



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2017**

**HOSPITALITY STUDIES**

**MARKS: 200**

**TIME: 3 hours**



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This question paper consists of 15 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. Start each SECTION on a new page.
5. 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 e.g. 1.1.11 C.

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

- A consumables.
- B non-perishables.
- C perishables.
- D non-consumables.

1.1.11 C

1.1.1 ... is a tomato and onion relish usually served with pap.

- A Mugodu
- B Bredie
- C Sheba
- D Chakalaka

1.1.2 A traditional ingredient that grows in dams and marshes and is used in stews is ...

- A turmeric
- B waterblommetjies.
- C mosbolletjies.
- D coriander.

1.1.3 Costs that include hiring of equipment, payment of water and electricity when operating a business are ... costs.

- A food
- B overhead
- C labour
- D handling

1.1.4 The ideal temperature for freezing food is ...

- A -18 °C.
- B 0 °C.
- C 4 °C.
- D -1 °C.

1.1.5 Stock rotation is based on this principle:

- A First in last out
- B Last in first out
- C First out last in
- D First in first out

1.1.6 An example of shell fish:

- A Mussel
- B Hake
- C Haddock
- D Kingklip

1.1.7 Specially bred chicken that are relatively plump with more breast meat in relation to their overall size:

- A Poussin
- B Free range
- C Cornish
- D Turkey

1.1.8 The chef responsible for preparing cakes and pastries:

- A Chef Potager
- B Chef Poissonnier
- C Chef Plangeur
- D Chef Patissier

1.1.9 The person responsible for organising special functions at the hotel:

- A Maître d' hotel
- B Banqueting manager
- C Food and beverage manager
- D Chef de rang

1.1.10 The final rise of a shaped yeast product is known as ...

- A knocking.
- B shaping.
- C proofing.
- D punching.

(10 x 1) (10)

## 1.2 MATCHING ITEMS

Match the description in COLUMN B with the correct term in COLUMN A. Write ONLY the correct letter (A–G) next to the corresponding question number (1.2.1–1.2.5) in your ANSWER BOOK, for example 1.2.6 H.

COLUMN A TERM		COLUMN B DESCRIPTION	
1.2.1	Fermentation	A	Measuring the ingredients accurately
1.2.2	Creaming	B	Brushing the surface of a baked product with egg or milk before baking to give it a shiny appearance
1.2.3	Kneading	C	A process by which yeast converts sugar to carbon dioxide and alcohol
1.2.4	Glazing	D	Beating together sugar and shortening until light and fluffy
1.2.5	Scaling	E	The process of manipulating the yeast dough to develop gluten
		F	Beating egg and sugar together until light and creamy
		G	The final rise of shaped yeast dough

(5 x 1) (5)

### 1.3 MATCHING ITEMS

Choose the description from COLUMN B that best matches the serving style in COLUMN A. Write ONLY the letter (A–G) next to the question number (1.3.1–1.3.6) in the ANSWER BOOK, for example 1.3.7 H.

COLUMN A SERVING STYLE		COLUMN B DESCRIPTION	
1.3.1	Silver service	A	Food is presented attractively on a separate table and guests serve themselves
1.3.2	Buffet service	B	Guests stand in a line to collect their own food on a tray
1.3.3	Plated service	C	Food is placed on large platters and guests passed them around and help themselves
1.3.4	Guéridon service	D	The waiter uses service gear to transfer food from a serving dish to the guest's plate
1.3.5	Family service	E	The food is prepared in front of the guests on a moving trolley
1.3.6	Cafeteria service	F	Guests are served through an automatic retail machine
		G	Waiters serve the guests and should ensure that they do not disturb the presentation of the food

(6 x 1) (6)

**1.4 ONE-WORD ITEMS**

Give ONE word(s) or term(s) for each of the following descriptions. Write ONLY the correct word(s) or term(s) next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

- 1.4.1 An organisational chart in a form of a diagram that shows relationships and ranks of positions
- 1.4.2 The contamination of raw foods, plants or animals from the original source
- 1.4.3 A mixture of coarsely chopped onion, celery and carrot used to enhance flavour in stocks
- 1.4.4 Small cubes of bread that are baked or fried until crisp and are used to garnish soups
- 1.4.5 Academic institutions that offer mainly degrees
- 1.4.6 A document where the items from a storeroom are recorded before they are issued
- 1.4.7 Bacteria that cause food-borne illnesses
- 1.4.8 Cutting vegetables such as cabbage into long fine strips
- 1.4.9 Food service utensils such as spoons, knives and forks
- 1.4.10 A menu that is prepared per order (10 x 1) (10)

**1.5 SELECTION ITEMS**

Select FIVE roles and responsibilities of an executive chef from the list given below and write ONLY the letter that corresponds with the correct answer in your ANSWER BOOK.

