



NATIONAL SENIOR CERTIFICATE EXAMINATION
NOVEMBER 2017

HOSPITALITY STUDIES

Time: 3 hours

200 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This question paper consists of 12 pages and an Insert of 1 page (i). Please check that your question paper is complete.
 2. Read the instructions of each question carefully and ensure that you comply.
 3. Number the 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**

Various possible answers are provided for each question. Choose and indicate the most correct answer by marking the letter on the inside of the cover page (the blue page) of your Answer Booklet.

- 1.1 GDP is the total value of goods and services manufactured and delivered in a country in one ...
- A term.
 - B week.
 - C month.
 - D year.
- 1.2 Products offered for the comfort of a guest and delegate, such as pens and writing pads, are called ...
- A amenities.
 - B samples.
 - C give-aways.
 - D promotions.
- 1.3 Successful market research ensures that prospective businesses are viable and ...
- A unique.
 - B reliable.
 - C sustainable.
 - D modern.
- 1.4 One of the guests ate nuts after which an irritation started on the skin, causing itching, dryness and bumps. This could be classified as (an) ...
- A intolerance.
 - B eczema.
 - C anaphylaxis.
 - D allergy.
- 1.5 The difference between the selling price and the original food cost is known as ... profit.
- A gross
 - B net
 - C primary
 - D calculated
- 1.6 The price calculated for a client for a specific function, menu or dish.
- A Overhead
 - B Quotation
 - C Invoice
 - D Balance Sheet

1.7 Chicken livers wrapped in bacon and grilled.

- A Fritots
- B Rumaki
- C Rissoles
- D Canapes

1.8 Another term for meat juice is ...

- A sarcoplasm.
- B collagen.
- C elastin.
- D myofibrils.

1.9 ... is non-elastic and binds the muscle fibres to each other and to the body's structure.

- A Elastin
- B Muscle tissue
- C Collagen
- D Strong fibres

1.10 Tempeh is made from fermented ... beans.

- A miso
- B tofu
- C soy
- D legume

[10]

QUESTION 2 MATCH THE COLUMNS

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

Column A Example of food		Column B Wine			
2.1	Trout in phyllo baskets	A	Muscadel		
2.2	Chocolate mousse	B	Merlot		
2.3	Oysters	C	Port		
2.4	Leg of lamb	D	Mocktails		
2.5	Camembert and biscuits	E	Chenin Blanc		
		F	Champagne		
Column C Type of glass					
					
i	ii	iii	iv	v	vi

[10]

QUESTION 3

3.1 TVP has many advantages. Identify any **FOUR** by writing only the letters of your choice.

- A It is high in kilojoules and fats.
- B It is cheaper than animal proteins.
- C It is rich in complex carbohydrates.
- D It is a high-biological protein.
- E It has a very good shelf life.
- F It will not absorb any flavouring.
- G It has a low glycaemic index.

(4)

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

3.2.1 Gelatine/Collagen/Agar-agar

(2)

3.2.2 Stir-frying/Deep-fat frying/Braising

(2)

3.2.3 Facebook/Slide shows/Websites

(2)

[10]

30 marks

SECTION B



QUESTION 4

MSC Cruises is a global cruise line that was founded in Italy, registered in Switzerland, with its headquarters in Geneva. MSC Cruises is the world's largest privately owned cruise company, employing 16,300 people worldwide and having offices in 45 countries as of July 2014. MSC Cruises is part of the Mediterranean Shipping Company S.A. (MSC), the world's second biggest container shipping operator.

[<https://en.wikipedia.org/wiki/MSC_Cruises>]

- 4.1 4.1.1 You are offered a position as marketing manager of the MSC Cruises ship.

