BERGVLIET HIGH SCHOOL

GRADE 10

HOSPITALITY STUDIES

NOVEMBER EXAMINATION

5 NOVEMBER 2024

MARKS: 150 **TIME: 2 ½ hours**

EXAMINER: MS A MAMHENDE **MODERATOR: MRS F CHIRINDA**

NAME:		
	CONTENT	**MARKS**
SECTION A: QUESTION 1	Short Questions (All topics)	**30**
SECTION B: QUESTION 2	Kitchen and Restaurant Operations. Hygiene, Safety and Security	**30**
SECTION C: QUESTIONS 3&4	Nutrition and Menu Planning. Food Commodities	**60**
SECTION D: QUESTIONS 5&6	Sectors and Careers. Food and Beverage Service	**30**
TOTAL		**150**

INSTRUCTIONS TO CANDIDATES

1. All questions in sections A, B, C, and D are compulsory.
2. Answer **ALL** questions on the folio paper provided.
3. Number your answers exactly as the questions are numbered.
4. The marks allocated to each question will indicate the amount of detail required.
5. Leave a line open between subsections of a question (e.g., between 2.1 and 2.2)
6. **Detach this page and use it as our script cover page.**

This question paper consists of 20 pages and SIX questions.

SECTION A QUESTION

ONE

1.1 Multiple Choice: Various possible answers are provided for each question. Write 1.1.1 to 1.1.10 and the correct letter only.

1.1.1 Nutrients that help to build and repair worn-out tissues.

A. Proteins
B. Fats
C. Carbohydrates
D. Vitamins

1.1.2 When applying first aid to any injured person, they should be first treated for:

A. Shock
B. Food poisoning
C. Burns
D. Fainting

1.1.3 Hospitality is…

A. the warm and generous reception and entertainment of guests.
B. offering tourists, a wide range of products and services.
C. offering a high standard of cuisine to foreign tourists.
D. promoting South Africa's rich cultural heritage.

1.1.4 Fast food outlets prepare food which…

A. is eaten off the premises.
B. are served to the employees of a company.
C. are served in hospitals.
D. are eaten in a restaurant.

1.1.5 Shortening refers to the following ingredient in a baked product:

A. Sugar
B. Butter
C. Milk
D. Baking powder

1.1.6 The following should be served on the left-hand side….

A. Main course
B. Drinks
C. Starters and desserts
D. Bread and paperwork

1 x 6 = (6)

1.2 Provide the correct term/s for the following statements.
Write ONLY the answers next to the corresponding number.

1.2.1 Spooning fat or liquids over food while it is cooking to keep it moist.

1.2.2 To improve the appearance of the dish with edible savoury items.

1.2.3 To plunge in hot water to remove the skin of some vegetables/fruit.

1.2.4 Pre-preparation in the restaurant or kitchen.

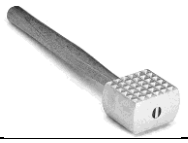
1.2.5 Soaking meat in a seasoned liquid to flavour or soften it.

1.2.6 Passing foods through a sieve to make fine or smooth.

1.2.7 Incorporating air through beating or whisking.

1.2.8 Brushing raw pastry with egg/milk before baking. 1 x 8 = (8)

1.3 Identify the correct equipment for the functions by matching column A and B.

	COLUMN A		COLUMN B
1.3.1	Draining rice and pasta.	**A**	
1.3.2	Making a puree.	**B**	
1.3.3	Chopping herbs.	**C**	
1.3.4	Flattening and tenderising meat.	**D**	
1.3.5	Whisking eggs.	**E**	

1 x 5 = (5)

1.4 State whether the following statements are true or falls regarding salads. Write only 1.4.1 to 1.4.5 and the word True or False.

1.4.1 Salads can be served hot or cold.

1.4.2 A salad must only have five ingredients.

1.4.3 A salad can be a mixture of cooked and fresh ingredients.

1.4.4 Fish can never be used in a salad.

1 x 4 = (4)

1.5 Match the Type of Cheese in Column A with its Classification in Column B. Write only the chosen letter next to the number.

