Bergvliet High School

HOSPITALITY STUDIES

GRADE 10

NOVEMBER EXAMINATION

MEMORANDUM

2025

MARKS: 200 **TIME: 3 hours**

SECTION A

QUESTION 1: SHORT QUESTIONS

1.1 MULTIPLE-CHOICE QUESTIONS

1.1.1 C
1.1.2 C
1.1.3 D
1.1.4 C
1.1.5 D
1.1.6 B
1.1.7 A
1.1.8 C
1.1.9 C
1.1.10 D
1.1.11 D
1.1.12 A
1.1.13 B
1.1.14 D
1.1.15 C
1.1.16 A
1.1.17 C
1.1.18 C
1.1.19 B
1.1.20 C [20]

1.2 A, B, E, G, H 1 x 5 = (5)

1.3 COFFEE

1.3.1 Café Latte√

1.3.2 Cappuccino√

1.3.3 Café Mocha√

1.3.4 Irish Coffee√

1.3.5 Iced Coffee√ 1 x 5 = (5)

1.4

COLOUMN A DESCRIPTION	COLOUMN B DESCRIPTION
1.4.1 Full cream milk	G√
1.4.2 UHT	F√
1.4.3 Powdered milk	D√
1.4.4 Yoghurt	E√
1.1.5 Condensed milk	A√

1 x 5 = (5)

1.5

1.5.1 C

1.5.2 D

1.5.3 B

1.5.4 F

1.5.5 G 1 x 5 = (5)

[40]

QUESTION 2: KITCHEN OPERATIONS

2.1 Identify the following pieces of equipment.

 Microwave	 Salamander	 Tilting frying pan

(3)

2.2 Identify and state the uses of the following knives. Copy and complete the table.

KNIFE	TYPE	USE
	Chef Knife Utility Knife	Chopping, cutting vegetables etc
	Bread knife	Slicing & cutting bread and other baked products.

(4)

2.3 A recipe is an important resource in the kitchen.

2.3.1 Differentiate between standard format recipe and action format. (4)

- Standard format- ingredients are listed first in the order they are to be used √and the method is given below it. √
- Action format-the method is given next to the ingredients√ that will be used on that step. √

2.4 Explain the following culinary terms found on a scone recipe

2.4.1 Rubbing in (2)

- Using fingertips√ to mix flour and shortening√

2.4.2 Glazing (2)

- Brushing products with beaten egg√ before baking so they can have a glossy finish√

QUESTION 4: HYGIENE,SAFETY AND SECURITY

2.5 Study the image below and answer the questions that follow

2.5.1 Identify THREE safety hazards shown in the picture. (3)

- Mop on the floor
- Cable from bin to cupboard
- Oven door open
- Pan handle hanging on the side of stove
- Girl reaching for stuff while so close to stove
- Cup with liquid spilled on the floor
- Water dripping on the floor from container on the table

2.5.2 Identify THREE food contamination risks shown in the picture. (3)

- Fish next to bleach
- Dirty plates were food is being cut
- Open and full bin
- Cat in the kitchen
- Bucket with cleaning water on the kitchen counter

2.6 Waste disposal is important to food safety. Justify this statement. (2)

- It prevents food contamination
- Waste attracts flies, cockroaches and rats/mice
- Which can then also go onto good food and contaminate it
- Waste smells meaning the kitchen will also have an unpleasant smell too

2.7 Give THREE ways a restaurant can recycle waste. (3)

- Use bottle banks for bottles with no refundable deposits
- Recycle tins and cans
- Recycle paper, cardboard and plastic

2.8 Explain the term FIFO (2)

First in First Out

2.9 Describe the consequences of the following scenarios.

a) Chopped onions are left next to a jug of milk. (2)

- The strong odour of onions can be absorbed by the milk√, affecting its taste and smell. √
- This can make the milk unpleasant or unsuitable for consumption. √

b) A packet of lettuce is left open in the fridge. (2)