In a **short paragraph** give a description of the job of a marketing manager. (3)
 - 4.1.2 **Explain** how you will **apply the marketing mix** in the process of marketing these cruises. (12)
 - 4.2 **Explain** to the board of directors **how HOSPITALITY** can contribute towards a specific country's **economy**. (7)
 - 4.3 **Distinguish** between the responsibilities of the following TWO human resources positions:
 - 4.3.1 Human Resource Manager (3)
 - 4.3.2 Trainer (2)
 - 4.4 Give TWO examples of **promotion** ideas that can be used to **market** the **cruise**. (2)
 - 4.5 Would you classify "**Guest and function rooms**" as a revenue generated service or a non-revenue generated service? (1)
- [30]**

QUESTION 5

Study the menu and answer the questions that follow:

	MENU TABLE D'HÔTE Amuse-bouche Prawn tempura Smoked pork fillet with apple sauce Pumpkin fritters with caramel sauce Deep fried potato wedges Spinach and Cream Greek Salad Chocolate mousse Nescafé coffee
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- 5.1 The Executive Chef has to accommodate a guest with **diabetes**.
- 5.1.1 **Select** TWO dishes that are not suitable. (2)
- 5.1.2 Make suggestions for TWO **alternative**, more suitable dishes. (2)
- 5.1.3 Motivate your choices. (2)
- 5.2 A few technical errors were made when the menu was written. Identify THREE. (3)
- 5.3 5.3.1 Explain what **food intolerance** is. (2)
- 5.3.2 Refer to the menu above and **identify** the food that may cause a problem for a guest with **lactose intolerance**. (2)
- 5.4 Explain the term "**amuse-bouche**". (2)
- 5.5 Some of the guests are **Jewish**. Select the items on the menu that they will not be able to eat. (4)
- 5.6 Explain what an "**à la carte**" menu is. (1)
- [20]**

QUESTION 6

Wherever food is involved, hygiene is very important.

Study the information below and answer the question.

Due to the importance of the open time buffet area on a cruise ship, we look at what passengers must not do when utilising the service.

- *Do not overload your plate. The food will be there for a while.*
- *One of the worst things a cruise ship passenger can do is to use their hands when dishing up food from the buffet line. There will always be utensils offered to put the food on the plate; if not, there will always be a member of staff on hand to assist.*

[<<http://www.cruisehive.com>>]

6.1 Predict the type of illness that could occur as a result of the two points above and explain how this illness could have been transmitted. (5)

Unfortunately a virus broke out on the Star Princess Cruise. Study the news article and answer the questions.

According to a Cruise Hive reader who contacted us, the Star Princess was hit by a disease on the cruise to Hawaii. The bug was reported by the Centres for Disease Control, which means more than 33% of passengers were affected during the voyage after visiting an island.

"The outbreak was not contained in Hilo and nurses in the infirmary confirmed just under half the ship's passengers and crew had come down with the virus." He went on to say: "The crew was visibly absent and all services were affected: from slow room service to those quarantined ... to the closing of one of the main food buffets. Guests, young and old, fell ill and complained about nausea and vomiting, rapid heart rate and muscle cramps".

Our reader has said the situation was handled badly.

[<<http://www.cruisehive.com/passengers-became-sick-star-princess-during-hawaii-cruise/11627>>]

6.2 6.2.1 **Identify** the **disease** that has been transmitted. (2)

6.2.2 LIST FIVE precautions that the **food handlers** could have applied to **prevent** the virus from spreading. (5)

6.3 In the article they refer to the crew that was absent and the service that got worse. In your opinion, what influences will a virus, like the one mentioned in Question 6.2.1, have on the **workforce in South Africa**? (3)

6.4 Draft a memo to the crew on the correct procedure to follow when handling complaints. (5)

[20]

QUESTION 7

The following meat dishes will be served as part of the buffet dinner.

Beef olives, Mutton sosaties, Shepherd's pie, Chicken Maryland, Lasagne & Eisbein

- 7.1 7.1.1 **List FOUR factors** that may influence the quality of the meat **before slaughtering**. (4)
 - 7.1.2 **Explain** the term "**rigor mortis**". (1)
 - 7.1.3 **Explain** how the **colour** of **pork** will indicate good **quality** meat. (2)
 - 7.2 Which **meat cut** will be used for the following?
 - 7.2.1 Beef olives (1)
 - 7.2.2 Mutton sosaties (1)
 - 7.3 **List TWO** ways to **tenderise** meat and **explain one method**. (3)
 - 7.4 **Identify** the **country of origin** of the following dishes:
 - 7.4.1 Chicken Maryland (1)
 - 7.4.2 Eisbein (1)
 - 7.4.3 Lasagne (1)
 - 7.5 **Compare** the techniques of **SEARING** and **SEALING** meat. (2)
- [17]**