Column A:		Column B:
1.5.1 Cheddar cheese	**A**	Blue veined cheese
1.5.2 Cottage cheese	**B**	Hard cheese
1.5.3 Gouda cheese	**C**	Soft/rind ripened cheese
1.5.4 Camembert	**D**	Fresh cheese
	E	Semi soft cheese
	F	Processed Cheese

1 x 4 = (4)

1.6 Provide a term that best describes the following types of coffee.

1.6.1 A combination of equal quantities of espresso and frothy steamed milk.

1.6.2 American version of a latte, where cocoa powder or chocolate syrup is added.

1.6.3 Equal quantities of coffee, cold milk and cream, served on ice.

1 x 3 = (3)

TOTAL SECTION A: 30 MARKS

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

QUESTION TWO

2.1 Use the illustration below to answer the questions that follow.

All staff working in the kitchen need to wear a uniform which is designed to fulfil certain requirements.



2.1.1 Outline any THREE requirements of a proper chef's uniform. (3)

2.1.2 State TWO personal hygiene measures that must be maintained by all kitchen staff. (2)

2.1.3 List TWO rules, which you, as a Head chef, would give a trainee chef to follow regarding the safe handling of knives. (2)

2.2 Read the statement below and answer the questions that follow:

"Stored food and food not cleaned properly, attracts kitchen pests which can contaminate food".

2.2.1 Redraw and complete the table below on insect infestation on dry foods and pest control:

PEST	ANY ONE SIGN OF INFESTATION	ANY ONE CONTROL METHOD
Weevils	**A**	**B**
Moths		

(2 x 2 = 4)

2.2.2 Highlight TWO requirements for the hygienic dry storage of food. (2)

2.2.3 Create a set of guidelines for correct waste disposal practices during food preparation and food service in the kitchen. (3)

2.2.4 State TWO ways in which waste can be reused in the kitchen. (2)

2.2.5 Define the term 'cross contamination'. (1)

2.2.6 Suggest any TWO ways of preventing cross-contamination. (2)

2.3 Give THREE examples of injuries that could occur in the kitchen. (3)

2.4 Identify the safety signs below. Write only the letter and answer.

A	B	C
		

(3)

2.5 Read the scenario below and answer the questions that follow:

An electrical short circuit in a kitchen, caused an extractor to catch fire. The flames spread quickly.

When the fire started, Nick a trainee Chef goes into shock and as a result, cuts his hand. The bleeding is profuse.

Nosipho, the Sous Chef rushed to assist Nick.

2.5.1 Mention ONE precaution Nosipho must take when assisting Nick with the bleeding. (1)

2.5.2 List TWO aspects that Nosipho should look out for when checking Nick's vital signs. (2)

TOTAL SECTION B: 30 MARKS

SECTION C: NUTRITION AND MENU PLANNING, FOOD COMMODITIES

QUESTION THREE

3.1 Study the menus below and answer the questions that follow:

BREAKFAST MENU Hot Oat Porridge Stewed Fruit Boiled Eggs or Scrambled Eggs Beef Sausages Chakalaka Grilled Tomatoes Blueberry Muffins Tea or Coffee **22 November 2023**	BREAKFAST CLASSICS **Buttermilk Crumpets** Three large fluffy, flapjacks served in a stack with butter, syrup and 2 strips of Bacon R64.99 **Mince Toast** Delicious sourdough toast served with stewed Beef mince R79.90 **Traditional Pancakes** A large, cinnamon sugared crepe served with fresh lemon juice R29.99 **The Classic** Three poached eggs, 4 strips of bacon or Chorizo sausage, and home fried potatoes R99.90 **Italian omelette** A three-egg omelette filled with pepperoni, tomatoes, onions, feta and home fried potatoes. R80.00 **The Junior** Two boiled eggs, 4 strips of bacon or Salami sausage, home fried potatoes R74.50 **Variety of tea and coffee**