- A Employment and dismissal of personnel
- B Prepare sauces
- C Purchasing new apparatus and equipment
- D Serves guests in the absence of a waiter
- E Planning of menus
- F Organising and supervising food production
- G Costing and budgeting food supplies (5 x 1) (5)

1.6 Choose TWO sauce variations from the box that will suit the mother sauces below.

A. Vin blanc	C. Mornay	E. Sauce Robert
B. Bordelaise	D. Suprême	F. Hollandaise

1.6.1 Espagnole (2)

1.6.2 Velouté (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.

Cross contamination is a serious threat in food preparation.

- 2.1.1 Explain the term cross *contamination*. (1)
- 2.1.2 Suggest THREE ways to prevent cross contamination when preparing food. (3)
- 2.1.3 List TWO foreign objects that could cause physical contamination in food. (2)

2.2 Study the scenario below and answer the questions that follow.

Sarah fell ill after eating yellow rice with canned meatballs. She complained of having a headache within 12 hours after having her meal. She was immediately taken to hospital.

- 2.2.1 Name the possible condition that Sarah may have. (1)
- 2.2.2 Identify the bacteria that caused the condition in QUESTION 2.2.1. (1)
- 2.2.3 Describe THREE factors that influence the growth of micro-organisms. (6)
- 2.2.4 List THREE other symptoms that Sarah could have shown before she was taken to hospital. (3)

2.3 Study the scenario below and answer the questions that follow.

The Queens is an upmarket restaurant in East London. During dinner service the restaurant had a power cut.

- 2.3.1 Briefly explain how the above establishment should handle the above situation. (Any 4 x 1) (4)
- 2.3.2 Outline THREE health and safety requirements for receiving stock at Queens restaurant. (3)
- 2.4 Explain the importance of strictly controlling the stock levels in a storeroom. (3)
- 2.5 Give THREE types of information that should be included in a requisition form. (3)

**TOTAL SECTION B: 30**

**SECTION C: NUTRITION AND MENU PLANNING  
FOOD COMMODITIES****QUESTION 3**

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

<p style="text-align: center;"><b>MENU</b> <b>DINNER</b> *** Consommé Brunoise *** Grilled Chicken Breasts Roasted Potatoes                  Risotto Creamed Spinach                  Beetroot Salad Glazed Vichy Carrots *** Ice cream with Caramel sauce *** Tea / Coffee 05-11-2017</p>
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- 3.1.1 Classify the soup used in the menu above. (1)
- 3.1.2 Name TWO other main ingredients used in the preparation of the soup in the menu. (2)
- 3.1.3 Evaluate the above menu with regards to its suitability for Jewish guests. (3)
- 3.1.4 Replace the protein and rice dish in the above menu to suit Cape Malay guests. (2)
- 3.1.5 Suggest TWO feathered game meats that can be used to replace the chicken in the above menu. (2)
- 3.1.6 Classify the vegetables in the above menu according to their edible parts. (4)
- 3.1.7 Discuss the preparation method of the rice dish on the menu. (4)
- 3.2 Briefly discuss FOUR principles of menu planning. (4)
- 3.3 Suggest FOUR guidelines to follow when setting up for a tea party. (4)

3.4 Read the costing sheet below and answer the questions that follow.

<b>Name of dish: Cupcakes</b>			
<b>Yield: 6 cupcakes</b>			
<b>1 cupcake = portion</b>			
<b>INGREDIENTS</b>	<b>UNITS REQUIRED</b>	<b>PURCHASE UNIT</b>	<b>PURCHASE PRICE</b>
Sugar	75 g	1 kg	R25,50
Margarine	50 g	500 g	R24,99
Eggs	2	Dozen	R14,45
Flour	250 g	5 kg	R32,00
Vanilla essence	2 ml	50 ml	R12,50

3.4.1 Calculate the total cost of the ingredients. Show ALL calculations. (12)

3.4.2 Calculate the ingredient cost per portion. Show all calculations. (2)

**[40]**

**QUESTION 4**

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



- 4.1.1 Identify the product in the picture above. (1)
- 4.1.2 Give TWO raising agents used in the product above. (2)
- 4.1.3 Name the mixing method used for the product identified in QUESTION 4.4.1. (1)
- 4.1.4 Describe the quality characteristics of the product in QUESTION 4.1.1. (3)

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



- 4.2.1 Identify the technique used in the picture above. (1)
- 4.2.2 Discuss the benefits of using the technique above. (3)
- 4.2.3 Recommend the cooking method suitable for cooking the chicken in the picture above. (1)
- 4.2.4 The chicken above is basted during roasting. Describe how this technique is applied to chicken. (2)

- 4.3 State FOUR factors to consider when purchasing poultry. (4)
- 4.4 Study the extract below and answer the questions that follow.