QUESTION 8

- 8.1 **Explain** why it is very important for vegans to maintain a **balanced diet**. (4)
- 8.2 **Explain** what the following types of vegetarians **include** and **exclude** in their diet. Copy and complete the following table:

	Food types included	Food types excluded
8.2.1	Pesco-vegetarian	
8.2.2	Ovo-vegetarian	
8.2.3	Flexitarian	

- 8.3 Write down any **TWO methods** that can be used to preserve meat. (2)
 - 8.4 Name **TWO natural preservatives**. (2)
 - 8.5 "It is better for **fruit chips** to be **oven-dried** than **sun-dried**."
 - Comment on this statement and motivate such a choice. (2)
- [16]**

QUESTION 9

9.1 **Draft a memo** to outline the following aspects that the hors d'oeuvres chef must consider when preparing eats for a cocktail function.

- **Preparation** (2)
- **Presentation** (2)
- **Serving** (2)

9.2 Redraw and complete the following table to compare the pastry used for **Sausage Rolls** and **Quiche**.

	Sausage Rolls	Quiche
9.2.1 Description		
9.2.2 Proportion flour to fat		
9.2.3 Proportion flour to liquid		

(6)

9.3 The success of choux pastry mainly depends on the preparation method used. **Justify the following procedures** in the preparation method of the pastry.

9.3.1 More flour cannot be added to the dough at a later stage. (2)

9.3.2 Temperature is reduced to 180 °C. (2)

9.4 Describe what happens during the process of **gelatinisation**. (2)

[18]

QUESTION 10

10.1 Give a **short description** of the following desserts:

10.1.1 Paris-brest (2)

10.1.2 Crêpe suzette (2)

10.1.3 Beignets (2)

10.2 Name the **chef** who is responsible for the desserts. (1)

10.3 The chef made a mistake and prepared an **Italian meringue** instead of a **Swiss meringue**.

Compare the two types of meringues by explaining how they differ. (2)

10.4 10.4.1 Explain FIVE important hints that must be observed when working with baking chocolate that will be used as a decoration for a dessert. (5)

10.4.2 Explain the term "**tempering**". (2)

10.4.3 List the THREE types of commercial chocolate. (3)

[19]

QUESTION 11

11.1 The following **processes** are involved in the serving of a formal meal. Explain **when** these processes need to take place and **how** they take place:

11.1.1 Crumb down (4)

11.1.2 Present the bill (4)

11.2 Explain the term "**Silver service**". (2)

[10]

150 marks

SECTION C

QUESTION 12

"Do you think technology can replace the human touch that the hospitality industry claims to provide?"

Study the following extracts below. Use the information, and write an article for a Hospitality Magazine where you critique (discuss the advantage and disadvantage) the use of computers and technology in the hospitality industry.

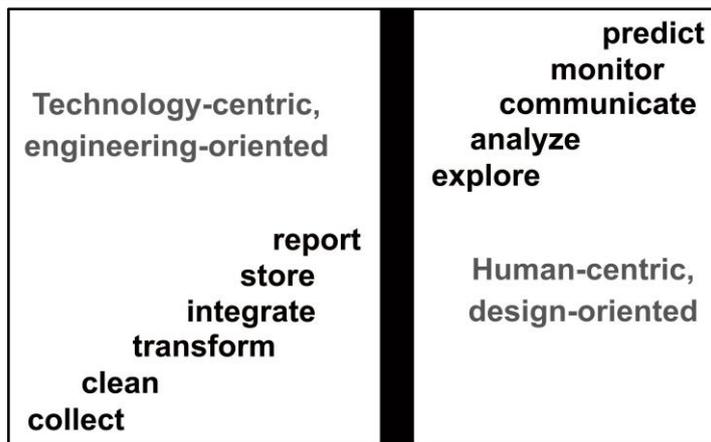
The article must:

- have an applicable heading and introduction.
- contain about 500 words and appropriate paragraphs.
- come to a clear **conclusion and give a valid reason for your answer.**

Marks will be allocated according to the rubric.