3.1.1 Identify the type of menu shown in:

(a) Menu A

(b) Menu B (2 x 1 = 2)

3.1.2 State the number of courses being offered on menu A. (1)

3.1.3 Establish the type of meal being served on both menus. (1)

3.1.4 Determine whether menu A is an English or a Continental meal. (1)

3.1.5 After analysing the dishes on menu B, differentiate between Pancakes and Crumpets using the following criteria: *(Redraw the following table in your answer book)*

	Pancakes	**Crumpets**
Type of batter:		
Characteristics:		

(2 x 2 = 4)

3.1.6 Identify a food item from menu A that provides a South African twist to the breakfast. (1)

3.1.7 State the portion size of mince for the Mince Toast in menu B. (1)

3.1.8 Give TWO guidelines to follow when purchasing mince for the above menus. (2)

3.1.9 Name the cooking method used to prepare the oats. (1)

3.1.10 Establish whether menu A above is well balanced. Explain your answer using information from the food pyramid you have studied in class.

(1 + 1 = 2)

3.1.11 Name the main nutrient provided by each of the following menu items. Tabulate your answer as follows:

Menu items	**Nutrient**
Feta	
Beef mince	
Sourdough bread	

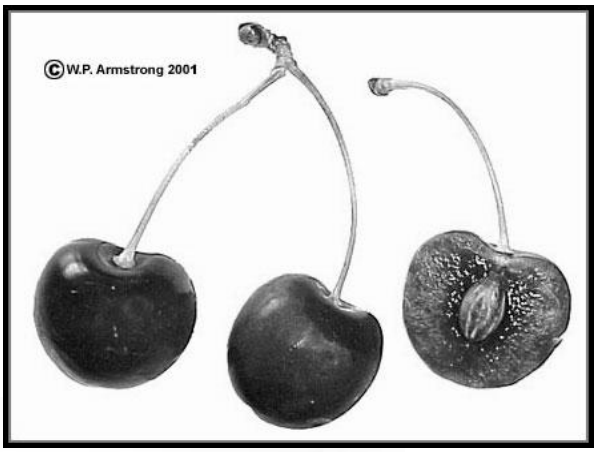
(3)

3.2 Provide a term for the following descriptions relating to the cooking of cereals:

3.2.1 A dry heat method applied to starch, whereby the starch loses its thickening ability and becomes brown and slightly sweet. (1)

3.2.2 A moist heat method of cooking starch whereby the starch absorbs water, swells, expands and starts to thicken. (1)

3.3 Study the pictures below and answer the questions that follow:

A	B
	
C 	

3.3.1 Classify the fruit labelled A and B. (1 x 2 = 2)

3.3.2 Identify the phenomenon that took place in picture C. (1)

3.3.3 Suggest a way to prevent the above-mentioned phenomenon. (1)

3.4 Study the Scone recipe below and answer the questions that follow.

SCONES





Ingredients:

1 cup cake flour

1 tablespoon granulated sugar 1

teaspoon baking powder 1ml salt

25g butter 1

egg

50ml cold milk

Method:

1. *Preheat the oven to 200°C. Grease or line tray.*
2. *In a bowl, stir dry ingredients together. Rub butter into the dry ingredients until the mixture resembles bread crumbs.*
3. *In a separate bowl, combine milk and egg. Make a well in the middle of the dry ingredients and pour in the egg and milk. Stir together very briefly to form a messy, sticky dough with some floury patches remaining.*
4. *Tip the contents of the bowl out onto a work surface dusted lightly with flour. Knead dough briefly until no floury patches.*
5. *Roll out gently until it's around 3cm thick. Cut with round floured cutter.*
6. *Pop the rounds onto tray. Brush the tops of the scones with beaten egg or milk.*
7. *Bake for 12-15 minutes.*
8. *Serve warm with whipped cream, or butter, and jam.*

