



HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 12 pages. Please check that your question paper is complete.
 2. The paper consists of 3 Sections:
Section A: Short questions only (30 marks)
Section B: Short and longer response questions (150 marks)
Section C: Essay (20 marks)
 3. Read the instructions of each question carefully and ensure that you comply.
 4. Number the answers exactly as the questions are numbered.
 5. Leave lines open between each answer and start **each section** on a new page.
 6. Draw tables when asked to 'tabulate' your answers.
 7. Calculators may be used.
 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. Choose and indicate the most correct answer by writing only the number and the letter in your Answer Book.

1.1 Crumbing down takes place after the _____.

- A main course
- B dessert
- C starter
- D entree

(1)

1.2 An on-consumption licence governs

- A outlets to sell liquor that is consumed elsewhere.
- B that no person younger than 18 may be served alcohol.
- C that liquor may only be sold between 10:00 and 02:00.
- D that liquor must be consumed where purchased.

(1)

1.3 An alcoholic drink usually served with caviar and oysters is _____.

- A Port
- B white wine
- C Champagne
- D red wine

(1)

Study the following costing sheet and answer Question 1.4 to Question 1.8 according to calculations from this costing sheet: **Panna Cotta (Yield 6)**

Ingredients	Amount Bought	Unit Price	Amount Used	Conversion	COST
Coconut	500 g	R17,50	200 ml	250 ml = 200 g	R5,60
Dried fruit	100 g	R15,00	75 ml	250 ml = 220 g	1,4
Gelatin	200 g	R16,00	75 g		R6,00
Rum	750 ml	R24,00	15 ml		R0,48
Milk	500 ml	R11,00	250 ml		R5,50
Cream	250 ml	R18,00	250 ml		R18,00
Sugar	1 kg	R8,00	50 ml	250 ml = 200 g	1,5
Kiwis	5	R20,00	3		R12,00
TOTAL					1,6

1.4 The **cost** of the **dried fruit** will be:

- A R0,32
- B R0,15
- C R9,90
- D R6,00

(2)

1.5 The **cost** of the **sugar** will be:

- A R0,32
 - B R0,15
 - C R9,90
 - D R6,00
- (1)

1.6 The **cost** for the entire **recipe** will be:

- A R57,80
 - B R58,70
 - C R60,50
 - D R75,80
- (1)

1.7 **Price per portion** will be:

- A R12,60
 - B R9,70
 - C R9,63
 - D R29,36
- (1)

1.8 The **food cost** of a meal is **R54,00**, the **labour cost** is **R15,00** and the **overhead cost** is **R10,00**. What will the **selling price** be if you make **50% gross profit**?

- A R81,00
 - B R118,50
 - C R79,00
 - D R181,00
- (2)
[10]

QUESTION 2 Match the columns

Match the **Type of Preservation** in **Column B** to the **Example** in **Column A** and to the **Reason for Preservation** in **Column C**. Write only the number, letter and Roman letter, for example 2.6 J xi.

Column A Example		Column B Type of Preservation		Column C Reason for Preservation	
2.1	Fruit chips	A	Pasteurisation	i	Removes all moisture
2.2	Jam	B	Freezing	ii	Chemical to prevent growth of yeast
2.3	Cheese	C	Benzoic acid	iii	Slows down rancidification of animal fat
2.4	Milk	D	Vinegar	iv	Reduces growth of bacteria due to low temperature
2.5	Pickled meat	E	Oven drying	v	High sugar prevents microbial growth
		F	Sun-dry	vi	Increases the moisture content to destroy bacteria
		G	Cold smoke	vii	Heats at 42 °C for 17 seconds and cools to 7 °C
		H	Sugar	viii	Heats at 72 °C for 15 seconds and cools to 4 °C

[10]

QUESTION 3

3.1 Choose the correct answer and write only the letters.

FOUR suitable **composite hors d'oeuvres**:

- A Palmiers
- B Crudité
- C Foie gras
- D Blinis
- E Pizzette
- F Scones
- G Canapés

(4)

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

3.2.1 Night auditor/Administrative staff/Trainer

(2)

3.2.2 Beef Wellington/Sausage Rolls/Spanakopitas

(2)

3.2.3 Merlot/Shiraz/Colombar

(2)

[10]

30 marks

SECTION B

QUESTION 4

4.1 4.1.1 Copy and complete the following table regarding **revenue-generating** and **non-revenue generating** areas in accommodation establishments by ticking the appropriate box.

Areas	Revenue generating	Non-revenue generating
Bars		
Human resources		
Front office		

(3)

4.1.2 Provide a short reason for your choices.

(1)

4.2 Explain why laundry could be regarded as **EITHER** revenue-generating **OR** non-revenue generating.

(2)

4.3

Your friend is interested in a position in **security** in the hospitality industry and has asked your advice.

4.3.1 Recommend **THREE** possible positions.

(3)

4.3.2 List **TWO** responsibilities for each position.

(6)

4.4

Self-employment is a very important tool that is needed in our country today to curb the problem of unemployment and poverty. Opportunities need to be identified and created. In order to be successful as an entrepreneur, thorough planning is vital and the entrepreneur has to out-think problems and obstacles.