- The lettuce can dry out, wilt, √or absorb odours from other foods. √
- It may also become contaminated by bacteria√, making it unsafe to eat. √

c) Meat is defrosted on a plate containing leftover roast chicken. (2)

- Cross-contamination can occur√ as bacteria from the raw meat transfer to the cooked chicken. √
- This increases the risk of food poisoning or bacterial infections. √

2.10.1 Explain to Vuyo and Jane what is expected of them regarding personal hygiene. (4)

- They must wear clean uniforms and aprons when working in the kitchen. √
- Hands, nails, and hair must be kept clean at all times; √ nails should be short √and free from nail polish. √
- Hair should be tied back or covered with a hairnet or cap. √
- They must avoid wearing jewellery√, heavy perfumes, √or touching their face and hair while handling food. √

2.10.2 Advise Vuyo and Jane on the specific occasions when they should wash their hands during the preparation of food. (2)

- Before starting food preparation √and after handling raw meat, poultry, or eggs. √
- After touching their face, hair, or body, sneezing, coughing, or using the toilet. √

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SECTION C
QUESTION 3:
Nutrition and Menu Planning Food Commodities

3.1 Study the dinner menu below which was made for the 12th of November 2025 and answer the questions which follow:

Identify 5 mistakes made when compiling the above menu. (5)

- Menu type is not indicated.√
- No spaces between the courses.√
- Name of dishes are in small caps√
- Lack of a date.√
- Main course dishes are not in a correct order.√ (5)

3.2.1 Rewrite the menu in question 3.2 in the correct format. (9)

MENU
LUNCH

Starter
Cream of Cauliflower Soup

Main Course
Poached Chicken Breast with White Sauce
Mashed Potatoes
Boiled Cabbage

Dessert
Vanilla Pudding

Coffee

12 November 2025

3.2.2 Comment on the menu in question 3.2 regarding the use of:

a. Colour (2)

The menu lacks colour variety as most of the items are pale or similar in tone (e.g., cauliflower soup, poached chicken, mashed potatoes, cabbage and vanilla pudding). There is very little bright or contrasting colour, which makes the menu appear bland and visually unappealing.

b. Texture (2)

The textures in the menu are mostly soft and smooth (soup, chicken, mashed potatoes and pudding), with very few contrasting textures to create interest. There is no crisp or crunchy element, causing the meal to feel monotonous and lacking in textural variety.

c. Methods of cooking (2)

The cooking methods used are mostly soft-cooking techniques such as boiling, poaching and steaming. There are no contrasting methods such as roasting, grilling or frying to provide variation in taste and texture. As a result, the menu feels repetitive and lacks interest.

3.3 Differentiate between the a la carte and table d'hote menu. (4)

Table d'hote	**A la carte**
• Fixed number of courses. √	• Own meal can be compiled from various courses of the menu. √
• Fewer to no choice for each course√	• Customers can select various side dishes and courses. √
• The meal has a set price. √	• Each dish is priced individually. √
• The food is cooked ahead of time in order to be ready at a specific time.√	• Food is cooked to order, customers should be willing to wait. √
Any 2 (2)	Any 2 (2)

3.4 Distinguish between the Continental and the English breakfast. (4)

Continental breakfast (2)	**English breakfast (2)**
Has no cooked/hot dishes, √ may include toast, cereal, baker's choice. √ √	Does not have cooked dishes√, may include eggs, baked beans, rashers, mushrooms, toast, beverages, etc. √

3.5

FOODS	MAIN NUTRIENT	IMPORTANT FUNCTION	FOOD GROUPS
Eggs	Protein	Build/repair/maintain body tissue	FOOD GROUPS Meat and meat alternatives
Cheese	Calcium	Strong bones and teeth	Milk and milk products
Orange	Vit. C	Strong immune system	Fruit and veg
Carrot	Vit. A	Good night vision	Fruit and veg
Wholewheat bread	Carbohydrates/Fibre	Peristaltic movement Energy	Cereals and cereal products

(12)

SECTION C

QUESTION 4:

Food Commodities

4.1 Choose the correct term from the list below to complete each statement:

4.1.1 **Gelatinisation** √– Occurs when moist heat is applied to starch and the starch granules swell and soften.
4.1.2 **Muesli**√ – A breakfast cereal made from rolled oats and other cereals mixed with dried fruit, nuts, or seeds.
4.1.3 **Syneresis**√ – Occurs when cooked starch stands and water is forced out of the starch network.
4.1.4 **Dextrinisation**√ – Browning of starch when dry heat is applied.
4.1.5 **Polenta**√ – A traditional Italian dish made from boiled yellow corn meal.