3.4.1 State the format of the above recipe. (1)

3.4.2 Convert the measurements for the flour and baking powder into ml. (2)

3.4.3 Suggest ONE variation of scones. (1)

3.4.4 Determine the outcome of the baked scones if the dough is over kneaded, and not kneaded briefly as instructed in Step 4. (1)

3.5 Study the images below and answer the questions that follow.

MUFFINS		
		

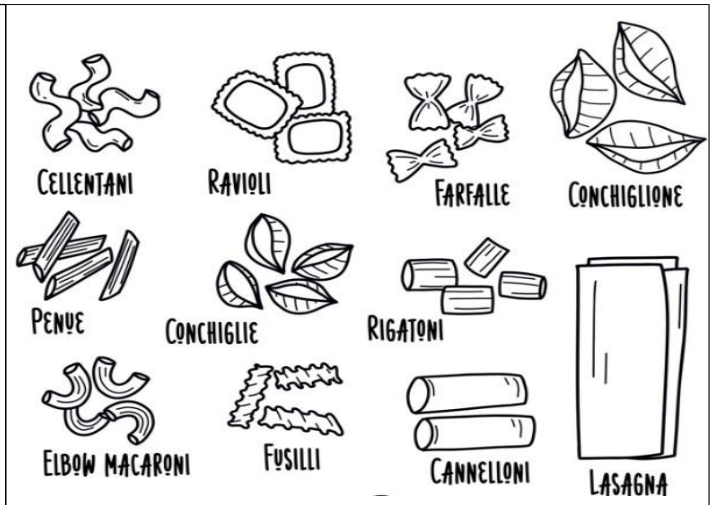
3.5.1 Mention ONE quality characteristic of a well-made muffin. (1)

3.5.2 Name the mixing method used to prepare muffins. (1)

[30]

QUESTION FOUR

4.1 Read the following extract and answer the questions that follow.

Pasta dishes have become famous in most homes, all around the word. *Pasta which is most often made from* ***'DURUM WHEAT'*** *flour.* *When cooking pasta, one has to be very careful to cook it until it is* ***'AL DENTE'.***	

4.1.1 Explain what it means to cook pasta until it is 'Al Dente'. (1)

4.1.2 Suggest a type of meat usually served with pasta. (1)

4.1.3 Explain the importance of flour to baking. (2)

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



4.2.1 Eggs are highly perishable. Explain how you should store eggs to keep them fresher for longer. (2)

4.2.2 State TWO quality checks you would do when buying eggs. (2)

4.3 State the main function of eggs in each of the following dishes. Write only the letter and your answer next to it.

A - CUSTARD	B - SOUFFLE	C – CRUMBED CHICKEN
		

(3)

4.4 You have to make stuffed eggs as Hors d'oeuvres for a function.

4.4.1 Provide TWO guidelines to bear in mind when boiling the eggs. (2)

4.4.2 Describe a frittata. (2)

4.4.3 Provide a term for the following occurrence:

"Eggs set, change to a thick and solid mass".

(1)

4.4.4 Explain the importance of the above-mentioned occurrence (in question 4.4.4) to cooking/baking. (2)

4.5 Read the scenario below and answer the questions that follow.

"Cooking with cheese needs extra care".

Skyler, a Chef at Marine Parade Hotel, was required to prepare 50 trays of Macaroni and Cheese for a conference. Due to time constraints, she had forgotten the last tray of Macaroni and Cheese under the grill for a few minutes.

4.5.1 Describe the state of the cheese in the dish that was left under the grill for too long. (2)

4.5.2 Advise Chef Skyler on TWO precautions to follow when cooking with cheese. (2)

4.6 Suggest TWO uses of cheese. (2)

4.7 The image below shows one way of serving cheese.



4.7.1 Name this method. (1)

4.7.2 Give TWO examples of functions at which this may be served. (2)

4.8 Read the information below and answer the questions that follow:

Many different types of dairy products are used in food preparation; to make desserts, sauces and other food items. From all dairy products, milk is used extensively. There are many heat treatments applied to milk. Some milk is Pasteurised or Homogenised, whereas long-life box milk goes through UHT.