4.4.1 If you have to be **self-employed in 2017**, what business related to the hospitality industry would you start?

(1)

4.4.2 List **TWO character traits** that you would need in order to be successful.

(2)

4.4.3 Summarise (**in point form**) the typical information that a business plan for your enterprise should contain.

(7)

[25]

QUESTION 5

- 5.1 Refer to **Question 4.4.1** and **plan the design** of a **visual marketing tool** for the business you want to start. Be specific about the characteristics to be displayed in the tool. (8)
- 5.2 5.2.1 Which **TWO** electronic marketing tools would you consider to promote your business? (2)
- 5.2.2 Motivate your choice. (2)
- 5.3 Explain the marketing mix (packing must be excluded). (5)
- 5.4
- As part of a fundraiser, the organisation 'Cupcakes for kids with cancer' launched a competition for effective and interesting packaging for their cupcakes, which are sold in quantities of 1, 6 and 12. You decided to take part in the competition.
- 5.4.1 List **FOUR** functions of packaging. (4)
- 5.4.2 What **requirements** should you take into consideration when designing this specific packaging for the cupcakes? (4)
- [25]**

QUESTION 6

- 6.1
- HYGIENE is a very important aspect in the food industry.
- 6.1.1 What does the acronym **OHSA** stand for? (1)
- 6.1.2 Define the role of **OHSA** in the food industry. (List only FOUR points.) (4)
- 6.2 Distinguish between **gastroenteritis** and **cholera** with regards to the source, the incubation period and the way the illnesses are transmitted. **Copy and complete** the table below.
- | | Gastroenteritis | Cholera |
|-------------------|------------------------|----------------|
| Source | | |
| Incubation period | | |
| Transmission | | |
- (6)
- 6.3 It is important to prevent the above-mentioned illnesses from spreading. The following are ways in which transmission could be prevented. **Rearrange** them in order of **importance** by only writing the letters. (4)
- A Personal hygiene and proper hand washing.
 - B Apply proper temperature control for cooked and raw foods.
 - C Food handlers with symptoms should not work.
 - D Cover all food when being stored.
- [15]**

QUESTION 7

7.1 Study the images below and critique the appearance of each employee by making recommendations on how it can be improved.



[Source: <www.clipartsheep.com>]

(5)

7.2 Design a **five-point questionnaire** on '**SERVICE EXCELLENCE**' focusing on the five most important aspects that constitute good service. Pay attention to the format for 2 marks.



(7)

7.3 List **THREE** ways in which computers could assist chefs in menu planning.

(3)

7.4 Religion and ethical issues should be considered when planning menus.

Choose the correct answers to the questions below. Write only the applicable letter next to the number.

A Beef lasagne	B 	C Kosher	D 	E Alcohol-based vanilla	F Halaal
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7.4.1 The term that indicates followers of **JUDAISM** are permitted to consume this product. (1)

7.4.2 The term that indicates followers of **ISLAM** are permitted to consume this product. (1)

7.4.3 The symbol that indicates followers of **JUDAISM** are permitted to consume this product. (1)

7.4.4 The symbol that indicates followers of **ISLAM** are permitted to consume this product. (1)

7.4.5 The food item that must be avoided by followers of **JUDAISM**. (1)

7.4.6 The food item that must be avoided by followers of **ISLAM**. (1)

7.5 Identify the country of origin of the following dishes.

7.5.1 Moussaka (1)

7.5.2 Chop Suey (1)



7.6 Define the abbreviation **GI-Diet** and write one explanatory sentence about it. (2)

[25]

QUESTION 8

Questions 8.1.1–8.1.4 refer to the images below.

8.1

Lamb noisettes	Beef stroganoff
 <p data-bbox="316 1133 730 1193">[Source: <www.cordonbleu.edu/news/sauteedlamb>]</p>	 <p data-bbox="895 1133 1289 1193">[Source: <www.bettycrocker.com/...stroganoff/c17a904f-a8f6-48ae-b>]</p>

8.1.1 Identify the specific meat cuts necessary for:

(a) Lamb noisettes (1)

(b) Beef stroganoff (1)

8.1.2 Explain the cooking method for Beef Stroganoff. (2)

8.1.3 Explain what happens during the cooking process between 54 °C and 71 °C with the structure of the muscle, fibre and connective tissue. (3)

8.1.4 Recommend FOUR ways in which the loss of sarcoplasm can be prevented when preparing the Beef stroganoff. (4)

8.2 Is it desirable to offer offal on the menu of a formal restaurant? Motivate your answer. (3)

8.3 List the food types that must be **excluded** for the following types of vegetarians:

8.3.1 Pollo (2)

8.3.2 Pesco (2)

8.3.3 Lacto (2)

8.4 8.4.1 Identify the following nuts.