<p>Statement 1</p> <p>How POS systems are transforming the hospitality industry By Joshua Smith, Operations Manager at EPOS ability</p> <p>Technological advances have changed the way the hospitality industry functions especially with regards to sophisticated POS systems. Therefore today's customers are used to personalised and efficient service, thanks to better customer data and faster payment systems. [Adapted from: <http://www.hospitalitynet.org/news/4075084.htm>]</p>
<p>Statement 2</p> <p>Technology in the hospitality industry – exploring the very latest trends</p> <p>An emerging trend is to invest in a check-in/concierge app which can make the initial service more efficient and cheaper. [Adapted from: <http://www.aurecongroup.com/en/thinking/insights/aurecons-successful-hotels/technology-in-the-hospitality-industry-exploring-the-very-latest-trends.aspx>]</p>
<p>Statement 3</p> <p>How does technology affect the hospitality industry?</p> <p>Mobile devices can easily replace traditional computers in many instances. For example, concierge professionals can engage guests and see to their requests in real time when stationary desktops are swapped for fast, mobile computing devices. [Adapted from: <http://www.besthospitalitydegrees.com/faq/how-does-technology-affect-the-hospitality-industry>]</p>
<p>Statement 4</p> <p>Essay on: Advantages and disadvantages of the hospitality industry tourism Published: 23 March, 2015</p> <p>The growth of e-commerce affects the tourism industry. Tourists are nowadays used to air-conditioned buses with video and audio systems, central reservation systems (CRS) and the use of computers in travel agencies. Increased competition will force organisations to use the new technology to the full. New developments in transportation open up possibilities of new long-haul destinations. [Adapted from: <https://www.ukessays.com/essays/tourism/advantages-and-disadvantages-of-the-hospitality-industry-tourism-essay.php>]</p>

Statement 5



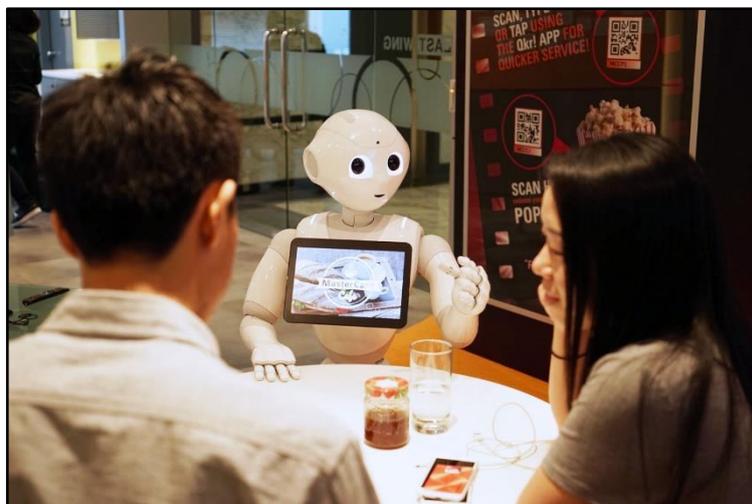
Will growing, powerful digital technology ever extend into areas that currently require human skills of judgement? Intelligence is usually defined as "the ability to acquire and apply knowledge and skills". Most definitions do not include the act of taking decisions and none address the ability to choose objectives or hold values that shape the decision-making process.

[Adapted from: <<https://theurbantechnologist.com/2015/04/12/3-human-qualities-digital-technology-cant-replace-in-the-future-economy-experience-values-and-judgement>>]

Statement 6

Pepper the robot gets a job at Pizza Hut

The humanoid companion will take orders in Asia by the end of 2016.



SoftBank's Pepper robot is ready for a new career in the food industry. Pizza Hut and MasterCard are running a trial where Pepper will be used by the end of 2016 to take orders and provide information. Once the MasterCard is linked with the order, payments can be made and questions about the calorie count will be answered by Pepper. It seems to be a painless process and the manlike helper can take some of the workload off the staff. It remains to be seen if it will be able to manage less-than-ideal conditions.

[Adapted from: <<https://www.engadget.com/2016/05/24/pepper-robot-at-pizza-hut>>]

20 marks

Total: 200 marks