion. Show ALL calculations and formulas. (4)
- 3.1.3 List THREE costs that should be taken into account when determining the price of a recipe. (3)

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

<b>MENU</b>	
<b>DINNER</b>	
Cream of Mushroom Soup ****	
Stewed Curried Chicken ****	
Steamed Rice	Steamed Carrot Juliennes
	Mashed potatoes
	Coleslaw
	****
Malva Pudding with custard	
	08/10/2015

- 3.2.1 Evaluate the above menu under the following headings:
- (a) Methods of cooking (2)
- (b) Texture of the food (1)
- (c) Colours of the food (1)

- 3.2.2 Replace all the vegetable dishes in the main course with suitable vegetable dishes. (3)
- 3.2.3 Evaluate the suitability of the above menu for a Jewish guest. (3)
- 3.2.4 Replace the chicken in the main course with a game bird. (1)
- 3.2.5 Explain THREE factors you will consider when purchasing the vegetables for the above menu. (3)
- 3.2.6 State TWO rules you will apply to prevent loss of nutrients when preparing carrot juliennes. (2)
- 3.2.7 Identify the sauce that is used when making soup in the above menu. (1)
- 3.2.8 Suggest TWO garnishes that you can use for the soup in the above menu. (2)
- 3.3 A group of overseas tourists are visiting a restaurant where you are working, and they are interested in tasting different South African dishes.
- 3.3.1 Give a short description of the following foods to help your guests:
- (a) Mogodu (1)
- (b) Morogo (1)
- [40]**

**QUESTION 4**

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



- 4.1.1 Name ONE important nutrient found in the above illustration. (1)
- 4.1.2 Classify the above fish according to its flesh. (1)
- 4.1.3 Explain FOUR guidelines you should consider when purchasing fish. (4)
- 4.1.4 Suggest TWO accompaniments that you would serve with fish. (2)

4.2 "Herbs and spices enhance the flavour of our food."

Discuss the above statement by outlining the differences between herbs and spices. Tabulate your answer as follows:

HERBS	SPICES
(i)	(i)
(ii)	(ii)

(4)

4.3 Your class is preparing doughnuts and mini sponge cakes for the school governing body's annual tea party.

- 4.3.1 State the raising agent used in the sponge cakes. (1)
- 4.3.2 Identify the cooking method of the doughnuts. (1)
- 4.3.3 Give THREE characteristics of a good sponge cake. (3)
- 4.3.4 Supply TWO reasons for the following techniques used during the preparation of the doughnuts:
- (i) Kneading (2)
- (ii) Punching down (2)

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



- 4.4.1 Identify the technique used in the above picture. (1)
- 4.4.2 State TWO benefits of using the above technique. (2)
- 4.4.3 Recommend THREE advantages of boning chicken. (3)
- 4.4.4 Compare the Cornish hen and broiler chicken according to their age and texture. Tabulate your answer as follows:

CORNISH HEN	BROILER
Age: .....	.....
Texture: .....	.....

(4)

4.5 Your Grade 11 class is preparing a risotto.

- 4.5.1 Identify the type of rice used when preparing risotto. (1)
- 4.5.2 Outline TWO guidelines for storing the above rice. (2)
- 4.5.3 Supply reasons for the following precautions when preparing rice:
  - (a) Soak rice before cooking (1)
  - (b) Use a fork when mixing with other ingredients (1)
  - (c) Do not stir rice except when preparing a risotto (1)

4.6 "A successful risotto requires a good stock." State THREE points on how to maintain a stock pot. (3)

[40]

**TOTAL SECTION C: 80**

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

5.1 Study the following advertisement and answer the questions that follow.

**Name of establishment:** Gateway Five Star Hotel  
**Position:** Station waiter  
**Requirements:** 3 year national diploma in Food and Beverage Service plus 2 year industry experience. Computer literacy is essential.

5.1.1 State THREE responsibilities of a station waiter. (3)

5.1.2 Differentiate between universities and universities of technology.  
 Tabulate your answer as follows:

UNIVERSITIES	UNIVERSITIES OF TECHNOLOGY
(2)	(2)

(4)

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



- 5.2.1 Evaluate the chef with regards to hygiene and professional appearance. (3)
- 5.2.2 Discuss how teamwork will ensure the smooth running of the food production area. (3)
- 5.3 The Occupational Health and Safety Act regulate the safety of all people (employers, employees and guests) in a hospitality establishment.
- 5.3.1 Indicate THREE responsibilities that the Occupational Health and Safety Act requires from the employer. (3)
- 5.3.2 Explain the penalty that can be applied to an employer if they do not comply with the Occupational Health and Safety Act. (3)
- 5.4 Explain THREE consequences of bad hygiene in a hospitality establishment. (3)
- 5.5 Name THREE types of cutlery used when serving tea. (3)
- [25]**

**QUESTION 6**

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



- 6.1.1 Identify the type of service demonstrated in the above picture. (1)
- 6.1.2 Recommend THREE advantages of using the service in QUESTION 6.1.1. (3)
- 6.2 Explain FIVE guidelines to be considered when creating a restaurant environment. (5)
- 6.3 Describe the procedure of taking guests' orders. (4)



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



6.4.1 Identify the technique that is performed in the above picture. (1)

6.4.2 Describe the correct procedure for doing crumbing down during food and beverage service. (5)

6.5 Explain how mise-en-place should be performed after a function. (6)  
[25]

**TOTAL SECTION D: 50**  
**GRAND TOTAL: 200**