4.2.1 State TWO reasons why cereals are cooked. (2)

- Softens the cellulose. √
- Makes the product more edible and digestible. √
- Enhances the taste and flavour of the product. √

4.2.2

CLASSIFICATION OF CEREALS		
CLASSIFICATION	**DESCRIPTION**	**EXAMPLES**
WHOLE GRAIN   	Whole with all the cereal parts intact. Nothing is removed.	Maize, wheat, rice, barley, oats, rye, sorghum.
CRUSHED GRAIN  	The whole grain is broken into smaller pieces.	Samp, maize rice, crushed wheat.
ROLLED SEEDS  	The bran of the grain is removed and the grain is flattened by rollers.	Oats, cornflakes.
COARSELY GRANULATE   D SEEDS	The bran and germ are removed before the grain is coarsely granulated.	Maize meal, sorghum, semolina.

 		

COARSELY GRANULATED SEEDS	The bran and germ are removed before the grain is coarsely granulated.	Maize meal, sorghum, semolina.
FINELY GRANULATED SEEDS 	The bran and the germ are removed before the grain is finely granulated.	Flour, corn flour (maizena).

4.3 Explain how to prevent lumps from forming when cooking cereals using each of the following methods:

4.3.1 Paste method (2)

The starch is mixed with a little cold water to form a paste. √ Add boiling liquid to the paste and pour back into the saucepan. √Place the saucepan on heat and stir to prevent lump formation. √

4.3.2 Roux method (2)

Starch is mixed with melted butter, margarine or oil to form a rouxV. Add milk. √ Place on heat and stir continuously to prevent lumps from forming. √

4.4 State one method of preventing skin from forming on cooked cereals. (2)

- Stir the cereal regularly√ while it is cooling√
- Place a layer of plastic√ in contact with the surface. √
- Sprinkle a layer of sugar √on the surface (suitable for sweet dishes). √

4.5 Define the following terms:

4.5.1 Mincer (1)

apparatus used to mincemeat.

4.5.2 Coagulate (1)

to thicken, curdle or clot.

4.6.1 List FIVE factors that Hannah should consider when buying minced meat. (5)

- Choose good quality meat with little fat.
- Fresh mince has a cherry colour and crumbly texture.

- Ripened meat has a darker colour
- Mince should not contain pieces of connective tissue, blood vessels or any internal organs.
- The package should not be damaged.
- Ensure that mince does not have a strong offensive odour.
- Mince that is pre-packed should not have blood oozing out of the packaging.
- Storage of mince
- Refrigerating and freezing mince are two very effective ways to ensure mince is preserved.

4.6.2 Name THREE types of minced meat that may be available in the shop. (3)

- Extra lean mince √
- Lean mince/topside √
- Ordinary mince √
- Coarse mince√

4.6.3 Suggest THREE dry heat cooking methods that Hannah can use to prepare minced meat. (3)

Baking √
Grilling √
Shallow frying√

4.6.4 State the correct colour that Hannah should look for in each of the following types of minced meat: (3)

a) Beef – Red √
b) Pork – Light pink√
c) Chicken – Pale√

4.6.5 Recommend THREE dishes that Hannah can prepare using minced meat. (3)

Spaghetti Bolognaise √
• Meatballs √
• Bobotie √
• Lasagna √
• Hamburgers√

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SECTION D

QUESTION 5:

Sectors and Careers, Food and Beverage Service

5.1 Define the following terms:

5.1.1 Gratuity (1)

A tip or a bonus for good, well executed service. √

5.1.2 A bill (1)

A document that tells the guest how much they owe from what they have ordered from the restaurant. √