4.8.1 Explain the following heat treatments of milk:

A Pasteurisation (2)

B Homogenisation (2)

4.8.2 Write the abbreviation UHT in full. (2)

[30]

TOTAL SECTION C: 60 MARKS

SECTION D: FOOD AND BEVERAGE SERVICE, SECTORS AND CAREERS

QUESTION FIVE

5.1.1 Study the pictures below and identify which sector of the hospitality industry is evident in each of the pictures.

PICTURE A



PICTURE B



(2)

5.1.2 Tabulate ONE difference between the Commercial Sector and the Non-Commercial sector. (2)

5.1.3 Name ONE career worth exploring besides a Chef and Waiter in the Hospitality industry. (1)

5.1.4 Read the following scenarios and answer the question that follows.

SCENARIO 1

The Jacobs family, is celebrating the birthday of their 6 year old daughter Aliyah. They decide to take her and their 4 year old twins to a popular restaurant where the kids can, not only enjoy the meals, but run around and have some fun in the kiddies play area as well.



SCENARIO 2

Jade and Jake have been married for a year and decide to celebrate their anniversary in a classy and stylish restaurant serving high end meals and drinks.



Suggest a **type** of restaurant that will be suitable for each of the families as described above, and differentiate between the characteristics of each of the restaurants suggested. Tabulate your answer as follows.

Scenario 1 Restaurant	**Scenario 2 Restaurant**
Type of restaurant	Type of restaurant
1 characteristic	1 characteristic

(2 x 2 = 4)
[9]

QUESTION SIX

6.1 Read the scenario below and answer the questions that follow:

Alex has decided to take up a job as a waiter at the KAG CAFÉ, where you are the manager. One day, the following customers come into the restaurant.	
A. CUSTOMER IN A WHEELCHAIR	**B. CUSTOMER HARD OF HEARING**
	

6.1.1 Advise Alex on TWO ways of handling each of the above customers:

Customer A (2)

Customer B (2)

6.1.2 Explain to Alex how a pleasant atmosphere can be achieved in the restaurant using the following criteria:

A Music (1)

B Lighting (1)

6.2 Read the extract and answer the following questions.

As important as greeting the guest and serving a good meal is, taking a booking leaves the first impression on the guest. It is therefore important that this is done correctly, politely and professionally.



6.2.1 Suggest TWO polite statements that must be uttered by the restaurant employee who takes a booking. (2)

6.2.2 State TWO important details to record when taking a booking. (2)

6.3 Study the pictures and the extract below and answer the questions that follow:





The appearance of service staff provides guests with their first impressions of the establishment. Therefore, waiters must present an immaculate appearance.

6.3.1 Provide TWO guidelines to new waiter Alex, on the personal appearance and uniform that service staff should adhere to. (2)

6.3.2 Compile a set of guidelines for Alex for opening mise-en-place concerning the following:

A Equipment (coffee machines etc.) (1)

B Serviettes (1)

6.4 **Study the cover below and answer the question that follows.**



6.4.1 Identify the type of menu that will be suitable for the cover above. (1)

6.4.2 Explain the value of a white tablecloth as part of a table setting. (1)

6.5 Study the pictures below and answer the questions that follow:

PICTURE A	PICTURE B
	

6.5.1 Identify the style of service in:

Picture A (1)

Picture B (1)

6.6 You are in charge of training new waiters, such as Alex.

6.6.1 Provide them with TWO guidelines to remember for buffet service. (2)

6.6.2 State ONE advantage of plated service. (1)

[21]

TOTAL SECTION D: 30 MARKS

GRAND TOTAL: 150 MARKS

ALL THE BEST! ☺