(a)



[Source: <www.google.co.za/www.kenkko.com>]

(b)



[Source: <www.google.co.za/ Fnileshsupermarket.com>]

(c)



[Source: <www.google.co.za/Fstock-photography-juicy-pomegranate-its-half-leaves-image>]

(3)

8.4.2 Which cooking method will enhance the flavour of nuts?

(1)

8.4.3 Recommend one way of incorporating nuts into a meal.

(1)

[25]

QUESTION 9

Study the recipe below and answer the questions that follow:

Panna Cotta

Yields 6

- 200 ml Dried coconut (unsweetened)
- 75 ml Dried fruit
- 75 ml Unflavoured, powdered gelatin
- 15 ml Rum
- 250 ml Milk
- 250 ml Whipped cream
- 50 ml Sugar
- 3 Kiwis

Coulis:

- 100 ml Frozen raspberries
- Sugar

Lens (Layer on top):

- 80 ml Gelatin
- 125 ml Boiling water
- 15 ml Lemon juice
- 15 ml Sugar



[Source: <www.recipeshubs.com>]

9.1 Predict the **effect/influence** the ingredients listed below will have on the setting process of the Panna Cotta. **Tabulate** your answer as follows.

Ingredients:	Effect/influence:
Sugar	
Milk	
Lemon juice	
Kiwis	
Rum	
Whipped cream	
Nuts	

(7)

9.2 Explain in bullet form how to use **powdered gelatin** referring to all **three stages**.

(7)

9.3 Desserts can be classified as **Baked, Cream and Frozen**.
Classify the following desserts by writing the name under each heading:

9.3.1 Bavarois

9.3.2 Tarte Tatin

9.3.3 Malva Pudding

9.3.4 Chiffon

9.3.5 Parfaits

9.3.6 Chocolate Soufflé

(6)
[20]

QUESTION 10

10.1 Distinguish between **champagne** and **sparkling wine**. (2)

10.2 Information is provided on wine bottles. **Explain** the following:

10.2.1 Authenticity seal (2)

10.2.2 Origin (2)

10.2.3 Vintage (2)

10.3 List **FIVE** general guidelines to consider when **selecting wines for a meal**. (5)

10.4 Define:

10.4.1 Ale (1)

10.4.2 Stout (1)

[15]

150 marks

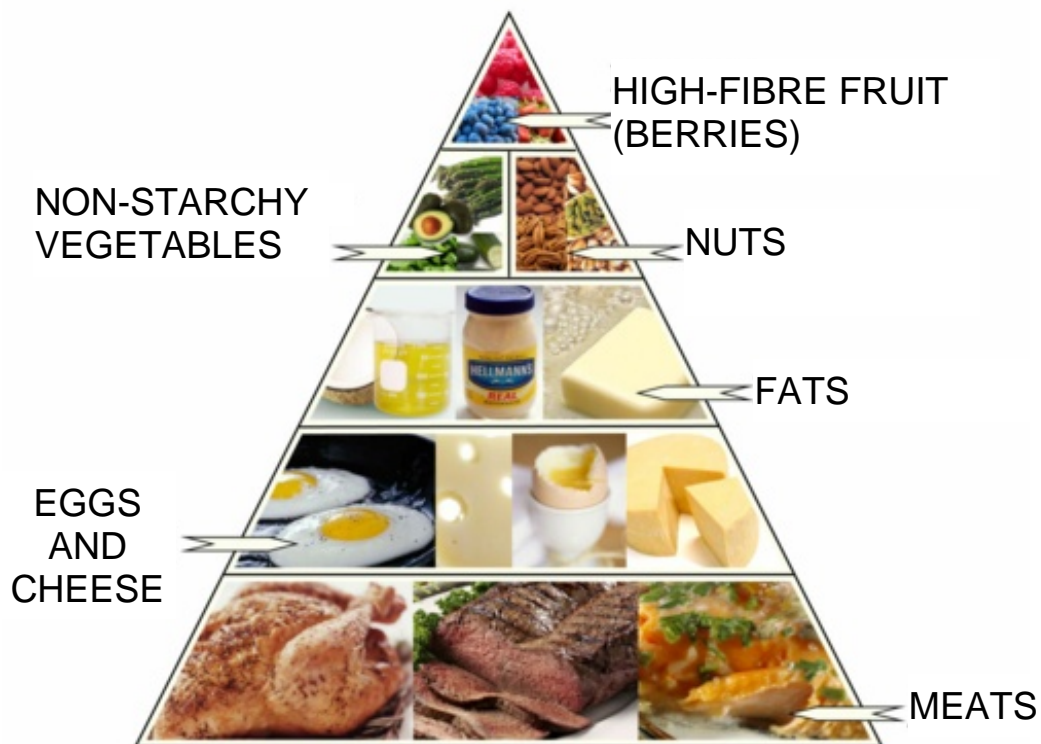
SECTION C

QUESTION 11

Study the following image of a food pyramid and write an essay in which you critique the message conveyed.

The essay must:

- Have an applicable heading and introduction.
- Contain about 500 words and appropriate paragraphs.
- Come to a clear conclusion on whether this food pyramid promotes healthy eating patterns.



[Source: <www.google.co.za/health-professions-council>]

20 marks

Total: 200 marks