You have decided to prepare jasmine rice, broccoli Au gratin and diced beetroot salad.

- 4.4.1 Mention the type of sauce used in the preparation of an Au gratin. (1)
- 4.4.2 Suggest the kind of herb you will use with the sauce in QUESTION 4.4.1. (1)
- 4.4.3 Explain how herbs should be stored. (2)
- 4.4.4 Outline FOUR factors you will consider when purchasing rice. (4)
- 4.4.5 Briefly explain how you will prepare broccoli and beetroot to ensure maximum nutrient retention. (4)

4.5



- 4.5.1 Identify the type of fish cuts visible in the above picture. (1)
  - 4.5.2 Classify the fish above according to its flesh. (1)
  - 4.5.3 Suggest TWO suitable moist heat methods that could be used to cook the fish cuts in the above picture. (2)
  - 4.5.4 Recommend TWO accompaniments that could be served with fish. (2)
- 4.6 Give FOUR guidelines on the storage of fresh fish. (4)

[40]

**TOTAL SECTION C: 80**

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

**QUESTION 5**

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

Onako is a station waiter at Mocca Restaurant. She works eight hours a day and earns R12 000 a month. She is currently on sick leave after she got burnt by a poorly maintained gas burner on a gueridon trolley. The establishment is being investigated for negligence.

- 5.1.1 Describe FOUR roles of a station waiter. (4)
- 5.1.2 Name the Act that was contravened by the owners of Mocca Restaurant. (1)
- 5.1.3 Discuss how Mocca Restaurant's owners have contravened the Act identified in QUESTION 5.1.2. (2)
- 5.1.4 Recommend THREE penalties that Mocca Restaurant will face for not complying with the Act mentioned in QUESTION 5.1.2. (3)
- 5.1.5 Identify another Act that is evident in the above scenario. Motivate your answer. (3)
- 5.2 Explain THREE general safety regulations stipulated in the General Safety Regulation 1031. (3)
- 5.3 Discuss FOUR consequences of bad hygiene for an establishment. (4)
- 5.4 Compare FET colleges with Universities of Technology with regards to the programmes offered. Tabulate your answer as follows:

FET COLLEGES	UNIVERSITY OF TECHNOLOGY
(2)	(2)

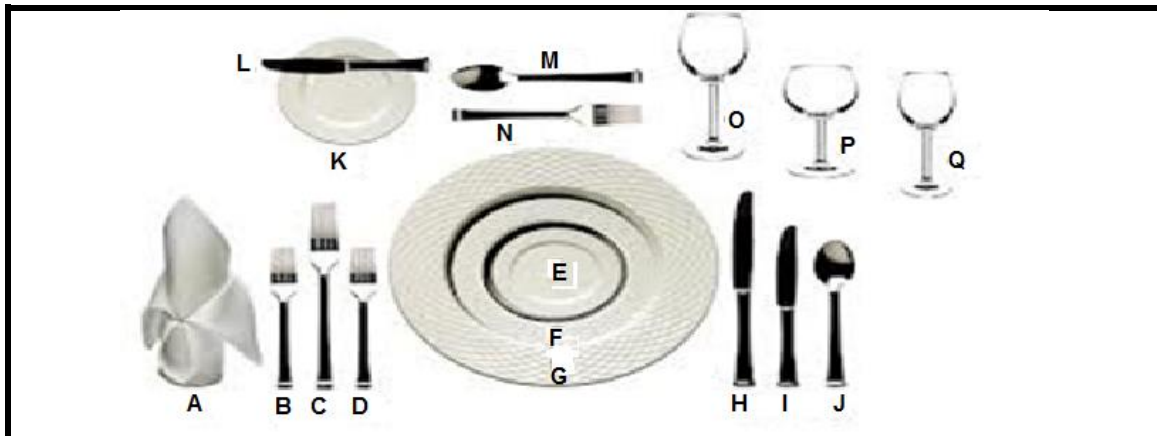
(4)

- 5.5 Write the abbreviation THETA in full. (1)

**[25]**

**QUESTION 6**

6.1 Study the table setting cover below and answer the questions that follow.



- 6.1.1 Identify the type of menu to be served in the cover above. (1)
- 6.1.2 Name the serving apparatus labelled as **A**, **L**, **M** and **J** from the cover. (4)
- 6.1.3 State the type of service suitable for the above setting. (1)
- 6.1.4 State THREE advantages of using the service style above. (3)
- 6.1.5 Discuss how the cutlery in the cover should be cleaned. (4)
- 6.2 Briefly explain the procedure to be followed when greeting and seating guests in a restaurant. (4)
- 6.3 Describe how a positive restaurant environment should be created. (4)
- 6.4 Explain how you would set a cover for a tea party. (4)

**[25]**

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