5.1.3 Closing mise-en-place (1)

Preparation after the food service. √

5.2.2 Identify the electronic system shown in the image above 4.1. (1)

ELECTRONIC POINT-OF-SALE SYSTEM (POS) √

5.2.3 List FOUR items that must be included in electronic system shown above 4.1. (4)

- A cash drawer√
- A register/terminal /monitor √
- A receipt printer√
- A barcode scanner √
- A credit card reader√

5.2.3 Explain the advantages of using the above method in a restaurant. (3)

- Efficient tracking of transactions & accuracy√
- Reduced service time √
- Efficiency in billing√
- Reduce theft and lower costs√
- Helps in managing a restaurant & provides the best service√

5.3 Describe to the trainee waiter FOUR procedures to be followed when presenting the bill. (4)

- Make sure that the correct items have been entered onto the bill. √
- Give the correct bill to the correct table. √
- Place the bill inside a bill holder and close it or present the bill on a side plate. √
- Place a pen that works inside the bill holder if the restaurant offers credit/debit card facilities. √
- Always present the bill to the host from his or her right-hand side. If you are not sure who the host is; give the bill to the person who asked for it or place it in the middle of the table. √
- Return to the table promptly, pick up the bill holder and take it to the till or cashier to process the money. √
- Allow the guests to pay when they are ready.If the guest is paying with the credit or debit card, bring a handheld credit card machine to the table and make sure that you know the correct procedure to follow when processing credit card payment. √

5.4 Suggest other FOUR methods of payments that can be used in a restaurant. (4)

- Cash√
- Credit card√
- Debit card√
- Vouchers√
- Charge cards√

5.5 Explain FOUR procedures a waiter should follow when receiving and seating the guests. (4)

- Greet the guests in a friendly manner and address them in their preferred language, if possible. √
- Introduce yourself politely. √
- Lead the guests to the table and place menus in front of them. √
- Seat the gusts and always seat ladies before men. √
- Make sure you know who the host is at the table. √
- Approach the table when you think the guests have had enough time to look at the menus. Suggest taking the drink orders and mention any specials on the menu. √

If you are busy with another table when the guests arrive, acknowledge them and mention that you will be with them shortly. √

5.6 There are many restaurants in the country and competition is too high.
Explain how you will make your restaurant memorable by being sensitive to:

5.6.1 Culture (2)

- Each culture has unique eating habitsv
- It is important to show tolerance and respect for each culturev
- Certain religions prohibit certain foods √
- Catering for vegetarian meals √
- Identifying foods that cause allergic reactions √

5.6.2 Disability (2)

- Offer help to people in wheel chairs if they indicate they need it. √
- Provide easy access to the door and seating area. √
- Provide enough space for the wheelchair and remove unused furniture. √

Speech and hearing disability

- Speak slowly so that they can lip read. √
- Be polite and maintain a clear voice√
- Listen to the order and respond calmly√

5.6.3 Children (2)

- Provide prompt service to children√
- Provide a feeding chair for babies√
- Have fun activities e.g. drawing with crayon√
- Inform parents of special menus for children. √

5.7.1 Explain what could happen if customers' expectations are not met in a restaurant. (3)

- Complain or choose never to return √
- The reputation of the restaurant can be damaged. √

- Bad word of mouth √
- Profits at the restaurant decrease √

5.7.2 Describe FOUR customer expectations when being served in a restaurant. (4)

- Customers expect to be treated with respect. √
- They expect prompt and efficient service. √
- They expect friendly and welcoming staff. √
- They expect a comfortable and pleasant dining environment. √
- They expect well-prepared and tasty meals. √

5.7.3 Advise the waiter on how to handle customer complaints professionally. (4)

- Always take a complaint seriously√
- Listen respectfully√
- Apologise√
- Explain to customer what has happened√
- Be honest√
- Report complaint to manager√

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GRAND TOTAL: 200 MARKS